



2025 Fiscal Intermediary Transition (PPL to Acumen): Frequently Asked Questions

Topic Areas:

- [Self-Directed Employees and Employers of Record](#)
- [Community Vendors](#)
- [Support Coordinators](#)

Self-Directed Employees and Employers of Record

1. Can Self-Directed Employees or Employers of Record choose to remain with PPL and not transition to Acumen?

No. Once the transition to Acumen is complete, PPL will no longer be serving as a fiscal intermediary for any DDD-funded services.

2. Do Self-Directed Employees in the Agency with Choice (AWC) Self-Directed Employee (SDE) Model who are paid through Easterseals NJ need to transition to Acumen?

No. This transition does not affect employees in the AWC SDE Model operated by Easterseals NJ. Only employees who are in the Vendor Fiscal/Employer Agent Self-Directed Employee Model operated by PPL will transition to Acumen.

3. Will Self-Directed Employees and Employers of Record need to complete new enrollment paperwork with Acumen?

Yes. Although Acumen will import some data from PPL, it is critical that employer and employee information is correct and up-to-date. To ensure this is the case, employers and employees will need to complete new enrollment packets with Acumen.

4. Will mandatory trainings that a Self-Directed Employee already completed transfer to Acumen?

Yes. With the exception of CPR and First Aid, which require recertification every two years, employees only need to complete trainings one time. Trainings already completed will transfer to Acumen.

5. If an active Self-Directed Employee still needs to complete training modules, should they wait and complete them with Acumen?

No. Training timeframes and deadlines still apply and employees need to complete their trainings within those timeframes. Trainings completed when an employee is with PPL will transfer to Acumen.

6. Will employees need to be fingerprinted and drug-tested again for Acumen?

At this time, we anticipate all fingerprinting and initial drug-testing results for each employer-employee relationship will transition from PPL to Acumen and will not need to be re-done. (Please note that for-cause and random drug testing will still occur.)

7. Will all Self-Directed Employees be required to submit a resume to Acumen?

Yes. All current and new employees will need to submit a resume to Acumen, including family members providing services to a loved one in their own home (i.e., live-in caregiver). (There are free resume templates available through both Microsoft Word and Google Docs.)

8. Who will be reviewing the Self-Directed Employee resumes?

Employee resumes must be on file and available for review during any potential audit by DDD, Medicaid, or a related entity.

9. Will Self-Directed Employees be required to use Electronic Visit Verification with Acumen?

Yes. Except for those who meet the established criteria for a live-in caregiver exemption, employees will need to use [Electronic Visit Verification](#) (EVV) when providing any of the following three services in the home: Community Based Supports, Individual Supports, and In-Home Respite.

10. If a Self-Directed Employee is a live-in caregiver, will they be exempt from Electronic Visit Verification?

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.

11. How does a Self-Directed Employee apply for the live-in caregiver exemption to EVV?

The employee needs to 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 Authorized Representative), and then upload it in 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.

12. Will Acumen accept paper timesheets?

No. The DDD Vendor Fiscal/Employer Agent (VF/EA) Self-Directed Employee Model is moving to electronic-only timesheets. Employers and employees must have an email address and submit hours and service documentation notes through Acumen's online system.

13. Will a Self-Directed Employee's hourly wage stay the same?

Yes. An employee's hourly wage will remain the same through the transition. However, the billable rate that Acumen provides to support coordinators for entry into the Individualized Service Plan will likely change.

(Billable Rate = Hourly Wage + Employer Tax Burden, as calculated by the fiscal intermediary)

14. Will a Self-Directed Employee's unused sick time transfer to Acumen?

DDD is working with Acumen to ensure that, in compliance with NJ State Law, sick time earned through PPL but not used will transfer. We will provide more detail in the coming weeks.

15. Will Acumen offer health benefits or paid time off to Self-Directed Employees?

No. Consistent with previous practice, only earned sick time is available in the Vendor Fiscal/Employer Agent Self-Directed Employee Model. Employees in need of health benefits may be able to access them through their spouse or by enrolling in a plan through [Get Covered NJ](#), the state's health benefits marketplace.

