VF/EA Fiscal Intermediary Transition
July 17, 2025

VF/EA Fiscal Intermediary Transition

UPDATED! Plan Revision Guidance for Support Coordinators

- This SC Plan Revision Guidance (dated July 10, 2025) includes guidance related to individuals in Cohorts 4a and 5 and replaces the previous guidance released June 4, 2025.

UPDATED! FI Transition Update for Everyone

- This FI Transition Update (dated July 10, 2025) includes:
- Information about Cohort 4a
- Restoration of Rollover Units Request Process
- A reminder to EVERYONE assigned to a Cohort to initiate their enrollment as soon as possible.

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Acumen Enrollment Window for Cohorts 4a and 5 is July 7 – August 1

- **Cohort 4a** – consists of individuals who have a vendor service with PPL as the FI in their plan (and no SDEs) but were not included in Cohorts 1-4 for a variety of reasons (including many who had added a PPL vendor service to their plan after cohorts were assigned).
- **Cohort 5** – consists of individuals who may currently have/recently had one or more SDEs enrolled with and paid by PPL (with or without PPL vendor services).
    - For individuals in Cohort 5 with one or more active SDEs, the following must initiate their Acumen enrollment as soon as possible:
        - Individual/Authorized Representative
        - Employer of Record
        - Self-Directed Employees
        - Vendors

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Plan Revision Timeline

Acumen Enrollment	Cohort	Plan-Revision Approval End Date (last date a revised plan can be approved)	Last Date SC can add a new PPL vendor service	Service End Date for current PPL service	Acumen Go-Live Date (service start date for new Acumen service)
Open Now For ALL Cohorts	Combined Cohorts 1-4	July 21	CANNOT ADD	July 30	July 31
	Cohort 4a	August 1	August 4	August 10	August 11
	Cohort 5	TBD	TBD	TBD	September 14

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Scenario 1 – *I have a Self-Directed Employee (SDE) with PPL but I was not assigned to a cohort.*	**Scenario 2** – *I was referred to PPL to hire an SDE but the process is still ongoing and I do not yet have an active SDE through PPL.*

If Scenario 1 or 2 applies to me, can I just enroll now with Acumen to be ready to transition when the time comes?

NO!

- At this time, Acumen only has demographic files for individuals assigned to one of the cohorts.
- If Scenario 1 or 2 above applies to you and you try to enroll through Acumen's Electronic Enrollment System (EES), the system will not recognize any information you enter and it will generate an error message.
- Once an error message is generated, you will not be able to proceed with enrollment (now or at a later date) until you notify Acumen and they purge your enrollment attempt and reset the system.

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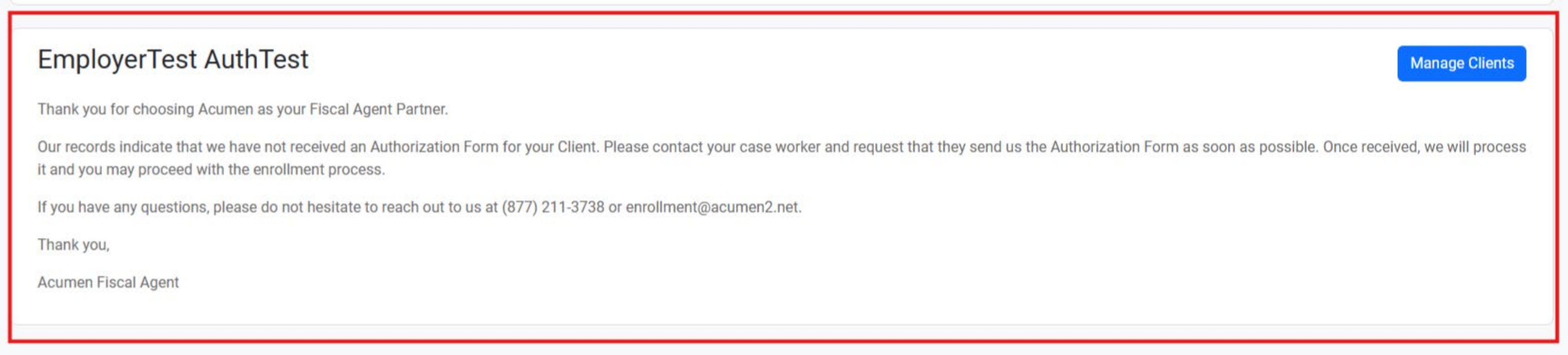
- What does it mean that, after attempting to enroll online with Acumen, I got the error message below, which states:

