

Before We Begin: PSWs Download the CareAttend App

The CareAttend app is a free download that works with Wi-Fi and GPS capable smart devices.

For **Android** devices:



For **Apple** devices:



We can be independent when we do it together.



EVV *POWERED* BY CAREATTEND



TRAINING, PART 1: HOW TO DOWNLOAD AND REGISTER THE
CAREATTEND APP

www.MyCIL.org

Agenda



1. What is EVV?
2. Registering for ACES\$ Online
3. EVV Mobile App CareAttend:
 - How to Register CareAttend
 - How to Clock in/out
4. When and How to Use IVR (EVV Landline)
5. Editing and Approving Time in ACES\$ Online
6. Resources
7. Most Frequently Asked Questions
8. Checklist for Go-Live

How will this impact how I currently self-direct my services?

- EVV will **not** impact:
 - Service authorizations or the number of hours received.
 - Who provides services.
 - The Payroll calendar. ACES\$ will still only process time after it is approved by the Employer.
- EVV **will** impact:
 - How Employers and PSWs complete, submit and approve time worked.



What is EVV?

EVV stands for **Electronic Visit Verification**.

EVV is a **federal** mandate that impacts all Medicaid PSWs (across all states!). It requires that **location** is captured when a PSW clocks in and out.

The requirement of location means that EVV relies on time capture methods through technology.

What will the system look like?

With ACES\$, there are two options for EVV:



1. **Mobile App** (CareAttend) used on a smart phone/device.
 - PSWs should use this method by default.
2. **IVR** – A telephonic process used with the Consumer's registered landline telephone.
 - May be used if the mobile app is not an option.





Registering to Use ACES\$ Online

Benefits of ACES\$ Online

ACES\$ Online can be used to update contact information, view important announcements and see the status of your time.

Employers

- Budget utilization (SDAs see this too)
- Notices of PSW CANTS expiration dates

PSWs:

- View how/when payments will be sent
- See CANTS expiration dates
- View full paystubs

login.mycil.org

my access\$ Online

Welcome to ACES\$ Online

Email Address

Password

Login

Forgot Password?

✓ Register for an Account

Document Center

Contact Us

How to Register for ACES\$ Online

Step 1: Call ACES\$ at 1-877-223-7781 for your **ACES\$ Consumer ID number**.
(PSWs don't need an ID number and can skip this first step.)

Step 2: Visit **login.mycil.org**

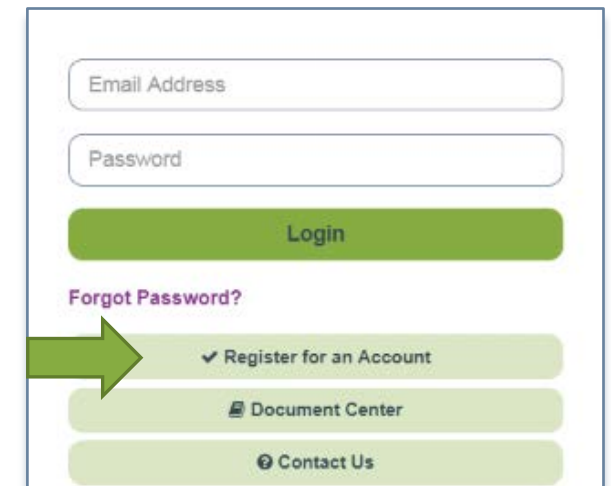
Step 3: Click the **Register for an Account** button.

Step 4: Choose **Illinois Department of Human Services** from the
“Organization” dropdown menu.

Step 5: Choose your account type from the **Account Type** dropdown menu.
Employers should choose **Consumer**.

Step 6: Fill out your information using a valid email address.

Step 7: ACES\$ Online will email you a link to set your password.
Click it within 24 hours and check your Spam folder.



The screenshot shows the login page for mycil.org. It features two input fields: "Email Address" and "Password". Below these is a green "Login" button. Under the "Login" button is a link that says "Forgot Password?". Below that is a green button with a checkmark icon and the text "Register for an Account". A large green arrow points to this button. Below the registration button are two more buttons: "Document Center" and "Contact Us".

Verify Your Email Address within 24 hours

Step 8: Check your email address used to register for ACES\$ Online for an email from a sender named “onlinetimesheets”.

