

## FAQ: What Happens If I Missed the Final Deadline to Complete Acumen Transition Enrollment?

### When is the final Acumen enrollment deadline?

Acumen and DDD are accommodating for a December Go-Live date. The final deadline for participants transitioning from PPL to enroll with Acumen is **November 7, 2025**. *If you do not complete your enrollment by November 7, 2025, you may experience a gap in services and/or service payments.*

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### Can I still complete Acumen enrollment after November 7?

Yes, but:

- You must **act quickly** to complete all required steps.
  - Acumen will need to process any enrollment initiated and/or completed after November 7 as a **late submission**, which may result in delays in plan approval and a gap in services and/or service payments.
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### Who can help me complete my enrollment?

- Contact your **Acumen Agent** immediately to get enrollment assistance.
    - **Call the NJ Acumen Agent line:** 848-400-5903
    - **Book an appointment with your Acumen Agent:** [NJ Agent Transition Enrollment Assistance](#)
  - You can also reach out to **Acumen Customer Service** at **1-833-892-0413** for assistance.
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### Final Note

We understand this process can be challenging and we appreciate your patience. Our goal is to ensure every eligible participant is successfully enrolled and supported. If you miss the deadline, please take action immediately to avoid further delays.