



FI Transition Update for Individuals and Families:

August 22, 2025

In This Update:

- [Acumen Enrollment Now Open for All Cohorts](#)
- [Cohorts 1 – 4a Plan Revisions and Service Continuity](#)
- [Cohort 5 Plan Revisions and Service Continuity](#)
- [Mandatory Electronic Visit Verification \(EVV\) for SDEs](#)
- [Mandatory Service Documentation for SDEs](#)
- [Restoration of Rollover Units Request Process](#)

Acumen Enrollment Now Open for ALL Cohorts

All individuals in Cohort 1, 2, 3, 4, 4a, and 5 must initiate their enrollment with Acumen as soon as possible.

If you have not started your enrollment or need help completing it:

- **Book an appointment with Acumen** (phone, virtual, or in-person at their Hamilton office).
- Contact Acumen by email at enrollment-nj@acumen2.net or by phone at 833-892-0413.

Who can complete the Acumen Enrollment?

The person completing the enrollment must be the person who will be acting in the role for which they are completing the enrollment. For example, the person enrolling as the authorized representative or employer must be the person who will be acting in that role.

This is particularly important for in-person enrollment, as there have been cases where the person who will be acting in the role of authorized representative or employer *has sent someone else* to enroll on their behalf. This is prohibited and will delay the enrollment.

In no instance should any person who is not the person receiving services enroll with Acumen as if they are the individual receiving services. If an SC or other person becomes aware that this has occurred, please send details to the Fee-For-Service Helpdesk: DDD.FeeForService@dhs.nj.gov

Documents and Information Required for Enrollment

Before you enroll, whether you are enrolling online, in-person, or by phone, you need to be sure that you have compiled all the necessary documents and information. Not having necessary information or documents available will likely delay your enrollment. Please review the applicable list below (also found on the [Acumen-NJ website](#)) to know what you need for enrollment:

- [What You'll Need to Enroll - Employers and Employees](#)
- [What You'll Need to Enroll - Vendor](#)

Cohorts 1 – 4a Plan Revisions and Service Continuity

Support coordinators have been advised to revise all Cohort 1 – 4a plans (individual with vendor-services-only and no SDEs) as soon as possible. There is no specifically identified Acumen service start date.

After a Cohort 1 – 4a plan is approved, the vendor will be given the Service Detail Report (SDR) for the new Acumen vendor service. For services delivered on or before the PPL service end date, the vendor will submit invoices to PPL. For services delivered on or after the Acumen service start date, the vendor will submit invoices to Acumen.

Cohort 5 Plan Revisions and Service Continuity

For Cohort 5 plans, Acumen has started sending Billable Rate Notifications to support coordinators.

PLEASE NOTE: DDD has advised support coordinators that, for SDE services transitioning from PPL, **they must not enter any other service start date than the service start date identified in the Billable Rate Notification; and that doing so may risk a disruption in services, payment gaps for SDEs, or both.**

Billable Rate Notifications Received on or Before August 22

- Plan Revision Approval Deadline is August 29
- Acumen Service Start Date (Go-Live Date) is September 14

Billable Rate Notifications Received on or after August 23

- The notification will identify a new Plan Revision Approval Deadline and Acumen Service Start Date (which will be about four weeks in the future). Support coordinators **must not** enter any Acumen service start date other than the date identified in the notification.

What if my SC does not get Billable Rate Notifications for all of my SDEs by August 22?

This means your SDE services will not have an Acumen service start date (Go-Live Date) of September 14. This is not a problem, and there should not be any disruption to your services.

- Your SC must wait to receive new Billable Rate Notifications with a new Plan Revision Approval Deadline and a new Acumen Service Start Date, which will be about four weeks in the future.
- Until there is an approved plan with an Acumen service start date for all your SDEs (and any vendor services you have as well), your SDEs will continue to provide services and submit timesheets through PPL.

What if my SC does get Billable Rate Notifications for all of my SDEs by August 22 but is not able to revise and approve the plan by August 29?

The answer is the same as above. Any plan revision related to the SDE services will need to be paused, new Billable Rate Notifications, and your Acumen start date will be delayed until about four weeks in the future.

Mandatory Electronic Visit Verification (EVV) for SDEs

Except for SDEs who meet the established criteria for a live-in caregiver exemption, all SDEs are required to use Electronic Visit Verification (EVV) regardless of SDE relationship to the individual served. EVV is required when providing any of the following three services entirely or partially in the home: Community Based Supports, Individual Supports, and In-home Respite.

To be eligible for a live-in caregiver exemption from EVV, 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.

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 the live-in status.

Mandatory Service Documentation for SDEs

All Medicaid waiver program providers are required to complete service documentation ("Notes") to support Medicaid reimbursement.

Documentation of services provides evidence that the provider delivered the services, and delivered them in accordance with the individual's needs and the prior authorized service.

DDD will have trainings on service documentation available in the coming weeks. We recommend all Employers of Record and SDEs attend, as Acumen will reject timesheets that do not have required service documentation.

Restoration of Rollover Units Request Process

When there is a vendor or SDE service in a plan, the individual, vendor, employer of record, and/or SDE can track any unused service units (often referred to as "rollover" units) so they can be used, if needed, on a later date up through the service end date.

However, because Support Coordinators, iRecord, and the fiscal intermediary do not track rollover (unused) units, those units will not transfer from the existing PPL service line to the new Acumen service line. To provide a potential solution in cases where an individual may need some or all of their tracked rollover units, DDD developed a process for requesting the restoration of some or all of an individual's

tracked rollover units to the new Acumen service line.

There is a temporary process in place for Support Coordinators to submit a request to DDD to have some or all of an individual's documented unused units restored in the new Acumen service. The [Restoration of Rollover Units Request](#) and [Restoration of Rollover Units Instructions](#) are both available on the DDD [FI Transition](#) web page.

To avoid /reduce a need for restoration of rollover units, vendors and SDEs should use them (*as appropriate*) prior to the individual's transition to Acumen. Depending on Cohort assignment, when an SC is developing/revising a service plan that will include a vendor service and/or a Self-Directed Employee, the SC should allocate weekly units to avoid having rollover units when the individual transitions from PPL to Acumen.