Support Coordinator Guidance: Plan Revisions for Participants in Cohort 5

July 30, 2025

This guidance applies to the 2025 transition of the Division of Developmental Disabilities' (DDD) Vendor Fiscal/Employer Agent (VF/EA) Self-Directed Services Model from Public Partnerships LLC (PPL) as the fiscal intermediary (FI), to Acumen Fiscal Agent (Acumen).

Terms to Know for this Guidance

- 'Recently had' – for the purpose of this FI transition, recently had refers to any time since January 1, 2024 (this is the period from which cohorts were assigned)
- PPL Participant – a person who is enrolled with PPL and currently has or recently had a vendor service and/or an SDE with PPL as the FI

This transition is occurring in phases, in groups of individuals called cohorts.

- Cohorts 1 – 4a consist of individuals who currently have (or recently had) vendor-services-only with PPL as the fiscal intermediary (FI), and who do not have any Self-Directed Employees (SDE).
- Cohort 5 consists of:
  - Individuals who currently have (or recently had) one or more SDEs with PPL as the FI (with or without vendor services through PPL), AND
  - Individuals who currently have a vendor-only service with PPL but who were not previously assigned to a Cohort

Plan Revision Timeline for Cohort 5

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	**5**	**August 15**	**September 7**	**September 13**	**September 14**

Plan Revision Guidelines for Cohort 5

Support Coordinators (SC) may revise a Cohort 5 plan after receiving a **Billable Rate Notification** email from Acumen. (See *How to Transition an Existing PPL SDE Service to Acumen*, below). The Billable Rate Notification will include:

- Confirmation that the individual (client), Employer, and SDE have completed enrollment
- An Acumen-generated 14-digit Employee ID number that the SC will now be required to enter into the

service plan
- Billable rate the SC must use when creating the Acumen SDE service/adding the SDE

Sample Billable Rate Notification Email

FROM: (Acumen Fiscal Agent) support@acumenfiscalagenthelp.zendesk.com
SUBJECT: SDE Billable Rate

Notification of Billable Rate and Self-Directed Employee ID

Individual's Name: <CLIENT NAME>
DDDID#: 123456
Support Coordinator: <SC NAME>
Employer of Record: <EMPLOYER>

This is to notify you that the Employer of Record (Employer) and associated Self-Directed Employee(s) identified below have successfully completed their enrollment with Acumen Fiscal Agent. The Self-Directed Employee(s) will not be able to submit their hours worked to Acumen for payment until the Support Coordinator completes the steps below.

Support Coordinator Next Steps

- If you have not already done so, add the applicable SDE service to the individual's ISP, selecting Acumen as the fiscal intermediary (FI).
- Enter the Self-Directed Employee (SDE) details below to the service. If there is more than one SDE identified below, please add details for each SDE to the applicable service.
- Get the plan signed and approved, and provide the Service Detail Report to the Employer and to each SDE.

Self-Directed Employee Details

Employee Name:	EMILY EMPLOYEE
Acumen Employee ID:	NJ123456789123
Service Name:	Individual Supports
Service Procedure Code:	H2016HIU8
Service Start Date:	September 14, 2025
Service Billable Rate:	$5.59
Employee Hourly Wage:	$20.00

PLEASE NOTE: If this individual employs or intends to employ more than one SDE, a separate billable rate notification will be sent for each one. Support Coordinators can proceed with adding this current SDE and getting the plan approved, even if more SDEs are expected.

How to Transition an Existing PPL SDE Service to Acumen

For every PPL SDE service in a Cohort 5 plan, the SC must do the following:

STEP 1. Receive the notification email from Acumen that includes the billable rate(s) for all existing SDEs and a 14-digit Acumen-generated employee ID# for each SDE, which the SC is required to enter.

STEP 2. Change the **service end date** for the existing PPL SDE service to *the day before* the cohort's Go-Live Date (September 13).

STEP 3. Add a new SDE service with Acumen as the FI using the billable rate provided by Acumen. The

service start date for the new Acumen SDE service will be the Cohort Go-Live Date (September 14).

STEP 4. Add the SDE's Acumen-generated employee ID# in the **Self-Directed Employee ID** field (see *How to Enter New Self-Directed Employee ID#* below).

STEP 5. Get the revised plan signed and approved **on or before** the cohort's Plan-Revision Approval End Date (August 15), which auto-generates and transmits the new prior authorization to Acumen for processing.

STEP 6. Provide the SDE with the new **Service Detail Report** (with Acumen as FI). (NOTE: you do not need to provide Acumen with the SDR.)

For any hours the SDE works on or before the PPL service end date, the SDE will submit those hours to PPL for payment. For any hours the SDE works on or after the Acumen service start date, the SDE will submit those hours to Acumen for payment.

