

NJ DDD FAQ: Billable Rates for Pending Enrollments

What is a pending enrollment?

A pending enrollment means the employer and/or employee initiated their enrollment with Acumen and it is in progress but not quite fully completed.

Why did Acumen send billable rates for participants with pending enrollments?

Acumen sent billable rates for participants with pending enrollments so that support coordinators can revise their plans on or before the plan revision deadline of **November 18**. This approach will help prevent gaps in services, since **December 6 is the last day any participant can receive services with PPL as the fiscal intermediary**.

The billable rates Acumen sent were calculated based on the employee hourly wage submitted by the employer when they initiated their enrollment.

What is the Acumen service start date for participants with pending enrollments?

The Acumen service start date for enrollments identified by Acumen as pending (in progress) is included on the billable rate notifications and is **December 7**.

What happens once a pending enrollment is completed?

If the employer-employee completes the pending enrollment in the next one to two weeks, Acumen should be able to issue a **Good to Go Letter** with system credentials before the 12/7 start date.

What happens if an employer-employee does not complete a pending enrollment in the next few weeks?

If the service is approved to start with Acumen on 12/7 but the enrollment is still pending at that time, the employee may continue to provide services but will not be able to enter time until enrollment is completed. Once completed, the employee can enter time worked from 12/7 forward.

What happens if a transitioning employer-employee has not initiated enrollment with Acumen?

Acumen will only send a billable rate for an employer-employee who has initiated or completed enrollment, including submission of the employee hourly wage.

Any employer-employee who has not initiated their enrollment in time should expect there to be a gap during which the employee will not be able to be paid for any services delivered, even if they eventually do complete their enrollment.

What happens if support coordinators are not able to get a plan revised and approved by the November 18 deadline?

If a support coordinator misses the 11/18 deadline but is able to approve a revised plan for a transitioning participant **on or before December 5** (with PPL end date of 12/6 and Acumen start date of 12/7), Acumen will process the service prior authorization but there will likely be a delay.

The employee may continue to provide services but will not be able to enter time until the service prior authorization is processed by Acumen AND the employer-employee enrollment is completed. Once these two things occur, the employee can enter time worked from 12/7 forward.

What should participants do if they have not yet initiated enrollment with Acumen?

They should **contact Acumen immediately** and schedule an enrollment appointment.

Final Transition Timeline for Pending Enrollments:

November 18 → Plan revision deadline for pending enrollments

December 6 → Last day to receive services with PPL

December 7 → All services start with Acumen