



Acumen Fiscal Agent

Innovation • Opportunity • Freedom

**NJ VF/EA
Acumen Transition
Employer, Employee and
Authorized Representative
Webinar**

Date: September 25, 2025

NEW! Acumen NJ Website

We have recently updated our website to better support families, individuals, Self-Directed Employees, Support Coordinators and Supports Brokers. Please check it out for the latest and greatest information on the Vendor Fiscal Employer Agent Self- Direction Model.

- [Acumen | New Jersey](#)



Don't Wait, Enroll Now!

Participants in ALL Cohorts should complete their enrollment now through the Electronic Enrollment System (EES). Please contact Acumen or use your Client Service Agent's specific booking link to schedule an appointment to begin the enrollment process.

An email has been sent to all who still need to enroll containing their designated agents name and booking link. If you need enrollment assistance, scheduled time with your agent using the designated link.

If you do not know who your Agent is, Acumen's Customer Service can help!

Contacting Your Assigned Agent

- When contacting your assigned Client Services Agent there is no direct phone number or extension needed.
 - If Acumen has the most up to date contact information for the Client, Employer or Authorized Representative; the call will be automatically routed to the designated agent.
 - For Support Coordinators, you can request to be routed to the assigned Agent for the client you have an inquiry about by providing their DDD ID number.
- Need to update your contact information? Please use the link below, which is located on the Acumen NJ website homepage, email enrollment-nj@acumen2.net or call 848-400-5903.
 - [NJ DDD - Contact Information Update](#)

Acumen Acronyms and Titles

Acumen Fiscal Agent	Department of Developmental Disability
Client (CLT)- Person Receiving Service	Individual/ Participant
Employer (ER)- Person with the Registered Tax ID #/ EIN (Employer Identification Number)	Employer of Record (EOR)
Employee (EE) - Person Providing Services to the Participant	Self-Directed Employee (SDE)
Vendor – Business/ Organization Providing Services, for example: Classes	Community Vendor
Case Manager (CM)	Support Coordinator (SC)
Authorized Representative (AR)- Person who signs off on Community Vendor Services or person appointed and approved by the ER to approve timesheets in their absence	Authorized Representative (AR)



Enrollment Reminders

- At this time, Acumen has paused the Self- Service option in EES (Electronic Enrollment System). For enrollment assistance please contact the NJ Client Service Agent team at:
 - **848-400-5903**
 - Enrollment-NJ@acumen2.net
- New referrals for Self-Directed Employee services with Acumen indicated as the Fiscal Agent can be submitted starting 9/15/2025. The assigned Agent will complete a Welcome Call to the Employer on file to initiate the enrollment process.

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.**

Booking Enrollment Support

- Use your Agent's personalized booking link to schedule time to complete your enrolment
- Chose to meet in-person at our Hamilton office, over the phone or on a Microsoft Teams meeting (this is a great method!)
- You will receive an email 15 minutes before your booking to remind you of your appointment and what to have handy.

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 #
[REDACTED]

What type of services does the participant receive?

Community Vendor Services Only

What Cohort was assigned on your Cohort Assignment Notice?
[REDACTED]

How would you like to meet?
Phone Call

Booking Appointment Do's and Don't's

DO:

- Check to ensure you have prepared all documents needed to enroll in EES as a AR/ER/EE/Vendor.
- Schedule time to complete the EES process alongside your Employee (SDE).
- Request your EIN number from PPL prior to attending the enrollment appointment.
- Inform your Employee (SDE) to bring a voided check or bank letter with full account routing number.

Don't:

- Have your Employee (SDE) book the enrollment appointment without the Employer (ER) being present.
- Proceed with completing enrollment if you are struggling, please contact a NJ Agent and schedule an enrollment appointment.
- Begin to complete your DocuSign paperwork if you are unable to finish as it will not save your information for you to come back to later. You will have to start the process over.

How Do I Know If my Enrollment is Complete ?

EES Status'

Complete- no further action needs to be taken. All steps have been completed for this section.

In Progress- the section has been started but additional information or corrections are needed.

Pending- the status will remain Pending until Acumen has received the Authorization from the Division. Acumen will process the Authorization before changing the status to complete.