16. Will the employer of record's Employer Identification Number (EIN) stay the same?

Yes. The EIN used to enroll with PPL should transfer to Acumen. If Acumen identifies an issue with the EIN during enrollment, they will reach out directly to the employer of record.

17. Will there be any change to the reasonable and customary wage range of minimum wage to \$25 per hour for Self-Directed Employees?

No. There will be no change to the reasonable and customary wage range related to the fiscal intermediary transition. Any change to the reasonable and customary wage range will be included in the next revision of the [DDD policy manuals](#).

18. For individuals who participate in both DDD self-direction and the Personal Preference Program (PPP), will a separate Employer Identification Number (EIN) for each still be required?

Yes.

19. Will PPL continue to be the fiscal intermediary for the Personal Preference Program?

The Division of Medical Assistance and Health Services (DMAHS) administers the Personal Preference Program (PPP), not DDD. To find out who the fiscal intermediary is for a person's PPP services, they would need to contact their Medicaid Managed Care Organization (MCO).

20. How will a participant, employer, and Self-Directed Employee know that their Acumen enrollment is completed and that the employee can begin submitting hours to Acumen?

Once a participant, employer, and Self-Directed Employee have successfully completed all enrollment requirements, an Acumen Agent will notify the employer of record and Support Coordinator, and provide the Support Coordinator with the billable rate and start date in order for the Support Coordinator to revise the plan with this information, generating a Prior Authorization. Once Acumen receives the Prior Authorization, Acumen will send each person a personalized Good-

to-Go Letter that informs the Employer and Employee when the Employee can start providing services. The Employee Good-to-Go Letter will include the Employee's username and temporary password to access Acumen's electronic timesheet application (the DCI web/mobile application).

21. What if I receive DDD services from a self-directed employee and I receive services through the Personal Preference Program (PPP)?

The DDD fiscal intermediary transition (PPL to Acumen) will not affect Personal Preference Program (PPP) services. The Division of Medical Assistance and Health Services (DMAHS) administers the PPP, not DDD.

If you have questions about the PPP, you can contact the DMAHS PPP Office by phone at 609-631-2481 or by email at MAHS.PPP@dhs.nj.gov. You can also contact the individual's Medicaid Managed Care Organization.

22. When will I receive notification about the Fiscal Intermediary transition?

Initial notification of the transition was sent from Acumen in March 2025 by email (from: no-reply@acumen2.net) or USPS mail (if Acumen did not have an email address for you). If you do not receive or misplace your notification, you can call Acumen (833) 892-0413 or email enrollment@acumen2.net to ask for information. Be sure to have your DDD ID, participant details, and Support Coordinator information when reaching out.

Community Vendors

(Assistive Technology, Environmental Modification, Goods & Services, Natural Supports Training, Transportation-Single Passenger, Vehicle Modification)

1. Will vendors paid through PPL automatically transition to Acumen?

No. Acumen will outreach vendors by email and/or mail to have them complete new paperwork so they can enroll and be paid through Acumen.

2. Will the vendor payment-request process be the same with Acumen?

Vendors will still need to receive an individual's Service Detail Report from the Support Coordinator so that they have the service details needed for invoicing. Vendors will submit invoices to Acumen electronically. Acumen will provide vendor-specific training to make sure vendors understand the process.

3. Will a Support Coordinator need to submit a new request form for a service DDD already approved for payment through PPL (e.g., Goods & Services Request)?

No. If DDD previously approved a vendor service and iRecord generated a prior authorization, the service should continue with Acumen without any gaps.

4. Will the Support Coordinator need to revise an existing vendor service line (e.g., Goods & Services) that lists PPL as the fiscal intermediary?

Yes. The Support Coordinator will need to add a new service line with Acumen as the fiscal intermediary to replace the service line through PPL. This will generate a new Service Detail Report

with one or more new service details (plan, outcome, service number). The Support Coordinator will send the new Service Detail Report to the vendor after the plan is approved.

Details about when and how the Support Coordinator will need to make these plan revisions will be provided in the coming weeks.

