



Acumen Fiscal Agent

Innovation • Opportunity • Freedom

NJ VF/EA Acumen Transition- Vendor Webinar

Date: September 18, 2025

Community Vendor Reminders

- Community Vendors that provide services to DDD-enrolled individuals need to enroll with Acumen as soon as possible.
 - Any active vendor that has not received the Docusign packet with the Electronic Funds Transfer (EFT) and W-9 form should contact the Acumen Vendor Team by phone at 848-400-5738 or by email at vendor-nj@acumen2.net.
 - To be fully enrolled with Acumen, Community Vendors must complete the Docusign packet. Completing the Electronic Funds Transfer (EFT) and W-9 form manually and submitting them to Acumen by email, fax, or mail *will delay processing*.

Community Vendor Reminders

- Why can't I see my client in the DCI portal?
 - Once Acumen receives the clients Service Detail Report (SDR) or authorization, we will link the vendor service to the client in the portal. If you have received the SDR from the Support Coordinator but do not see your client, please reach out to the Vendor Team.
- How are rollover units used?
 - Rollover units are unused units from previous weeks, within the service date range, that can be used for a current weeks billing if needed. Vendors cannot use future units within the service.

What You'll Need to Enroll

- Authorized Representatives should review the "What You'll Need to Enroll" list.
- The "What You'll Need to Enroll" lists are found on the Acumen NJ Website, under the Authorized Representative tab.
 - [What You'll Need to Enroll - Vendor.pdf](#)
- **PLEASE NOTE:** Once an Authorized Representative has completed the Electronic Enrollment System process, they do not need to log in again to complete the Vendor Agreement for a NEW Community Vendor service that has been added to the plan. Support Coordinators should follow their usual process for adding a new vendor service. Once the service is approved, Acumen will receive the service prior authorization electronically, process it, and add it to the vendor and participant account.

Authorized Representatives

- An individual in the VF/EA Model needs to either enroll with Acumen and act as their own Authorized Representative (AR) or work with their Support Coordinator and planning team to identify someone else to enroll as the AR.
- This will depend on whether the individual has a legal guardian and whether they are able to manage the AR responsibilities on their own (or with limited support, such as prompting).
- Authorized Representatives are responsible for signing off on invoices submitted by the Community Vendor to confirm services were rendered
- On the Acumen New Jersey Home Page, Community Vendors, Authorized Representatives and Employers can find the link to DCI (Direct Care Innovation), which is the platform they will use to submit and approve invoices for reimbursement.
- [Login | DCI Portal](#)
- [Community Vendor Entry Sign Off- Quick Reference](#)

Alternative Entry Sign OFF

Acumen has added a new process to support vendor invoice approvals in the DCI Portal. This update is designed to help vendors when they need to submit an invoice that cannot be approved electronically.

What changed?

A new field called “NJ Vendor Entry Alternative Sign Off” is now available in the DCI Portal (see screenshot below).

- Vendors must select “Yes” in this field if their participant is unable to sign off electronically.
- In these cases, vendors must obtain a **physical signature** on the invoice from the Participant or Authorized Representative, before submitting the invoice digitally.
 - **We have attached** a [new invoice template](#) that you must leverage moving forward if you are getting a physical signature.

Why did this change?

- Feedback showed some participants are not able to approve invoices electronically. Adding the new feature means that, even when this is the case, invoices/service entries can still receive the required approval. This option prevents delays in payment and ensures services are not disrupted.
- Vendors gain a clear path to submit invoices for these Participants.



New Jersey DDD Vendor Payment Request Form

Participant Name	Participant DDD ID #
Employer Name (if different)	Month/Year of Invoice

Check or Direct Deposit Payment Instructions

Make Payment To (Vendor Name):	
Vendor Address	
Vendor City/State/Zip	Vendor FEIN or SS#

Service Date	Service Code	Description of Services Rendered	Total Amount
		Total Check Amount	

By signing this form, I attest that services were delivered and received. I have rendered and/or approved this payment request in accordance with NJ DDD regulations. I understand that payment and satisfaction of this claim may be from Federal and State funds, and that I may be prosecuted under applicable Federal or State laws for any false claims, statements or documents or concealment of a material fact. Any misuse of funds may result in being fined or penalized, including but not limited to my repayment of claim.

Employer or Representative's Signature

Date

Entry Status



- **Unverified:** Entries that the Employer or Admin (someone other than the employee) enters or edits on behalf of an employee. The employee must resolve the unverified entries so the employer can review.
- **Unvalidated:** Temporary status. Entries that are waiting for the business rule validation process to complete. This process runs multiple times an hour. Moves to pending or rejected status after processes run.
- **Pending:** Entries that are awaiting review and approval by the Employer. Display on the Pending Entries page.
- **Rejected:** Entries that have been rejected by the Employer or a system process
- **Approved:** Entries that have been approved by the Employer and are ready to be processed
- **Batched:** An approved entry that has been included in a pending payroll batch
- **Processed:** Entries that have been processed and are ready for payroll

UPCOMING TRAINING

Check our website for ongoing updates:

[New Jersey - Training Materials – Acumen Fiscal Agent](#)

Training Schedule:

For Community Vendors: [Vendor Training Schedule](#)

For Participants and Authorized Representatives with Vendor Only Services: [Authorized Representative Training Schedule](#)



Training Delivery Methods



- Virtual Instructor-Led Training (VILT)
 - Live webinars delivered via Microsoft Teams
 - ✓ Q & A features enabled and moderated in real time
 - ✓ Live captions available
 - ✓ Multiple Dates Scheduled- Individuals, Authorized Representatives, Employers, Employees, Community Vendors, Support Coordinators and Support Brokers can attend as many trainings as they would like.
 - Training content is delivered with a mix of presentation via PowerPoint, real time video demonstrations, and screen sharing of training resources.
 - ✓ Located on the Acumen Training Help Center and Acumen Fiscal Agent website
 - Live Webinar Training Link: [Click Here](#)



- Video on Demand Training (VOD)
 - Recorded webinar or pre-recorded training
 - Allows users to access anytime, anywhere, and as often as needed
 - Option to pause and enable captions
 - Chapters allow users to navigate content quick and easily

Who To Contact:

- ✓ **Client Services Agent Team**
 - **848-400-5903**
 - **Enrollment-nj@acumen2.net**
- ✓ **Vendor Service Agent Team**
 - **848-400-5738**
 - **Vendor-NJ@acumen2.net**
- ✓ **Customer Service Team**
 - **833-892-0413**