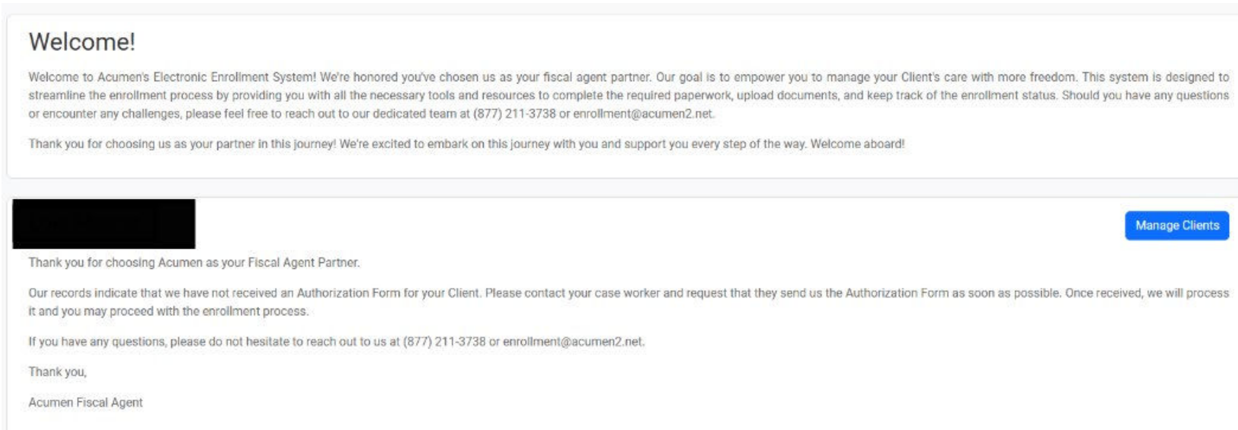
What to do when you receive the following message in EES:



Welcome!

Welcome to Acumen's Electronic Enrollment System! We're honored you've chosen us as your fiscal agent partner. Our goal is to empower you to manage your Client's care with more freedom. This system is designed to streamline the enrollment process by providing you with all the necessary tools and resources to complete the required paperwork, upload documents, and keep track of the enrollment status. Should you have any questions or encounter any challenges, please feel free to reach out to our dedicated team at (877) 211-3738 or enrollment@acumen2.net.

Thank you for choosing us as your partner in this journey! We're excited to embark on this journey with you and support you every step of the way. Welcome aboard!

[redacted]

Manage Clients

Thank you for choosing Acumen as your Fiscal Agent Partner.

Our records indicate that we have not received an Authorization Form for your Client. Please contact your case worker and request that they send us the Authorization Form as soon as possible. Once received, we will process it and you may proceed with the enrollment process.

If you have any questions, please do not hesitate to reach out to us at (877) 211-3738 or enrollment@acumen2.net.

Thank you,

Acumen Fiscal Agent

You are receiving this message because the information that you entered does not exactly match the information we have been provided by the Division

Acumen understands that New Jersey's DDD Program does not have Case Managers. You can disregard that. This is generic system language and should not cause alarm.

If you experience this error, you should reach out to Acumen by completing this Contact Us Form . In the field where it says 'Username', indicate "Help with EES Error Message".

Here are some additional tips and tricks from the field that may help ease your enrollment:

The term "Employer" is used for both Authorized Representatives/Individuals using Community Vendor Services only, as well as for true Employers of Record who have Self-Directed Employees.

You should not be alarmed by this language if you use Community Vendor Services only. The term Employer refers to how this role will act within our systems. Community Vendor-only Auth Reps and Individuals will not be asked to complete, nor will be considered Employers in any capacity besides having the role in our system.

When asked for "Relationship to Authorized Representative", this is the Individual's relationship to the AR and/or Employer of Record. Example: If you are the parent of the Individual, in that field you would enter "Child".

You will use Acumen's Electronic Enrollment System (EES) to complete your enrollment packets. Packets are:

- Sent and signed through Docusign when you move through the Electronic Enrollment Process (EES)
- Employers and Employees receive their own separate packet
- The Employer also receive the Employee packet first to sign their part. When you click "finished packet", Docusign will automatically send to the Employee to complete their portion
- **NOTE**: If you utilize Vendor Only services, you will still complete an "Employer" portion of the enrollment, but it does not mean that you are considered an Employer or Record. You will not have to complete paperwork that is not relevant to you, even if you are referred to as the Employer with EES
- **If you have SDEs,** you will need to create an Employment within EES to see the option to send your Employee's packet
- **If you use Community Vendor services:** you will need to add a "Vendor Agreement". You will not need to "Add Employments"

Completing Registration: When going through the enrollment process "Vendor Agreements" and/or "Add Employments" must be done to complete enrollment registration.

- **Vendor Agreement**: If you do not see your Vendor on the drop-down list please choose "Other Vendor not Listed" Acumen will update it once revised plan is received
- **Add Employment:** You will only do this when you have Self Directed Employees

Here is a detailed list of items/information that you will need when completing your enrollment:

Client Information:

- First Name
- Last Name
- Date of Birth
- Social Security Number
- Physical Address
- Email
- Phone
- Cell Phone (Optional)

- Support Coordinator Name
- Support Coordinator Email
- Support Coordinator Phone

Employer Information:

- First Name
- Last Name
- Date of Birth
- Social Security Number
- Federal Employer Identification Number (EIN)
- Names/Aliases used
- Gender
- Physical Address (No P.O. Box)
- Mailing Address
- Phone Number
- Email
- Relationship to Individual Receiving Services

For Employees:

- Full name, date of birth, Social Security Number, and any other names/aliases used
- Physical and mailing address
- Contact info (email and phone)
- Citizenship status
- Relationship to the Employer
- Driver's license number (if transporting the participant)
- Payment preference (check, direct deposit, or Paycard)
- If using direct deposit: bank name, routing/account numbers, and account type
- Employment details including services provided, hourly wage
- Whether the employee lives with the participant (individual receiving services)
- Whether the employee will administer medication
- Optional: Race/ethnicity, veteran status, disability status
- Required Forms & Attachments:
- How your SDE intends to file their taxes
- Driver's license (if applicable), proof of age (18+), and I-9 supporting documents
- Resume