

## NJ DDD Employee FAQ: Overtime Payments for Live-In Caregivers

### 1. Why am I receiving this communication?

Based on the enrollment documents you signed and submitted, you are classified in the Acumen system as having a relationship with one or more of the individuals you provide services for – a **live-in caregiver** and/or **family member caregiver**, and/or **legal guardian caregiver**. This classification may impact how payments for overtime hours (hours worked over 40 in a workweek) are handled.

### 2. Why did I receive premium overtime payments (time and one-half)?

You were paid premium overtime (time and one-half) for hours worked over 40 in a workweek based on Acumen's current system settings and policy interpretation. We understand this may differ from what you experienced under the previous financial management services (FMS) provider, PPL.

### 3. Is this a permanent change?

This is not a permanent change yet but it may be soon. At this time, the **policy on premium overtime payment for live-in caregivers is under review**. We will inform employers and employees as soon as a final determination is made.

### 4. Will I continue to receive premium overtime payments going forward?

As noted in question #3, the policy is under review. Once the review is complete, Acumen will send an update with clear guidance on future eligibility for premium overtime payment for live-in caregivers.

### 5. What will happen to the premium overtime payments I've already received?

This is part of the policy review. Acumen will communicate any decisions regarding previously issued premium overtime payments once the review is finalized.

### 6. When can I expect more information?

We'll follow up with a formal communication as soon as the policy review is complete and direction has been established. We appreciate your patience in the meantime.

### 7. Who can I contact if I have questions?

If you have immediate questions or concerns, please reach out to the **customer service team at 833-892-0413**.