  "Our records indicate that we have not yet received an Authorization Form for your client. Please contact your case worker and request that they send us the Authorization Form as soon as possible. Once received, we will process it and you may proceed with the enrollment process."



EmployerTest AuthTest

Manage Clients

Thank you for choosing Acumen as your Fiscal Agent Partner.

Our records indicate that we have not received an Authorization Form for your Client. Please contact your case worker and request that they send us the Authorization Form as soon as possible. Once received, we will process it and you may proceed with the enrollment process.

If you have any questions, please do not hesitate to reach out to us at (877) 211-3738 or enrollment@acumen2.net.

Thank you,

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- If you try to enroll through the Acumen EES and get an error message advising you to get an "Authorization Form" from your "case worker," it means that one of the following has occurred:
  1) **You are not in a cohort**, which means Acumen does not have your demographics file and therefore the system does not recognize the information you entered.
  2) **You are in a cohort**, but the information you entered does not match the information in the demographics file Acumen has for you, and therefore the system does not recognize the information you entered.
- In either case, please disregard the direction to *"get an Authorization Form"* and instead contact Acumen at

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- Acumen and DDD are continuing to host weekly Transition Update and Q&A Webinars on Thursdays from 1 to 2 p.m.
- No registration required – just click to join.

Acumen Transition Update and Q&A Webinars – all dates are 1 – 2 p.m.	
Thursday, July 24	JOIN NOW: July 24 Acumen Transition Update and Q&A
Thursday, July 31	JOIN NOW: July 31 Acumen Transition Update and Q&A

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For the most up-to-date information, please visit:

Acumen-New Jersey

- Training Materials (How to enroll, How to access DCI web portal, How to submit hours and invoices, etc.)
- Information for: Employers/Authorized Representatives, Self-Directed Employees, Vendors, Support Coordinators, Supports Brokers

DDD | 2025 Fiscal Intermediary Transition (PPL to Acumen)

- Transition Updates
- Transition FAQ
- Support Coordination Guidance

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NJ VF/EA Acumen Transition- Webinar

Date: July 17, 2025

AGENDA:

- ✓ Transition Update
- ✓ Plan Revision
- ✓ Training and Support
- ✓ Current Enrollment Numbers
- ✓ Q & A

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Transition Update

To ensure a smooth transition Acumen took a phased enrollment approach. With the Phased approach all participants utilizing PPL for Vendor Fiscal Employer Agent Model were assigned into Cohorts.

- Ø Cohorts 1-4a Vendor-Only Service.
- Ø Cohort 5 SDE Service, SDE & Vendor-Only Service, and Vendor-Only Service.
- ➢ Enrollment is now open for all Cohorts 1-5.
- Ø Due to volume, request to switch cohorts cannot be accepted.

Acumen Acronyms and Titles

Acumen Fiscal Agent	
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)

Designating Authorized Representatives

- An individual in the VF/EA Model needs to either enroll with Acumen and act as their own Authorized Representative (AR) or work with their Support Coordinator and planning team to identify someone else to enroll as the AR.
- This will depend on whether the individual has a legal guardian and whether they are able to manage the AR responsibilities on their own (or with limited support, such as prompting).