5. Are vendors required to use Electronic Visit Verification (EVV)?

No. EVV is required for a specific list of in-home services, none of which are provided by community vendors (see [Electronic Visit Verification](#)).

6. If a vendor is paid through Easterseals NJ right now, will that vendor need to transition to Acumen?

- A vendor providing an approved service and paid through Easterseals will continue to be paid through Easterseals for that service.
- A vendor providing an approved service and paid through PPL will need to transition to Acumen.
- A vendor providing approved services and paid through **both** Easterseals and PPL will only need to transition to Acumen for the PPL-paid service(s).

7. If a vendor has unpaid invoices through PPL, will they need to work with Acumen to get them resolved and paid?

No. Acumen will not have access to invoices submitted to PPL and will not be able to pay for any services provided prior to the official date of the transition from PPL to Acumen. DDD and PPL will continue to work on resolving outstanding vendor payment issues.

Support Coordinators

1. Will Support Coordinators need to revise service plans that have a Self-Directed Employee (SDE) with PPL as the fiscal intermediary?

Yes, but employers and employees must first complete their enrollment with Acumen. Once completed, Acumen will provide Support Coordinators with new billable rates for SDE services. In the coming weeks, Acumen and DDD will provide details about this process.

2. Will Support Coordinators need to revise service plans that have a vendor service with PPL as the fiscal intermediary (e.g., Goods & Services)?

Yes. The individual or their authorized representative must first complete their enrollment with Acumen. Information about when and how Support Coordinators will need to make these plan revisions will be provided in the coming weeks.

3. Will billable rates provided by PPL for Self-Directed Employee services remain the same in Acumen?

No. We anticipate billable rates for SDE services through Acumen will be different from PPL billable rates. Acumen will provide Support Coordinators with a new billable rate once the employee and employer have enrolled with Acumen.

4. Will the annual workers' compensation fee charged for Self-Directed Employee services through PPL remain the same with Acumen?

No. We anticipate the annual workers' compensation fee will be different than it is with PPL.

5. Can Support Coordinators continue to onboard new participants and Self-Directed Employees with PPL?

Yes. Until notified otherwise, Support Coordinators should continue "business as usual" with PPL, including submitting new referrals to PPL and adding new SDEs with PPL.

6. Can Support Coordinators continue to add PPL-paid vendor services to plans?

Yes. Until notified otherwise, Support Coordinators should continue "business as usual" with PPL, including adding vendor services (e.g., Goods & Services) to plans with PPL as the fiscal intermediary.

7. Will current PPL employers and employees need to complete new enrollment paperwork with Acumen?

Yes. We anticipate Acumen will begin contacting employers and employees to begin their Acumen enrollment in May 2025. Email notices will include a link to an online portal where recipients can initiate their enrollment. Mail notices will include paper enrollment packets.

8. Will a Support Coordinator need to submit a new vendor service request (e.g., Goods & Services Request) for a service DDD already approved to be paid through PPL?

No. If DDD previously approved a vendor service and iRecord previously generated a prior authorization, the service should continue with Acumen without any gaps.

9. When a Support Coordinator adds a new vendor service line to an ISP, this typically triggers the need for DDD review. How will DDD handle this?

DDD is aware of these review-and-approval processes for some services and we anticipate there will be a backend adjustment that will enable replacement services to be approved without the standard service review processes. This temporary override will only apply to a vendor service that is transitioning from PPL to Acumen and has **no changes other than** the change in Fiscal Intermediary from PPL to Acumen and the change in service start date.

10. When a Support Coordinator adds a new Self-Directed Employee with a wage that is above the reasonable and customary limit, this typically triggers the need for DDD review. How will DDD handle this?

DDD is aware of the review-and-approval process for these SDE services and we anticipate there will be a backend adjustment that will enable replacement services to be approved without the standard service review processes. This temporary override will only apply to an SDE service that is transitioning from PPL to Acumen and has **no changes other than** (a) the Fiscal Intermediary change from PPL to Acumen, and (b) the new billable rate provided by Acumen and based on the existing SDE wage. *(SDE wage changes may not be made during this transition process and may only be made after the transition is complete.)*