

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

When is the final Acumen enrollment deadline?

The final deadline for participants transitioning from PPL to enroll with Acumen is **October 17, 2025**.

Can I still complete Acumen enrollment after October 17?

Yes, but:

- You must **act quickly** to complete all required steps.
 - Acumen will need to process any enrollment initiated and/or completed after October 17 as a **late submission**, which may result in delays in plan approval, service prior authorization, and/or payment to self-directed employees and/or vendors.
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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](tel: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 [833-892-0413](tel: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.