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Authorized Representative Must:

An Authorized Representative MUST:

- Be at least 18 years of age
- Act in the best interest of the individual
- Respect the individual's preferences
- Maintain regular contact with the individual
- Be willing and able to meet and uphold all VF/EA program requirements on behalf of the individual
- Be able to provide a valid email address that is linked only to themselves (for example, an AR may not provide a generic agency email address or one that is accessible to multiple users)

Authorized Representative Cannot:

An Authorized Representative CANNOT:

- Be offered or accept any type of compensation for assuming the AR role and responsibilities
- A self-directed employee who is working/providing services for the individual
- Be an owner or employee, of a community vendor providing DDD-funded services for the individual that are reimbursed through a DDD-contracted fiscal intermediary
- Be an owner of and/or a Support Coordinator or Supervisor working for an agency that is currently providing Support Coordination services for the individual or provided them for the individual any time in the last six months
- Be an owner of and/or a Supports Broker working for an agency that provides Supports Brokerage services

Authorized Representative May:

An Authorized Representative MAY:

- Be an employee, of a Medicaid/DDD-approved provider agency (e.g., Individual Supports-Daily Rate provider, Day Habilitation provider), who routinely engages with the individual and voluntarily agrees to enroll with Acumen and assume the role and responsibilities of Authorized Representative.

What You'll Need to Enroll- Vendors

<u>What You'll Need for Enrollment as an Authorized Representative</u>:

- Participant's full name, date of birth, Social Security Number, DDD ID, and Medicaid number
- Current physical and mailing address (no P.O. boxes for the physical address)
- Contact information (email and phone number)
- Primary language and gender
- Support Coordinator's name, phone number, and email address
- If applicable: Authorized Representative's full name, date of birth, address, Social Security Number, and relationship to the individual
- For vendor services: Vendor names and services provided

You can find this information on our Acumen NJ Website under the Vendors tab.

[What You'll Need to Enroll - Vendor.pdf]

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Submitting Plan Revisions for Community Vendors

Support Coordinators, please ensure that you are providing the following information pertaining to the Community Vendor when submitting the plan revision:

- ➢Community Vendor Name (please provide the name that appears on their agency W9)**
- ➢Community Vendor Point of Contact First and Last Name
- ➢Community Vendor Phone Number
- ➢Community Vendor Address
- ➢Community Vendor Email Address**

Acumen will need accurate Community Vendor contact information to appropriately connect the client to the vendor which will allow the billing process to occur using our DCI invoice and time keeping system.

Community Vendor Reminders

Acumen asks that all Community Vendors who provide services to the individual please enroll now. If you have not received the Docusign packet with the Electronic Funds Transfer (EFT) and W9 please call the Acumen Vendor team at 848-400-5738 or email vendor-nj@acumen2.net . Community Vendors must complete the Docusign packet to become fully enrolled with Acumen. Electronic Funds Transfer (EFT) and W9 forms that are completed manually and either emailed, faxed or mailed to Acumen will cause a delay in processing.

Community Vendor Reminders- Support Coordinators

Support Coordinators, please be advised that if you have not provided the correct or most up to date Community Vendor information the Acumen Vendor Team will be contacting you. We ask that you respond as soon as possible and provide the requested information so we can link the Community Vendor to the individual and complete the enrollment process. Below is an example of the outgoing email being sent from the Vendor Team requesting additional Community Vendor information:

Hello,

We have received an authorization for DDD ID [insert ID #]. However, the corresponding SDR for [Insert Vendor name], PA number [Insert PA number] does not provide sufficient detail for us to accurately identify the vendor.

To proceed, could you please provide the following information:

- Full vendor name
- Vendor address
- Vendor Email
- Phone number
- EIN (if possible)

This information will help us ensure proper processing and coordination. Thank you for your assistance, and please let us know if you have any questions.

Avoiding a Disruption In Services

In order to avoid a potential disruption in services, it is imperative that all individual's receiving a vendor-only service and/or a service from a Self-Directed Employee complete the Acumen enrollment process NOW.

EES Link:
https://acumen-xcore.dcisoftware.com/enrollment/registration

Vendors Who Choose Not to Transition

- Support Coordinators must contact vendors to confirm they are willing and able to continue to provide services with Acumen as the FI (if they have not yet enrolled with Acumen).

