

VF/EA Fiscal Intermediary Transition

August 21, 2025

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Reminder: Support Coordinator Plan Revision Guidance for Participants in All Cohorts

- We merged the guidance documents for Cohorts 1-4a and Cohort 5 into a single [SC Plan Revision Guidance for All Cohorts](#), dated August 14, 2025, which replaces all previous guidance. This guidance has updated information for Support Coordinators (SC) about how and when to revise plans for individuals in all Cohorts, including Important details about the required **Billable Rate Notifications** from Acumen.

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Plan Revision Timeline

All individuals in all cohorts must initiate enrollment with Acumen as soon as possible.

Cohort	Plan-Revision Approval Deadline (last date a revised plan can be approved)	Last Date SC can add new PPL vendor service	Service End Date for current PPL service	Acumen Go-Live Date (service start date for new Acumen service)
1 – 4a	August 29	CANNOT ADD	Any future date up to and including September 13	Any future date up to and including September 14
5	August 29	September 7	September 13	September 14
	August 22 is the last date Acumen will send Billable Rate Notifications with a Service Start Date of September 14.			

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Billable Rate Notification: Support Coordinator Notes

- Plan approval cannot move forward if SDE and/or vendor services overlap between two FIs
- Do not add any SDE/SDE service to a plan until you've received a Billable Rate Notification for all of an individual's SDEs
- If there are vendor services in the plan, add the new (replacement) Acumen service using the same service start date used for the SDE service(s)
- Please ensure the Service Name and Service Procedure Code listed in this communication match the service to be added to the plan. If there are any discrepancies, contact enrollment-nj@acumen2.net, with “Billable Rate Communication – Code Discrepancy” in the subject line.
- If the plan is unable to be revised and approved on or before the Plan Revision Approval Deadline, this Service Start Date becomes null and void, and you must pause the revision until you receive a new Billable Rate Notification with a new service start date, which will be at least four weeks in the future.

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Billable Rate Notification: Self-Directed Employee Details

Employee Name:	EMILY EMPLOYEE
Acumen Employee ID:	NJ123456789123
Service Name:	Individual Supports
Service Procedure Code:	H2016HIU8
Service Start Date:	September 14, 2025
Plan Revision Approval Deadline:	August 29, 2025
Service Billable Rate:	\$5.59
Employee Hourly Wage:	\$20.00

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Billable Rate Notification Received *after August 22*

Acumen will continue to send Billable Rate Notifications to Support Coordinators after August 22, *however:*

- Each Billable Rate Notification will have a corresponding SDE service start date & plan revision approval deadline date.
- Until a Billable Rate Notification is received and plan is revised and approved with the SDE service start date, ALL services will continue with PPL as Fiscal Intermediary.

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- Electronic Visit Verification (EVV)
 - Except for those who meet the established criteria for a live-in caregiver exemption, SDEs are required to use Electronic Visit Verification (EVV) when providing any of the following three services entirely or partially in the home:
 - Community Based Supports
 - Individual Supports
 - In-Home Respite

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- Electronic Visit Verification (EVV)
 - To be eligible for an exemption from EVV due to live-in caregiver status, the employee must meet and be able to document one of the following criteria:
 - **Live-In Permanently:** employee permanently resides on the same premises as the individual to whom services are provided by living, working, and sleeping on the premises seven days per week; and, the employee has no home of their own.
 - **Live-In for Extended Periods of Time:** employee resides on the same premises as the individual to whom services are provided for an extended period of time by living, working, and sleeping on premises for at least five days (120 hours) per week.

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- Electronic Visit Verification (EVV)
 - How does a Self-Directed Employee apply for the live-in caregiver exemption to EVV?
 - The employee must provide documentation of live-in status to the individual's Support Coordinator.
 - The Support Coordinator will make sure the EVV Live-In Caregiver Attestation is completed and signed by the employee and the individual (or their guardian), and then upload it to iRecord.
 - For employees eligible for the live-in exemption, completion of the **EVV Live-In Caregiver Attestation is required at plan development and annually thereafter**, as well as any time there is a change in live-in caregiver status.

