FI Transition Update: July 10, 2025

In this update:

Acumen Enrollment Now Open for ALL Cohorts

All individuals in Cohort 1, 2, 3, 4, 4a, and 5 must initiate their enrollment with Acumen as soon as possible. To initiate enrollment online, go to Acumen Electronic Enrollment System (EES).

If you need help enrolling, contact Acumen by email at **enrollment-nj@acumen2.net** or by phone at **833-892-0413**. They will know your cohort number and will be able to guide you on completing your Acumen enrollment.

Who needs to enroll with Acumen as soon as possible?

For individuals in Cohort 1, 2, 3, 4, 4a, and 5 who have a vendor service, Self-Directed Employee (SDE), or both through PPL, all of the following must initiate their enrollment with Acumen as soon as possible.

- The individual receiving services or a designated Authorized Representative
- Self-Directed Employee(s)
- Employer of Record
- Vendors

Who can complete the Acumen Enrollment?

The person completing the enrollment must be the person who will be acting in the role for which they are completing the enrollment. For example, the person enrolling as the authorized representative or employer must be the person who will be acting in that role.

This is particularly important for in-person enrollment, as there have been cases where the person who will be acting in the role of authorized representative or employer *has sent someone else* to enroll on their behalf. This is prohibited and will delay the enrollment.

In no instance should any person who is not the person receiving services enroll with Acumen as if they are the individual receiving services. If an SC or other person becomes aware that this has occurred, please send details to the Fee-For-Service Helpdesk: DDD.FeeForService@dhs.nj.gov

Documents and Information Required for Enrollment

Before you enroll, whether you are enrolling online, in-person, or by phone, you need to be sure that you have compiled all the necessary documents and information. Not having necessary information or documents available will likely delay your enrollment. Please review the applicable list below (also found on the Acumen-NJ website) to know what you need for enrollment:

- What You Need for Acumen Enrollment: Employers and Self-Directed Employees
- What You Need to Enroll: Vendors

NEW! Cohort 4a

Acumen added a new cohort (group of individuals) to the fiscal intermediary (FI) Transition. **Cohort 4a** includes individuals who have a vendor service in their current plan, with PPL as the FI (and no SDEs). For a variety of reasons, these individuals were not included in Cohorts 1-4 (many had added a PPL vendor service to their plan after the initial cohort assignments).

Acumen distributed Cohort 4a assignment notices the week of July 1, and emailed an enrollment notice that includes an enrollment link to Cohort 4a participants on July 7. (Acumen sent paper enrollment packages by USPS mail in cases where they did not have a valid email address.)

Cohort 4a Acumen Enrollment Window is July 7 through August 1

All Cohort 4a individuals/Authorized Representatives need to initiate their Acumen enrollment as soon as possible.

Plan Revisions for Combined Cohorts 1 – 4

Urgent Reminder for Support Coordinators: Support Coordinators (SC) needed to have all plan revisions that included a transitioning vendor service (PPL to Acumen) approved on or before the Plan-Revision Approval End Date that corresponded to the individual's cohort.

If a delay prevented plan approval for any person in Cohorts 1-4, Support Coordinators *must revise those plans* using the service start and end dates that correspond to **Combined Cohorts 1-4** Go-Live Date (July 31), as instructed in the updated SC Plan Revision Guidance.

Restoration of Rollover Units Request Process

When there is a vendor or SDE service in a plan, the individual, vendor, employer of record, and/or SDE can track any unused service units (often referred to as "rollover" units) so they can be used, if needed, on a later date up through the service end date.

However, because Support Coordinators, iRecord, and the fiscal intermediary do not track rollover (unused) units, those units will not transfer from the existing PPL service line to the new Acumen service line. To provide a potential solution in cases where an individual may need some or all of their tracked rollover units, DDD developed a process for requesting the restoration of some or all of an individual's tracked rollover units to the new Acumen service line.

Beginning **July 21**, there will be a process in place for Support Coordinators to submit a **Restoration of Unused Units Request** for each service that may have unused units that the individual needs. We will provide Support Coordinators with a request form and instructions soon.

To avoid /reduce a need for restoration of rollover unis, vendors and SDEs should use them (*as appropriate*) prior to the individual's transition to Acumen. Depending on Cohort assignment, when an SC is developing/revising a service plan that will include a vendor service and/or a Self-Directed Employee, the SC should, to the degree possible, allocate weekly units to avoid having rollover units when the individual transitions from PPL to Acumen.

Support Coordinator-Specific Guidance

Vendor Details Required in Service Description Field

Acumen is receiving prior authorizations (PA) for transitioned vendor services that have no vendor details. For every vendor service, ***Support Coordinators must enter vendor details in the Service Description field*** (vendor name, address, contact person if available, and email address and phone number of vendor and/or contact person). Failing to enter these details will delay Acumen's processing of the PA and potentially delay vendor payment for services.

When to use iRecord "Send Referral" Feature for Acumen

USE Send Referral Feature: Beginning June 20, for individuals adding a new vendor service for the first time (i.e., *not transitioning any vendor services from PPL*), Support Coordinators will use the iRecord Send Referral feature to submit a fiscal intermediary (FI) Referral, then select Acumen Fiscal Service as the FI. This sends the individual's demographic information to the FI and initiates the enrollment process with the FI. The individual will not be able to enroll with Acumen until the Support Coordinator submits this FI Referral to Acumen. Once received, Acumen will outreach the individual to initiate enrollment.

DO NOT USE Send Referral Feature: Support Coordinators ***should not*** use the Send Referral feature for any individual assigned to a cohort or any individual with a service that will transition/is transitioning from PPL to Acumen as the FI. Support Coordinators need to enter the PPL service end date and Acumen service start date according to the Cohort timelines in the SC Plan Revision Guidance.