- In cases where a vendor currently providing a service has decided not to enroll with Acumen and/or not to continue providing the service with Acumen as the fiscal intermediary, the individual will need to work with their Support Coordinator and planning team to identify an alternative vendor or a Medicaid/DDD-approved provider agency to replace the vendor service.

- You can find an updated Vendor Directory on Acumens website under the vendor tab. Community Vendor Directory

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What You'll Need to Enroll- Employer and Employee(s) Requirements

As the Employer prepares to transition from PPL to Acumen Fiscal Agent, please gather all required information and documentation prior to starting the enrollment process through EES. Please note that if the Employer does not have the client's, Employee's and their personal information prepared at the time of enrollment they will not be able to complete the process.

You can review this information on our Acumen NJ Website under the Employers/Authorized Representatives tab.

What You'll Need to Enroll - Employer and Employees.pdf

Booking Enrollment Support

[Click Here to Scheduled Transition Enrollment Assistance]:

- In-Person at Hamilton Office
- Online Video- Microsoft Teams
- Phone Call
- When booking an appointment the Individual or Authorized Representative will be asked to answer a series of questions. During that time they will indicate how they would like to conduct their appointment. **SAMPLE Acumen Appointment-Confirmation Email for Cohorts 1 – 5**
- **15 minutes** prior to your appointment a reminder email will be sent indicating what materials and documents you should have handy while completing the enrollment process with a NJ Agent.

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

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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.

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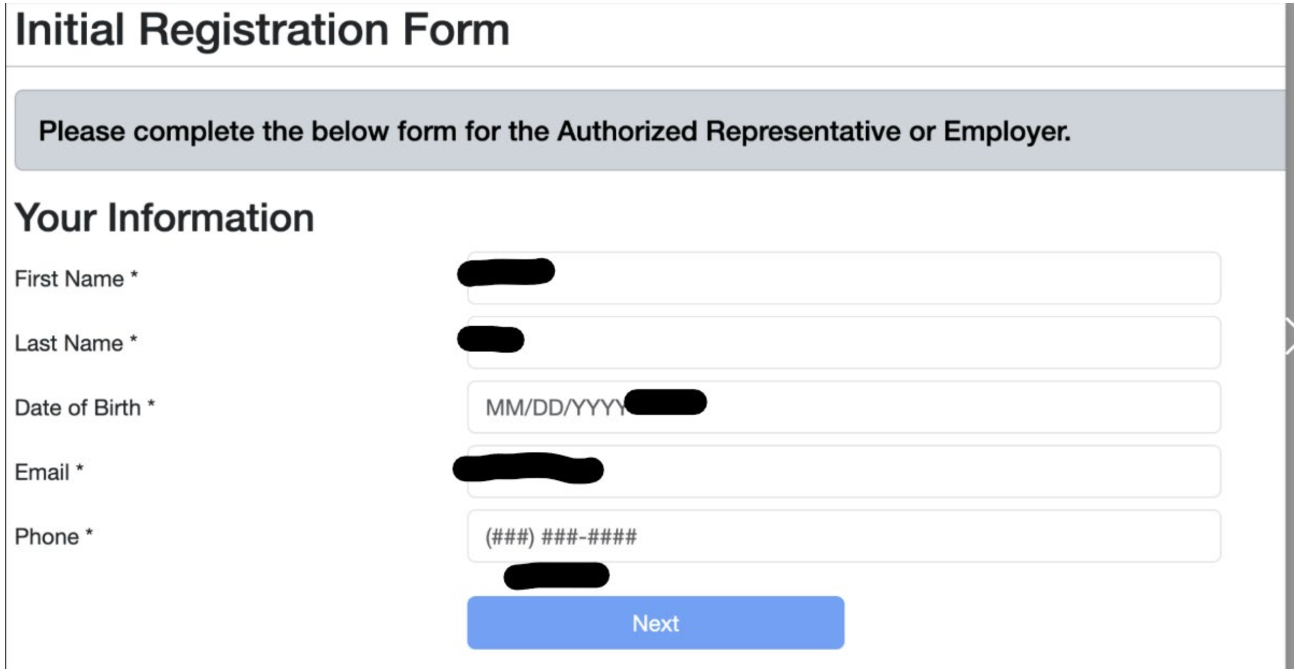
Electronic Enrollment System Reminders

- During the Electronic Enrollment System (EES) process the Authorized Representative/ Employer can be linked to more than one client once the initial registration is completed. There is no limit to the number of clients an Authorized Representative/ Employer can be linked to in EES.
- Please remember that during the initial registration I you are self-serving in EES and the Client has same email as Authorized Representative an error message will populate indicating "The email address is already in use". Please call 848-400-5903 or email enrollment-nj@acumen2.net to schedule an enrollment appointment with a NJ Agent.