Active- the initial registration has been complete, linking the AR/ER and Client in the Electronic Enrollment System.

Client Information COMPLETED



First Name:	Fakeclient	Middle Name:	
Last Name:	Three	Client #:	NJ00016821
Enrollment Status:	PENDING	Date of Birth:	1990-01-01
Status:	ACTIVE	SSN:	
Gender:	Male	Alternative Phone:	
Phone:		Email:	
Fax:		Medicaid #:	
Reference #:		Statement Delivery Type:	Undefined
Effective Date:		Case Manager Email:	
Preferred Communication Method:	Undefined	Case Manager Phone:	
Case Manager:		Cohort Assignment (Agent Use Only):	
Agent Full Name (Agent Use Only):		Primary Language:	
How is the Client related to the Authorized Representative? For example, is the Client the Authorized Representative's parent, child, spouse, friend, or neighbor.:	Child		
Referral Choice (Agent Use Only):		State ID:	000001
Support Coordinator Agency Name:	Support Coordination Agency	Support Coordinator Email:	Sc@fakemail.com
Support Coordinator Name:	Support Coordinator	Support Coordinator Phone Number:	7777777777

Physical Address

Address Line 1:	123 Nowhere Street	City:	Nowhere
State:	NJ	Zip Code:	12345
Country:	United States of America		

Mailing Address

Address Line 1:		City:	
State:		Zip Code:	
Country:			

Good to Go Letters: Self- Directed Employee Services

- A Good to go Letter will be sent to the Employer (Employer of Record) including the service start date once all the requirements below are met:
 - Employer completed initial registration and enrollment documents with Acumen.
 - Self-Directed Employee complete enrollment documents with Acumen.
 - Enrollment documentation has been processed, without corrections needed, by Acumen and an enrollment completion email was sent to the Employer.
 - Billable Rate communication has been sent to the Support Coordinator.
 - Support Coordinator has made the plan revision indicating Acumen as the Fiscal Agent.
 - Acumen receives the authorization and updates their internal system.
 - Separate Good to Go Letters will be provided to the Employer and Self-Directed Employee with DCI login credentials.
- **We are aware of individuals that did receive a Good to Go letter but may not see their SDEs linked. We are rapidly working to remove this barrier and will honor the start date in the SDR.**

Good to Go Letters: Self- Directed Employee Services

- If Acumen has received an approved authorization for the individual that indicates a service start date of 9/14/25 or 10/12/25 AND you and your SDEs have completed your enrollment, you can anticipate your Good to Go letter in the coming days.
- If the Employer and Self-Directed Employee(s) have not received their Good to Go Letter and have an approved authorization, the Employee(s) can log their hours and enter time into the DCI Web Portal back to the start date of the authorization, assuming they are GTG.
- If the Employer or Employee(s) has not completed enrollment, they will not receive a Good to Go Letter.
- If you are having difficulty logging into DCI, please contact Customer Service at 833-892-0413.

What is EVV?

- The 21st Century Cures Act, signed into law December 13th, 2016, by President Obama, requires state agencies to use a system of **electronic visit verification** (EVV) for all Medicaid personal care services (PCS) and home health care services (HHCS) that require an in-home visit by a provider.
- EVV uses electronic devices to verify a provider's visit
- The following data is collected for each visit:
 - ✓ The date of the service
 - ✓ The location of the service delivery
 - ✓ The time the service begins and ends
 - ✓ The individual receiving the service
 - ✓ The individual providing the service
 - ✓ The type of service performed



Proprietary: For Acumen and Customer Use Only

Service Documentation & Assistance with DCI

- Service documentation is required for all visits.
 - There is no exemption status for service documentation.
 - Service documentation should be a summary of services provided, and the Employer is responsible for reviewing the entry prior to approving the employee's timesheet.
- Best practice for service documentation is to enter the item in DCI after the services have been rendered.
- Service documentation must be entered by the employee who provided the service to the individual.
- **Acumen's general Customer Service team are skilled in assisting end users with DCI. They can be reached at 833-892-0413.**

Adding New Community Vendors

- **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 and participant account.
- The Vendor Directory located on our website that lists all vendors that have been enrolled with Acumen.
 - [Vendor Directory](#)

Community Vendors Invoice Submission

On the Acumen New Jersey Home Page, Community Vendors, Authorized Representatives and Employers can find the link to DCI (Direct Care Innovation), which is the platform they will use to submit and approve invoices for reimbursement.