Worker's Compensation Service Line

iRecord will no longer generate a separate Worker's Compensation service line for new or transitioning Acumen SDE services. SCs do not need to do anything related to Worker's Compensation for SDE services through Acumen and SCs do not need to remove the PPL Worker's Compensation service line from the plan. We will be releasing information soon about how DDD is handling the Worker's Compensation cost.

How to Enter New Self-Directed Employee ID# in iRecord

A new feature will be available in iRecord, where SCs will enter a new Acumen-generated 14-digit Self-Directed Employee ID#, which will be sent to the SC when the billable rate is sent. This SDE ID is unique to the SDE (if an individual has more than one SDE, each SDE will have a unique ID#).

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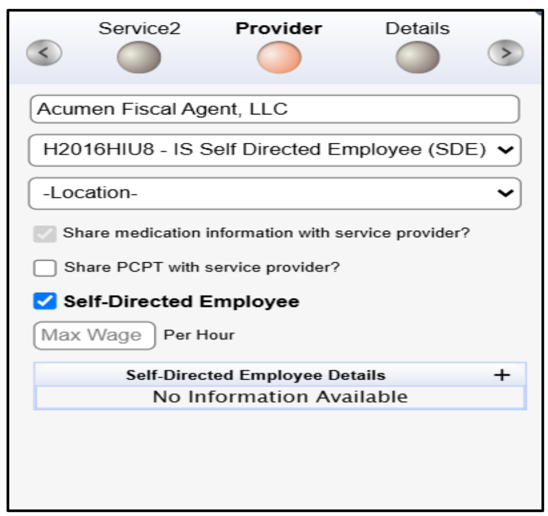
1. SC selects the Self-Directed Employee box, an additional Self-Directed Employee Details section appears.
2. SC clicks the "+" icon which will trigger a new panel to appear, where more SDE information will be added.



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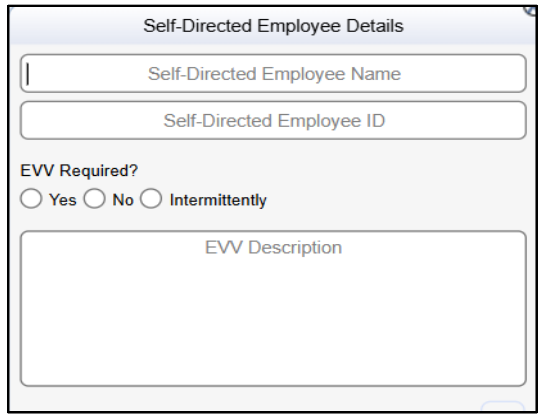
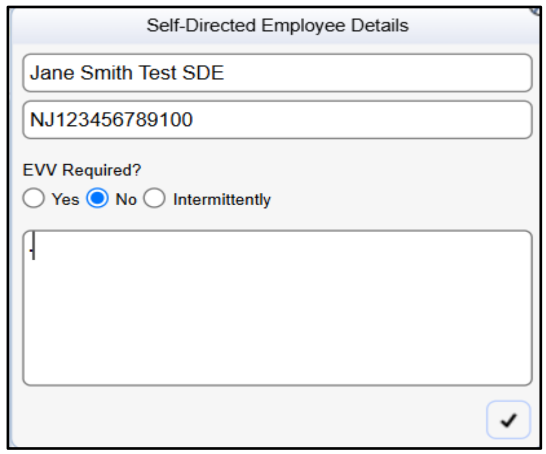
3. SC enters SDE Name, SDE ID# (provided by Acumen) into SDE Details panel, and any relevant EVV-related information.



4. The SAVE icon at the bottom right of the panel will stay greyed out and SC will not be able to save until SC has entered all required information, including exactly 14 digits for the SDE Employee ID. The SDE Employee ID will only appear on this screen.

NOTE: The SDE ID *will not appear* on the service tile, SDR, NJISP, etc.



How to Transition an Existing PPL Vendor Service to Acumen

For every PPL vendor service in a Cohort 5 plan, the SC must do the following:

STEP 1. Contact the vendor to confirm they are willing and able to continue to provide the current service with Acumen as the FI (if vendor has not yet enrolled with Acumen, advise them to contact Acumen directly by calling 833-892-0413 or emailing vendor-nj@acumen2.net).

STEP 2. Change the **service end date** for the existing PPL vendor service to *the day before* the Cohort 5 Go-Live Date (September 13).

STEP 3. Add a new vendor service with Acumen as the FI that is the same as the current PPL vendor service. The **service start date** for the new Acumen vendor service will be the Cohort 5 Go-Live Date (September 14).

STEP 4. Get the revised plan signed and approved **on or before** the Cohort 5 Plan-Revision Approval End Date (August 15), which auto-generates and transmits the new prior authorization to Acumen for processing.

STEP 5. Provide the vendor with the new **Service Detail Report** (with Acumen as FI). (NOTE: you do not need to provide Acumen with the SDR.)