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- Service Documentation

- All Medicaid waiver program providers – including Self-Directed Employees – are required to complete service documentation (“Notes”) to support Medicaid reimbursement.
- Documentation of services provides the evidence that the provider delivered the services, and delivered them in accordance with the individual’s needs.
- Trainings on service documentation will be offered in the coming weeks. We encourage all SDEs to attend, as timesheets will not be accepted without required Service Documentation at the time of submission.

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- Acumen and DDD are continuing to host weekly Transition Update and Q&A Webinars on Thursdays from 1 to 2 p.m., *unless otherwise noted*.

**Acumen Transition Update and Q&A Webinars – all dates
are 1 – 2 p.m., *unless otherwise noted***

Thursday, August 28

[REGISTER NOW: August 28 Acumen Transition Update and Q&A](#)



Acumen Fiscal Agent

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NJ VF/EA Acumen Transition- Webinar

Date: August 21, 2025

Don't Wait, Enroll Now!

Participants in all Cohorts (1, 2, 3, 4, 4a, and 5) should complete their enrollment now through the Electronic Enrollment System (EES). You can also book an appointment with a NJ Agent, which will help to ensure you complete all necessary steps.

- [Book an Appointment](#)
- [Electronic Enrollment System \(EES\)](#)
- [NJ Training Materials](#)

What You'll Need to Enroll

- The Employer/Authorized Representative must review the "What You'll Need to Enroll" list and make sure they compile and have with them *all required information and documents for enrollment* **before** starting the process.
- The "What You'll Need to Enroll" lists are found on the Acumen NJ Website, under the Vendors tab and the Employers/Authorized Representatives tab.
 - [What You'll Need to Enroll - Vendor.pdf](#)
 - [What You'll Need to Enroll - Employer and Employees.pdf](#)
- If you log in to EES, attend a scheduled appointment, or come to one of our walk-in enrollment events and you do not have all required information and documents with you, your enrollment will not be able to be completed at that time.
- **PLEASE NOTE:** If employees intend to enroll at an in-person appointment or walk-in event, **the Employer must be present.**

Support Coordinator Reminders

- If a vendor service does not have accurate, up-to-date Community Vendor details in the Service Description box, the Acumen Vendor Team will need to contact the Support Coordinator.
- It is important that Support Coordinators respond as soon as possible and provide the requested vendor information. Without that information, the individual cannot be linked to that vendor in the Acumen system.
- Sample email outreach to a Support Coordinator:

Hello,

We have received an authorization for DDD ID [insert ID #]. However, the corresponding SDR for [Insert Vendor name], PA number [Insert PA number] does not provide sufficient detail for us to accurately identify the vendor.

To proceed, could you please provide the following information:

- Full vendor name
- Vendor address
- Vendor Email
- Phone number
- EIN (if possible)

This information will help us ensure proper processing and coordination. Thank you for your assistance, and please let us know if you have any questions.

Support Coordinator Reminders

- Billable Rate Notification emails have started to go out to Support Coordinators.
- Services in a plan cannot overlap between two fiscal intermediaries, so Support Coordinators must receive billable rates for all employees before revising the plan.
- For individuals with both self-directed employees and vendor services, all services must have the same service end date with PPL and the same service start date with Acumen.
- Some initial billable rate notifications mistakenly went out with an hourly rate entered in the "Service Billable Rate" field (hourly wage plus employer burden markup).
- If you received a notification with an hourly billable rate:
 - Disregard that notice, as Acumen has sent out corrected notifications that have the appropriate 15-minute-unit rate entered in that field.
 - Do not attempt to calculate the 15-minute-unit rate yourself by dividing the hourly rate by 4. Wait to receive the 15-minute-unit rate from Acumen.

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*.
- **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's account.

In Person Enrollment Walk-In Sessions

Date	Time	Location	Address
8/21/25	11am-4pm	YM-YWHA of Union County (Union)	501 Green Lane, Union, NJ. 07083
8/22/25	10am-5pm	Hampton Inn Atlantic City/ Absecon	338 E White Horse Pike, Absecon, NJ 08205

Who To Contact:

- ✓ **Client Service 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**