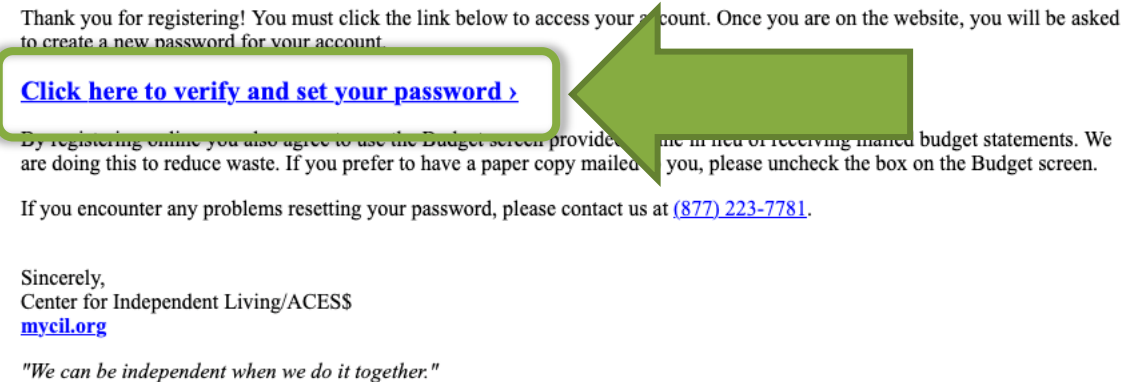
- It may have gone to the junk/spam folder

Step 9: Open the message and click the link to verify your email address.

Step 10: Create your password using at least:

- one upper-case letter
- one number
- one special character: ! @ # \$ % ^ or &

Step 11: Click “Reset Password” and that’s it!



Thank you for registering! You must click the link below to access your account. Once you are on the website, you will be asked to create a new password for your account.

[Click here to verify and set your password >](#)

By registering online you also agree to use the Budget screen provided online instead of receiving mailed budget statements. We are doing this to reduce waste. If you prefer to have a paper copy mailed to you, please uncheck the box on the Budget screen.

If you encounter any problems resetting your password, please contact us at [\(877\) 223-7781](tel:877-223-7781).

Sincerely,
Center for Independent Living/ACES\$
mycil.org

"We can be independent when we do it together."

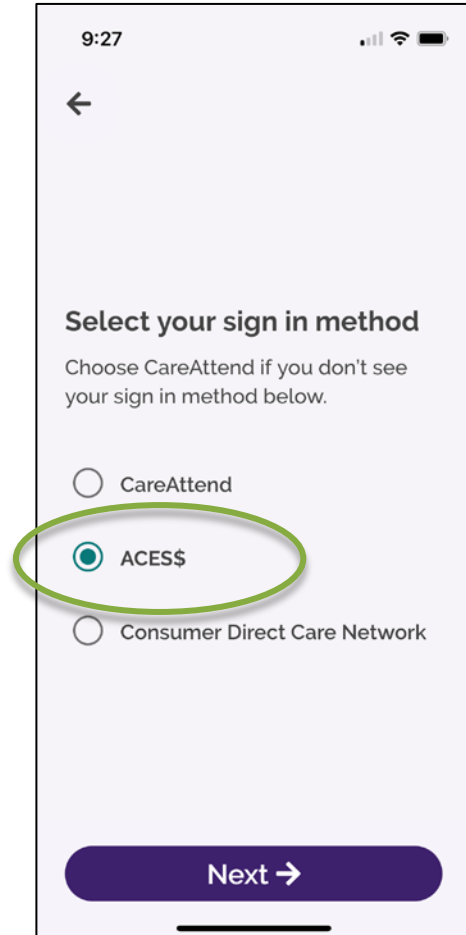
CareAttend Mobile Application – How to Register (PSW)

Open CareAttend and Tap Sign In

The first time the CareAttend application opens, PSWs will need to sign-in.

An internet connection is required to sign-in. Once a PSW is signed-in, internet is not required.

- On the first screen, tap **Sign In** at the bottom.
- On the next screen, tap **ACES\$** then tap **Next →** on the bottom.



Sign In Using Your ACES\$ Online Credentials

Tap **Sign In**, then **ACES\$**, then **Next**. An ACES\$ Online window appears. Sign in using your existing ACES\$ Online password.

Tap **Login** to return to the main CareAttend app.

Forgot Your Password?

You can reset your ACES\$ Online password using the **Forgot Password?** link at the bottom of the window.