The vendor will submit invoices to PPL for services delivered on or before the PPL service end date, and will submit invoices to Acumen for services delivered on or after the Acumen service start date.

One Exception to Cohort 5 Plan Revisions

An individual in Cohort 5 has a one-time PPL service/item in their plan

If an individual has a PPL vendor service in their plan that is a "one-time" (typically, one-unit) service/item (e.g., gym membership, environmental modification), the Support Coordinator must:

1. Contact the individual and/or vendor to confirm that the vendor delivered the one-time PPL service/item.
2. After confirming service delivery, revise the plan to end the one-time PPL service/item, according to the plan revision timeline associated with the individual's cohort (September 13).

What Not to Do When Transitioning a Service from PPL to Acumen

For individuals in Cohort 5, DDD-IT has already completed a back-end submission of an FI Referral to Acumen. Therefore, when revising a Cohort 5 individual's plan to transition a service from PPL to Acumen, or when developing a Cohort 5 individual's new Annual Plan:

- **DO NOT** use the iRecord "Send Referral" feature. Doing so will prevent the SC from being able to select Acumen as the FI for the transitioning service(s).
- **DO NOT** add a PPL vendor service that has a service start date on or after the Acumen Go-Live Date associated with the individual's cohort.
- **DO NOT** send the new (replacement) Acumen service through DDD Service Review. Doing so will add extra steps and may cause a delay in plan approval.

Important Start Date for Support Coordinators

September 15, 2025:	**FIRST DATE** an SC can either: a) Submit a New Referral for SDE Services to Acumen, **AND/OR** b) Add new SDEs and/or vendor services with Acumen as FI for individuals in Cohort 5 (can only be added after individual (client) and Employer of Record have completed enrollment and SC has received billable rate(s) from Acumen)

An Individual Needs Direct Support Services after June 13 and before September 15

Direct Support Options

At this time, if an individual needs direct support services after June 13 and before September 15, there are two options available:

1. Hire a Medicaid/DDD-approved provider agency to deploy an agency-employed Direct Support Professional (DSP) to provide services, **OR**
2. Enroll in the Agency with Choice (AWC) Self-Directed Services Model, with Easterseals NJ as the fiscal intermediary, and hire a Self-Directed Employee (in which case any vendor services the individual has through PPL will need to transition to Easterseals NJ).

NOTE: Regardless of which option an individual pursues, they will be able to transition to the VF/EA model with Acumen as the fiscal intermediary any time after September 15, 2025. *(As always, when transitioning between self-directed employee models, the individual will need to re-enroll with the new FI and their new SDE(s) will need to complete fingerprinting and background checks for the new FI.)*

Two Exceptions to Direct Support Options

The direct support options **above** apply to all individuals, with the exception of

1. Individuals in Cohort 5, and
2. Individuals submitted by their SC as a New Referral, for SDE Services through PPL, after Acumen originally assigned the five cohorts and before June 13.

A Cohort 5 Individual Needs a New Vendor Service

(Please review, *Do Not Use Send Referral Feature When Transitioning a Vendor Service from PPL to Acumen,* above). If an SC revised and approved a Cohort 5 plan on or before the Cohort 5 Plan-Revision Approval End Date (August 15), but now the individual needs a new vendor service to start *before* the Cohort 5 Go-Live Date (September 14), the SC must do the following:

STEP 1. Add the new PPL vendor service with a **service start date** on or before September 7 (timeline column 4) and a **service end date** of September 13 (timeline column 5).

STEP 2. Provide the vendor with the new **Service Detail Report** (with PPL as FI)

STEP 3. Inform the individual/family and vendor that the vendor **must deliver the authorized PPL service units on or before the service end date** or the service units will not be eligible for reimbursement through any FI.

If the individual needs to receive services from the new vendor after the Cohort 5 Go-Live Date in the approved plan, the SC will need to add a new vendor service with Acumen as the FI and a service start date that is *on or after the Cohort 5 Go- Live Date*. The vendor will need to enroll with both PPL and Acumen.

Brand New Vendor Service – Service Review Required but Green Litmus Appears

If an SC enters a brand new PPL vendor service (following the above guidance) OR a brand new Acumen vendor service that requires DDD service review but the service incorrectly bypasses this step and turns the litmus indicator green, the SC must do the following:

- Upload applicable request form(s) to iRecord for the new vendor service (for example, Goods and Services Request Form, AT/EM/VM Purchase Request Form)
- Send an email to alert the Service Approval Helpdesk: DDD.ServiceApprovalHelpDesk@dhs.nj.gov
- Use subject line format: **FI Transition Service Review – DDDID# – Plan#/Outcome#/Service#** (of new vendor service)

The DDD Service Approval Helpdesk will review the uploaded Request Form. Following review, they will respond to the email and enter an iRecord Note indicating approval or denial.