Initial Registration Form

Please complete the below form for the Authorized Representative or Employer.

Your Information

First Name * [redacted]

Last Name * [redacted]

Date of Birth * MM/DD/YYYY [redacted]

Email * [redacted]

Phone * (###) ###-#### [redacted]

Next

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Electronic Enrollment System Reminders

- Please call 848-400-5903 or email enrollment-nj@acumen2.net to schedule an enrollment appointment with a NJ Agent if the message below appears while the Authorized Representative/ Employer is completing the initial registration in the Electronic Enrollment System. This message indicates that the enrollee has entered information may differ from what has been provided to Acumen by the Division.

Our records indicate that we have not received an Authorization Form for your Client. Please contact your case worker and request that they send us the Authorization Form as soon as possible. Once received, we will process it and you may proceed with the enrollment process.

If you have any questions, please do not hesitate to reach out to us at (877) 211-3738 or enrollment@acumen2.net.

Thank you,

Acumen Fiscal Agent

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How Do I Know If my Enrollment is Complete ?

Enrollment Categories

Registration Status- Indicates the status of Employer or Client registrations

- Pending
- Completed

Enrollment Status- Indicates if Employment/Vendor Agreement is completed.

- Pending
- Completed

Status- this status refers to the general activity of the account.

- Active

**Enrollment into Acumen is not competed until the Registration and Enrollment status' are complete and the Status is active.

Client Information COMPLETED

Edit

First Name:	Fakeclient	Middle Name:	
Last Name:	Three	Client #:	NJ00016821
Enrollment Status:	PENDING	Date of Birth:	1990-01-01
Status:	ACTIVE	SSN:	
Gender:	Male		
Phone:		Alternative Phone:	
Fax:		Email:	
Reference #:		Medicaid #:	
Effective Date:		Statement Delivery Type:	Undefined
Preferred Communication Method:	Undefined	Case Manager Email:	
Case Manager:		Case Manager Phone:	
Agent Full Name (Agent Use Only):		Cohort Assignment (Agent Use Only):	
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	Primary Language:	
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:			

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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

Edit

First Name:	Fakeclient	Middle Name:	
Last Name:	Three	Client #:	NJ00016821
Enrollment Status:	PENDING	Date of Birth:	1990-01-01
Status:	ACTIVE	SSN:	
Gender:	Male		
Phone:		Alternative Phone:	
Fax:		Email:	
Reference #:		Medicaid #:	
Effective Date:		Statement Delivery Type:	Undefined
Preferred Communication Method:	Undefined	Case Manager Email:	
Case Manager:		Case Manager Phone:	
Agent Full Name (Agent Use Only):		Cohort Assignment (Agent Use Only):	
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	Primary Language:	
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:			

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Plan Revisions

Support Coordinators can make plan revisions, ending services with PPL and starting services with Acumen following the SC Plan Revision Guidance provided by the Division for the individual's assigned Cohort.

https://nj.gov/humanservices/ddd/assets/documents/individuals/sc-plan-revision-guidance.pdf

- Support Coordinators must make plan revisions for all individuals assigned to Cohorts 1-4a at this time.
- **NOTE**: If there **is** a one-time service or item with PPL as FI (e.g., gym membership, environmental modification), the Support Coordinator must (a) confirm that the one-time service or item through PPL has been delivered before (b) revising the plan to end the one-time service or item, following the Plan Revision Timeline.
- Individuals or Authorized Representatives must complete their enrollment documents before they can submit invoices for community vendor payments.
  - To avoid delays in payment Individuals or Authorized Representatives should still enroll within their Cohort Enrollment Window