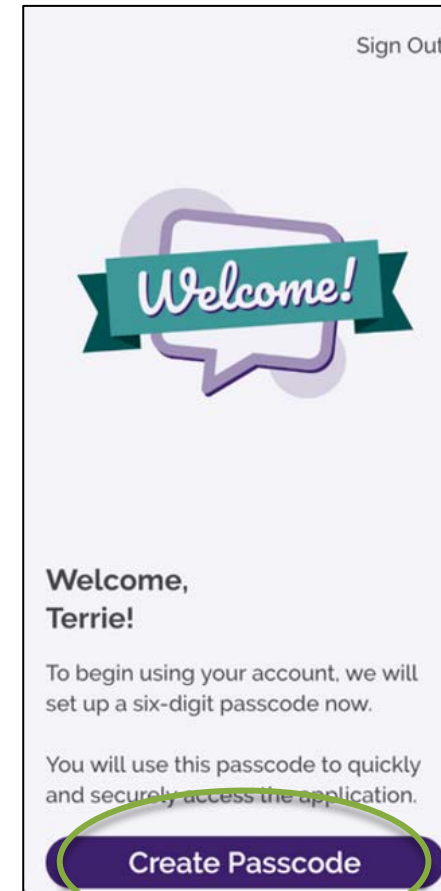


Create a Passcode and Set Permissions

Next, **create a six-digit passcode** for day-to-day use.

Tap **Create Passcode** at the bottom, then choose a passcode and enter it twice.

Once you've created your passcode, tap to give the CareAttend app the permissions it needs to run.

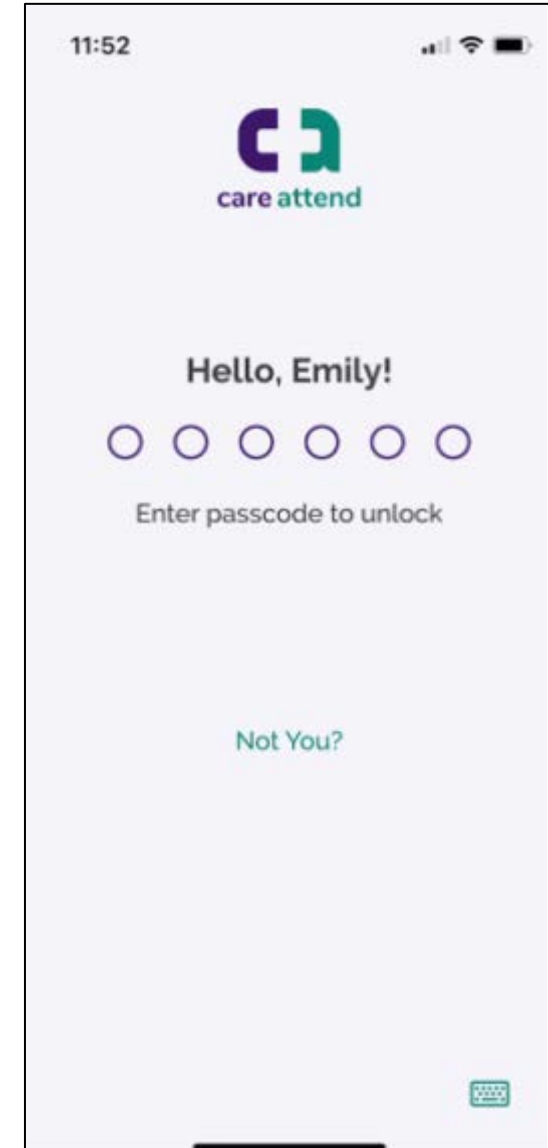




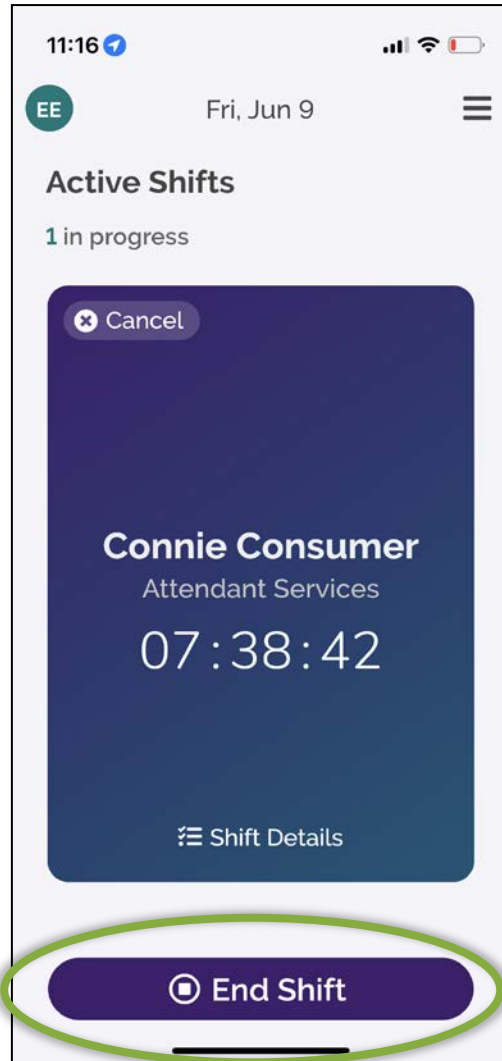
CareAttend App – How PSWs Clock Out

Step 1. Log In to the App

- Tap the CareAttend icon on your screen to open the app.
- The Login screen appears.
- PSW enters their passcode or uses their fingerprint or face recognition.



