

VF/EA Fiscal Intermediary Transition

August 28, 2025

VF/EA Fiscal Intermediary Transition

Plan Revision Guidance for Support Coordinators

- The [SC Plan Revision Guidance](#), updated on August 28, includes guidance for all Cohorts (1 – 5) and replaces all previous guidance.

FI Transition Update for Individuals and Families

- The [FI Transition Update for Individuals and Families](#), released August 22, includes:
 - Enrollment Information
 - Plan Revisions and Continuity of Services
 - Mandatory Electronic Visit Verification (EVV) Information
 - Mandatory Service Documentation Information
 - Restoration of Rollover Units Request Process

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What an SC Must Not Do When Revising a Plan (or Creating a Renewal Plan) with SDEs

Support Coordinators MUST NOT do any of the following:

(Doing so can result in a gap in the individual's services and/or their SDEs being unable to submit to either FI for their hours worked)

- **DO NOT** enter a "fake" Self-Directed Employee ID Number when adding an Acumen SDE service line.
 - SCs must only enter the SDE ID Number they receive in an Acumen Billable Rate Notification.
- **DO NOT** enter the same billable rate an SDE had when they were enrolled with PPL.
 - SCs must only enter the billable rate they receive in an Acumen Billable Rate Notification.
- **DO NOT** enter any Acumen service start date that was not received in an Acumen Billable Rate Notification.

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What an SC Must Do If They Think a Billable Rate Notification has Wrong Information

- If an SC receives a Billable Rate Notification that they feel contains incorrect information (e.g., wrong billable rate, wrong service name), they need to contact Acumen **at the email address it was received from**. We also recommend copying the DDD Fee-for-Service Helpdesk at DDD.FeeForService@dhs.nj.gov.

VF/EA Fiscal Intermediary Transition: Workers' Compensation

- State law requires employers to procure and pay for workers' compensation (WC) insurance for their employees. This includes employers in Self-Directed Employee (SDE) Models.
- For individuals participating in either of DDD's SDE Models, the employer cost for maintaining WC insurance is currently funded by the individual's budget.

VF/EA Fiscal Intermediary Transition: Workers' Compensation

- The cost of WC in the VF/EA model (the amount deducted from the individual's budget) has increased from an annual flat rate of \$172 that covered all SDEs in the individual's plan, to an annual rate of about \$2,100 per year per SDE (based on a 40-hour workweek at an hourly wage of \$25).
- To avoid the need to adjust services to accommodate this change, DDD is pleased to announce that, for the foreseeable future, it will assume the cost of WC for employers in the VF/EA SDE model. This means DDD self-directing employers in the VF/EA model will no longer pay WC from their DDD budgets.
- Support Coordinators do not need to do anything related to workers' compensation for SDEs enrolled with Acumen in the VF/EA SDE Model.

Upcoming Acumen Transition Webinars

Aug. 28	1 – 2 pm Register Now for Aug. 28 Acumen Transition Webinar
Sep. 4	<ul style="list-style-type: none"> 11 am – 12 pm Webinar For Support Coordinators and Supports Brokers 1 – 2 pm Webinar for Individuals/Families, Authorized Representatives, Employers of Record, and Self-Directed Employees 3 – 4 pm Webinar for Community Vendors and Individuals/Families who use Vendor Services
Sep. 11	<ul style="list-style-type: none"> 11:30 am – 12:30 pm Webinar for Support Coordinators and Supports Brokers 1 – 2 pm Webinar for Individuals/Families, Authorized Representatives, Employers of Record, and Self-Directed Employees 3 – 4 pm Webinar for Community Vendors and Individuals/Families who use Vendor Services
Sep. 18	<ul style="list-style-type: none"> 11 am – 12 pm Webinar for Support Coordinators and Supports Brokers 1 – 2 pm Webinar for Individuals/Families, Authorized Representatives, Employers of Record, and Self-Directed Employees 3 – 4 pm Webinar for Community Vendors and Individuals/Families who use Vendor Services
Sep. 25	<ul style="list-style-type: none"> 11:30 am – 12:30 pm Webinar for Support Coordinators and Supports Brokers 1 – 2 pm Webinar for Individuals/Families, Authorized Representatives, Employers of Record, and Self-Directed Employees 3 – 4 pm Webinar for Community Vendors and Individuals/Families who use Vendor Services



Acumen Fiscal Agent

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NJ VF/EA Acumen Transition- Webinar

Date: August 28, 2025

Don't Wait, Enroll Now!

Participants in all Cohorts (1, 2, 3, 4, 4a, and 5) should complete their enrollment now through the Electronic Enrollment System (EES). You can also book an appointment with a NJ Agent, which will help to ensure you complete all necessary steps.

- [Book an Appointment](#)
- [Electronic Enrollment System \(EES\)](#)
- [NJ Training Materials](#)

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.**

Support Coordinator Reminders

- If a vendor service does not have accurate, up-to-date Community Vendor details in the Service Description box, the Acumen Vendor Team will need to contact the Support Coordinator.
- It is important that Support Coordinators respond as soon as possible and provide the requested vendor information. Without that information, the individual cannot be linked to that vendor in the Acumen system.
- Sample email outreach to a Support Coordinator:

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.

Support Coordinator Reminders

- Billable Rate Notification emails have started to go out to Support Coordinators.
- Services in a plan cannot overlap between two fiscal intermediaries, so Support Coordinators must receive billable rates for all employees before revising the plan.
- For individuals with both self-directed employees and vendor services, all services must have the same service end date with PPL and the same service start date with Acumen.
- Some initial billable rate notifications mistakenly went out with an hourly rate entered in the "Service Billable Rate" field (hourly wage plus employer burden markup).
- If you received a notification with an hourly billable rate:
 - Disregard that notice, as Acumen has sent out corrected notifications that have the appropriate 15-minute-unit rate entered in that field.
 - Do not attempt to calculate the 15-minute-unit rate yourself by dividing the hourly rate by 4. Wait to receive the 15-minute-unit rate from Acumen.

Understanding the Billable Rate

- Being classified as live-in does not automatically qualify you for tax exemptions in New Jersey.
 - Exemptions are based only on the employee–employer relationship, not living arrangements.
 - Wages are exempt from FICA, FUTA, and NJ unemployment only if the employee is a spouse, child under 18 (under 21 for federal), parent, or partner in a civil union/common-law marriage with the employer.
 - If none of these relationships apply, standard tax withholdings and burdens still apply, even for live-in employees.
 - Workers' compensation is not included in the billable rate

Community Vendor Reminders

- Community Vendors that provide services to DDD-enrolled individuals need to enroll with Acumen as soon as possible.
 - Any active vendor that has not received the Docusign packet with the Electronic Funds Transfer (EFT) and W-9 form should contact the Acumen Vendor Team by phone at 848-400-5738 or by email at vendor-nj@acumen2.net.
 - To be fully enrolled with Acumen, Community Vendors must complete the Docusign packet. Completing the Electronic Funds Transfer (EFT) and W-9 form manually and submitting them to Acumen by email, fax, or mail *will delay processing*.
- **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.

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**