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Support Coordinator Acumen Transition Update Notification

Dear Support Coordinator,

As you may know, the Division of Developmental Disabilities (DDD) Vendor Fiscal/Employer Agent Model will be transitioning Fiscal Intermediary (FI) services from Public Partnerships, LLC (PPL) to Acumen Fiscal Agent (Acumen) starting in early June. Acumen will help manage both Community Vendor Services and Self-Directed Employee (SDE) Services in this model.

Your role as a Support Coordinator is essential to the success of this transition, and your guidance will be instrumental in helping individuals, authorized representatives, and employers complete their enrollment accurately and on time.

Acumen Outreach and Enrollment Overview

Acumen is managing the transition using a staggered interval approach over the next four months, with groups of participants called 'cohorts' assigned to enroll within a specific window of time. Enrollment will begin with individuals who receive Community Vendor-only services (Cohorts 1–4), followed by individuals with one or more Self-Directed Employees or a combination of one or more Self-Directed Employees and a vendor service (Cohort 5). We have attached a copy of the Cohort Assignment Notification to this email.

Acumen will provide each Support Coordination Agency head with the Cohort assignments.

Cohorts were assigned based on the following characteristics:

- Whether an individual uses Self-Directed Employees
- The Community Vendor(s) that were/are prior authorized in the individual's service plan
- The Individual's Support Coordination Agency

Individuals and employers will receive the following:

- Cohort Assignment Notification ([see attachment](#))
- Enrollment Start Notification – will include information about available training and support resources, as well as Acumen contact details for enrollment assistance

Individuals, authorized representatives, and/or employers with valid emails will receive their communications electronically; others will receive paper mail. If you receive a mailed letter but would like to update your email address, please contact Acumen.

Enrollment Start Notification

When an individual's cohort enrollment start date is reached, they will receive an Enrollment Start Notification, with instructions for completing their enrollment in one of the following ways:

- Through Acumen's secure online portal
- Over the phone with a Client Services Agent
- Using a paper form if no email is on file

Enrollment materials differ slightly for Community Vendor services and Self-Directed Employee services. Vendors will be contacted directly by Acumen's Vendor Team to complete the vendor enrollment portion.

How You Can Support the Transition

As a Support Coordinator, your support is critical. Below are some of the things you can do to help the transition process go smoothly:

- Educate individuals, families, and employers about the transition timeline and process.
- Encourage individuals, authorized representatives, employers, and Self-Directed Employees to complete their enrollments early in their enrollment window to allow for timely plan revisions and avoid delays.
- Review enrollment forms to ensure they are complete and submitted before deadlines.
- Promote Acumen's support and training resources, including online guides, recorded sessions, and live support options.

Acumen Resources and Training

Acumen Website: www.acumenfiscalagent.com/state/new-jersey/

Acumen Training Page: [New Jersey Training Materials](#)

We also invite you to attend upcoming training sessions designed specifically for Support Coordinators, a schedule of which is attached to this communication [here](#). These trainings will walk you through your role in the enrollment process and prepare you to assist throughout this transition. Acumen is happy to partner with Support Coordination Agencies in person to help train and facilitate enrollments.

Thank you for your partnership and ongoing support. If you have any questions, please do not hesitate to contact our team at enrollment@acumen2.net or call us at 833-892-0413, available 24/7.

Sincerely,

The New Jersey Acumen Fiscal Agent Team
Facilitating Freedom, Choice, and Opportunity