Step 2: End Shift and Review Shift Details

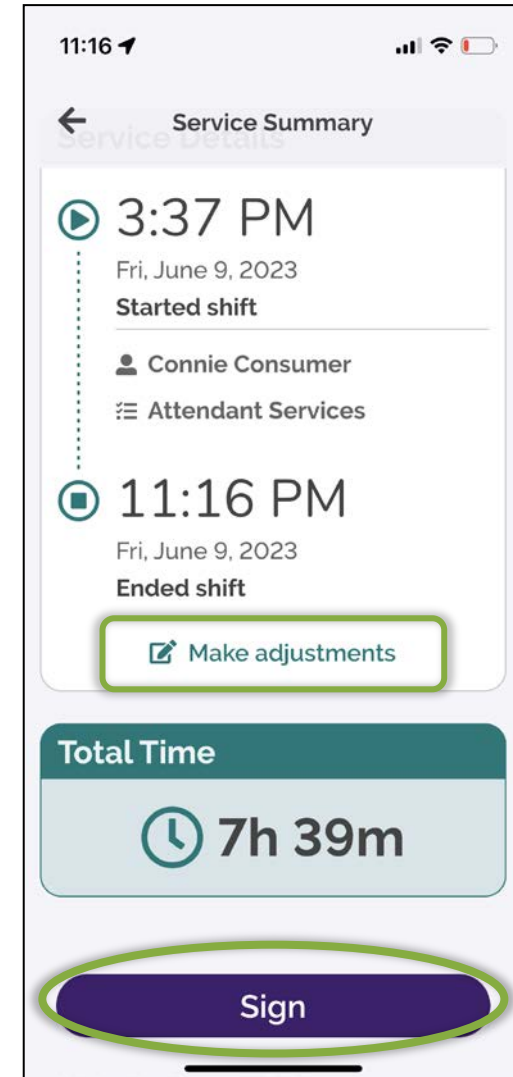


Tap **End Shift**.

Scroll down to review the shift details.

If everything looks correct, tap **Sign**.



If adjustments are needed, tap **Make Adjustments**.