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Revision Start and End Dates

Acumen Enrollment Window	Cohort	Plan-Revision Approval End Date (last date a revised plan can be approved)	Last Date SC can add a new PPL vendor service	Service End Date for current PPL vendor services	Acumen Go-Live Date (service start date for new Acumen vendor services)
Open Now for ALL Cohorts	**Combined Cohorts 1-4**	**July 21**	**CANNOT ADD**	**July 30**	**July 31**
	4a	**August 1**	**August 4**	**August 10**	**August 11**
	5	TBD	TBD	TBD	September 14

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In Person Enrollment Sessions

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Acumen Fiscal Agent is hosting in-person enrollment events across New Jersey for all Cohorts 1–5!

If you haven't completed your enrollment yet, this is a great opportunity to get the support you need. Our Client Service Agents will be onsite to assist you every step of the way and help ensure your enrollment is completed smoothly.

Don't wait, come get enrolled!

These are the dates and locations:

DATE	TIME	LOCATION	ADDRESS
7/14/25	11:30am-5:30pm	Middlesex Public Library	1300 Mountain Ave, Middlesex, NJ, 08846
7/15/25	10:00am-5:00pm	Embassy Suites by Hilton Piscataway Somerset	121 Centennial Ave, Piscataway, NJ 08854
7/16/25	10:00am-5:00pm	Embassy Suites by Hilton Piscataway Somerset	121 Centennial Ave, Piscataway, NJ 08854
7/17/25	11:00am-3:00pm	Camden Country Library - M. Allan Vogelson Branch	203 Laurel Road, Voorhees, NJ 08043
7/18/25	12:00pm-4:00pm	Camden Country Library - M. Allan Vogelson Branch	203 Laurel Road, Voorhees, NJ 08043
7/21/25	10:00am-5:00pm	Hampton Inn Egg Harbor Township Atlantic City	6708 Tilton Road, Egg Harbor Township, NJ 08234
7/22/25	10:00am-5:00pm	Embassy Suites by Hilton Piscataway Somerset	121 Centennial Ave, Piscataway, NJ 08854
7/23/25	10:00am-5:00pm	Embassy Suites by Hilton Piscataway Somerset	121 Centennial Ave, Piscataway, NJ 08854
7/24/25	10:00am-5:00pm	Hampton Inn Philadelphia/Voorhees	320 Route 73, Voorhees, NJ 08043
7/25/25	10:00am-5:00pm	Hampton Inn Philadelphia/Voorhees	320 Route 73, Voorhees, NJ 08043

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UPCOMING TRAINING

Check our website for ongoing updates:
[New Jersey - Training Materials – Acumen Fiscal Agent]

Training Schedule:
For Individuals and Authorized Representatives: **Individual/ AR Training Schedule**
For Community Vendors: **Vendor Training Schedule**

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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
- In addition to Acumen training on their EVV system, DDD will be providing an additional webinar on EVV for VF/EA participants.

Who To Contact:

- ✓ Client Service Agent Team
  - 848-400-5903
  - Enrollment-NJ@acumen2.net
- ✓ Vendor Service Agent Team
  - 848-400-5738
  - Vendor-NJ@acumen2.net
- ✓ Customer Service Team
  - 833-892-0413

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Don't Wait, Enroll Now!

Acumen encourages all Employers and Authorized Representative to enroll now. Currently all Cohorts (1-5) can complete the enrollment process through EES. We encourage you to book an appointment with a NJ Agent as soon as possible to ensure the completion of all necessary steps of the transition from PPL to Acumen.

Booking Link

https://outlook.office.com/book/NJAgentTransitionEnrollmentAssistance@acumen2.net/?ismsaljsauthenabled=true

EES Link:

https://acumen-xcore.dcisoftware.com/enrollment/registration

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THANK YOU!

Customer Service: 833-892-0413

Website:

https://www.acumenfiscalagent.com/state/new-jersey/