



Issue 2025-05.3

Updates on Fiscal Intermediary Transition

New Transition Guidance for Support Coordinators

As the 2025 transition of the Vendor Fiscal/Employer Agent (VF/EA) model from Public Partnerships LLC (PPL) as the fiscal intermediary (FI) to Acumen Fiscal Agent (Acumen) progresses, the Division of Developmental Disabilities (DDD) and Acumen continue to review feedback and make appropriate adjustments.

To ensure Support Coordinators (SCs) have up-to-date information, DDD developed [Support Coordinator Guidance: Plan Revisions for Participants in Cohorts 1-4](#). While we are highlighting two key changes below, we urge Support Coordinators and Supervisors to fully review the new guidance (available on [DDD | 2025 Fiscal Intermediary Transition \(PPL to Acumen\)](#) web page).

1. The enrollment windows for Cohorts 1 – 4 have been condensed into a single **Open Enrollment Window** for all individuals in Cohorts 1 – 4, which runs now through June 30, 2025. Note that DDD and Acumen continue to advise all participants in Cohorts 1 – 4 to complete their Acumen enrollment as soon as possible to avoid delays due to unforeseen issues.
2. SCs do not need to wait until an individual in Cohort 1 – 4 (or their authorized representative) completes their Acumen enrollment before revising and approving their plan, as long as the plan revision aligns with the timeline dates provided in the guidance. (**NOTE:** for a transitioned vendor service in an approved plan, while the vendor can continue to deliver the service without disruption, *billing and payment through Acumen for that service can only occur after both the individual/authorized representative and the vendor have completed their Acumen enrollment.*)

May 21 WIN Time Session will Focus on FI Transition, with Acumen-NJ Team Lead on Hand for Questions

NEW JERSEY HUMAN SERVICES
Division of Developmental Disabilities

Office of Education on Self-Directed Services (OESDS)
Presents:

W.I.N. Time

Who?
Virtual What I Need (W.I.N.) Time is for professionals who have questions or just want to learn more about DDD self-directed services.

When?
Every other month!
Next session is **May 21, 2025 Noon - 1 p.m.**

What?
A time for **YOU** to tell **US** what you need to better educate and support people who want to self-direct their services.

Where? **VIRTUAL!**
REGISTER HERE
Or scan the QR code
Questions? Email Us!
DDD.OESDS@DHS.NJ.GOV

Why?
To give support coordinators, supports brokers, providers, and others a standing opportunity to learn about DDD self-directed services, ask questions, and network.

The DDD Office of Education on Self-Directed Services (OESDS) is holding the next session in its WIN Time Series for Professionals on Wednesday, May 21, 2025, from Noon to 1 p.m. This month's session will focus on the FI Transition, and will have the Acumen-NJ Team Lead on hand to answer questions. Support Coordinators are welcome and encouraged to attend.

WHAT: Win Time Session for Professionals

WHEN: Wednesday, May 21, 2025, Noon – 1 p.m.

REGISTER: [Register Here for May 21 WIN Time Session](#)

Clarification on Acumen Appointment-Confirmation Emails

We have become aware that the standard confirmation email, auto-generated and sent out when a person submits an online request for an in-person, online (virtual Teams meeting), or phone appointment for live help with Acumen enrollment, has caused some confusion.

Below is a screenshot of Acumen's standard appointment-confirmation email. It is important to note that this email does not include language specifically confirming the appointment-type. Our understanding is that, as long as the date and time are available, the appointment-type is scheduled based on the requestor's answer to the last question on the request form – "How would you like to meet?" The recipient will need to scroll down to the bottom of the

email and look at their answer to that question to know which appointment-type they are confirmed for (see red rectangle below).

- For a phone appointment, the Acumen agent will call the person on the date and time indicated.
- For a Teams meeting (virtual), the person needs to click on the “Join your meeting” link on the date and time indicated. (Note that if a person clicks on the this link – even when they are confirmed for a phone or in-person appointment – the Teams meeting will still open but will have no other participants).
- For an in-person appointment, the person needs to go to the Hamilton office address on the date and time indicated.

SAMPLE Acumen Appointment-Confirmation Email for Cohorts 1 – 4

Subject Line: Confirmed: Transition Enrollment Assistance- Vendor Service Only

Sender Name: NJ Agent Transition Enrollment Assistance

Sender Email: NJAgentTransitionEnrollmentAssistance@acumen2.net

Hi <First-Name><Last-Name>
Your Booking is confirmed.

Bookings details

Service Name
Transition Enrollment Assistance-Vendor Service Only

With
<Acumen-Representative-Name>

When
<Appointment-Date>
<Appointment-Time>
Eastern Time (US & Canada)

Location
3705 Quakerbridge Rd Suite 205 Hamilton NJ

[Join your appointment \(LINK TO TEAMS MEETING\)](#)

[Reschedule \(LINK TO RESCHEDULE\)](#)

Your Details

DDD ID #
214687

What type of services does the participant receive?
Community Vendor Services Only

What Cohort was assigned on your Cohort Assignment Notice?
Cohort 2

How would you like to meet?
Phone Call