- [Login | DCI Portal](#)

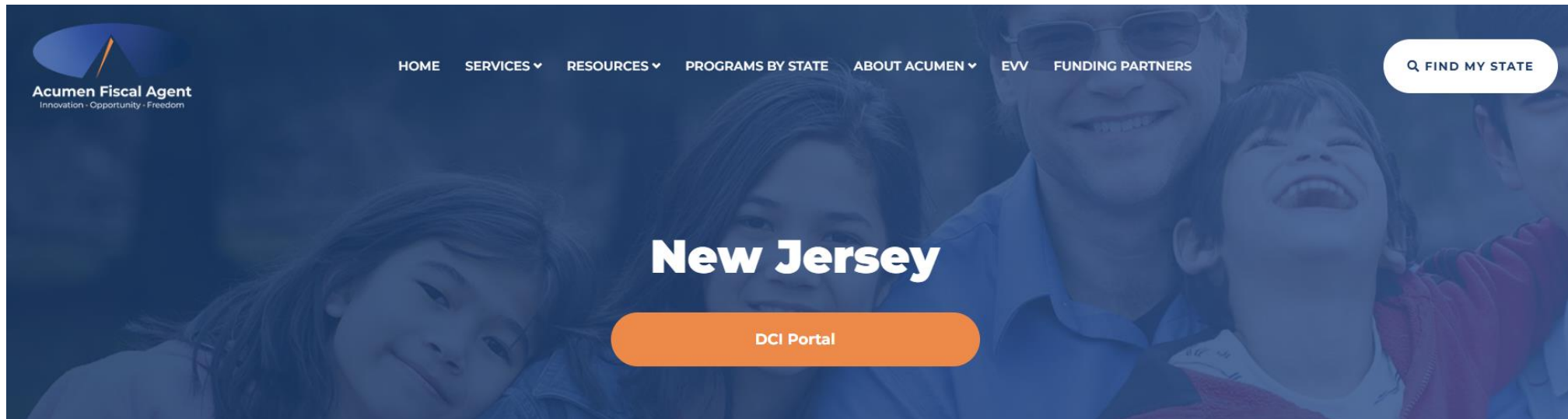
To aid Community Vendors in the invoice submission process Acumen has created a Vendor Entries and Action to Take Quick Reference Guide.

- [Vendor Entries and Action to Take \(Quick Reference Guide\)](#)

Self-Directed Employee Timesheet Submission

On the Acumen New Jersey Home Page, Self-Directed Employees and Employers can find the link to DCI (Direct Care Innovation), which is the platform they will use to submit and approve timesheet entries for payment.

- [Login | DCI Portal](#)



Training Delivery Methods



- Virtual Instructor-Led Training (VILT)
 - Live webinars delivered via Microsoft Teams
 - ✓ Q & A features enabled and moderated in real time
 - ✓ Live captions available
 - ✓ Multiple Dates Scheduled- Individuals, Authorized Representatives, Employers, Employees, Community Vendors, Support Coordinators and Support Brokers can attend as many trainings as they would like.
 - Training content is delivered with a mix of presentation via PowerPoint, real time video demonstrations, and screen sharing of training resources.
 - ✓ Located on the Acumen Training Help Center and Acumen Fiscal Agent website
 - Live Webinar Training Link: [Click Here](#)



- Video on Demand Training (VOD)
 - Recorded webinar or pre-recorded training
 - Allows users to access anytime, anywhere, and as often as needed
 - Option to pause and enable captions
 - Chapters allow users to navigate content quick and easily

UPCOMING TRAINING

Check our website for ongoing updates and training opportunities

[New Jersey - Training Materials – Acumen Fiscal Agent](#)



Who To Contact:

- ✓ **Your New Jersey Client Service Agent Team**
 - **848-400-5903**
 - **Enrollment-NJ@acumen2.net**
- ✓ **Vendor Service Agent Team**
 - **848-400-5738**
 - **Vendor-NJ@acumen2.net**
- ✓ **For help with DCI or After Hours - Customer Service Team**
 - **833-892-0413**