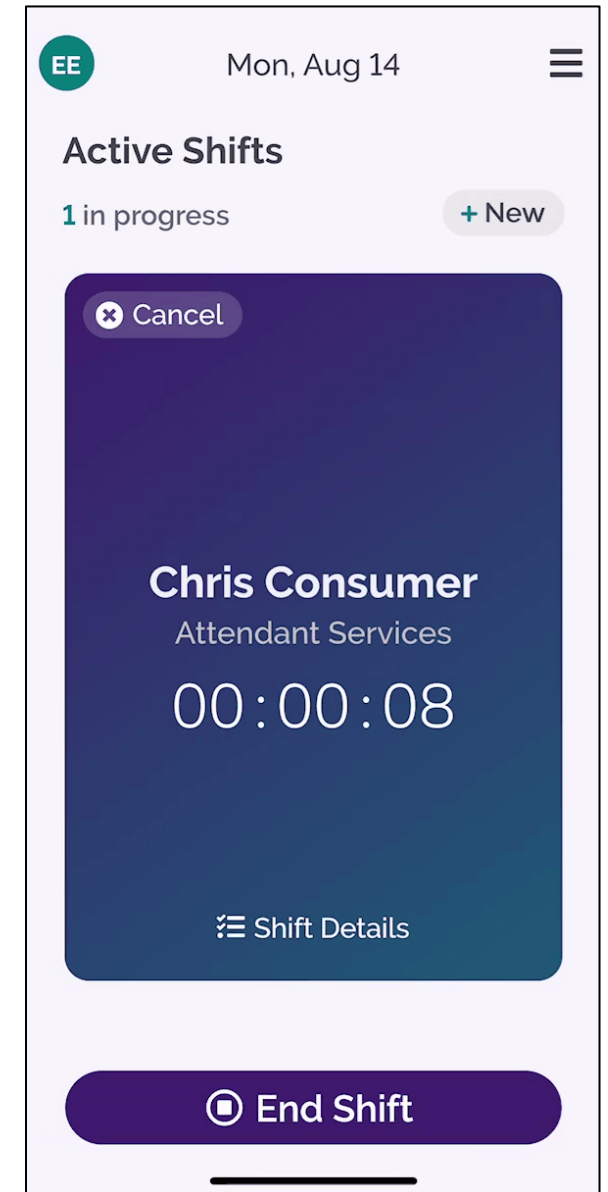
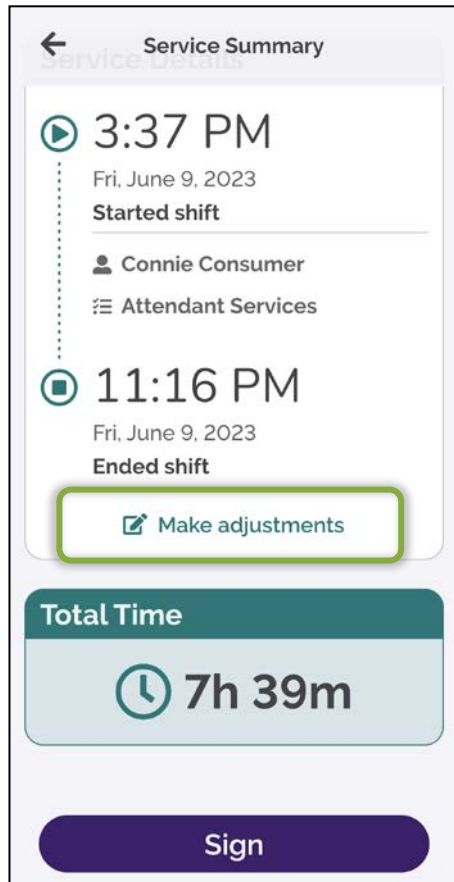


Editing Shifts during Clock Out:

Edits can be made to a CareAttend shift during the clock-out process.

Before the PSW signs for the shift:

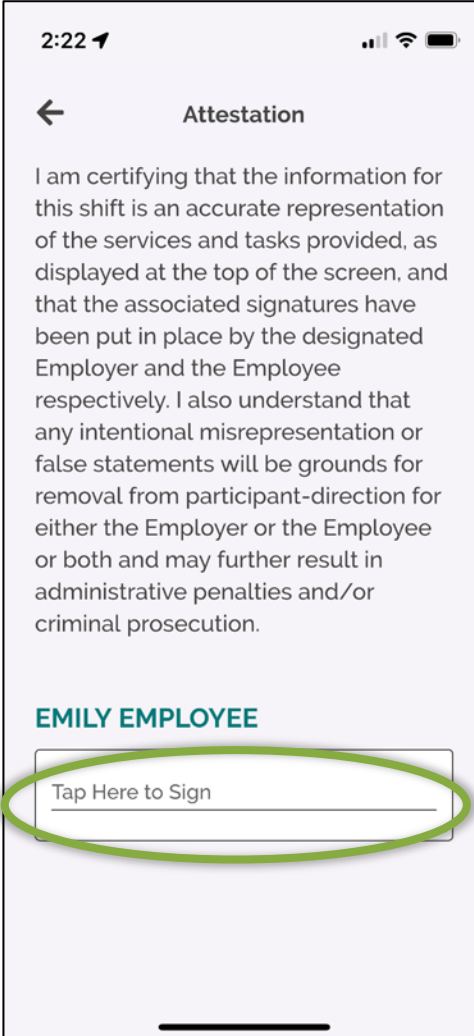
- Tap  to begin editing.
- The PSW can make **edits** to the start date/time and the end date/time as needed.
- Next, choose a **reason** for the edit(s) from the list.
- An orange wrench icon will appear after making edits. 
- Move on to signature steps



Step 3. Continued Review and Provide PSW and Employer Signatures

Review the statement of attestation.

The PSW taps the "Tap Here to Sign" box.



2:22

← Attestation

I am certifying that the information for this shift is an accurate representation of the services and tasks provided, as displayed at the top of the screen, and that the associated signatures have been put in place by the designated Employer and the Employee respectively. I also understand that any intentional misrepresentation or false statements will be grounds for removal from participant-direction for either the Employer or the Employee or both and may further result in administrative penalties and/or criminal prosecution.

EMILY EMPLOYEE

Tap Here to Sign

Step 3. Continued Review and Provide PSW Signature

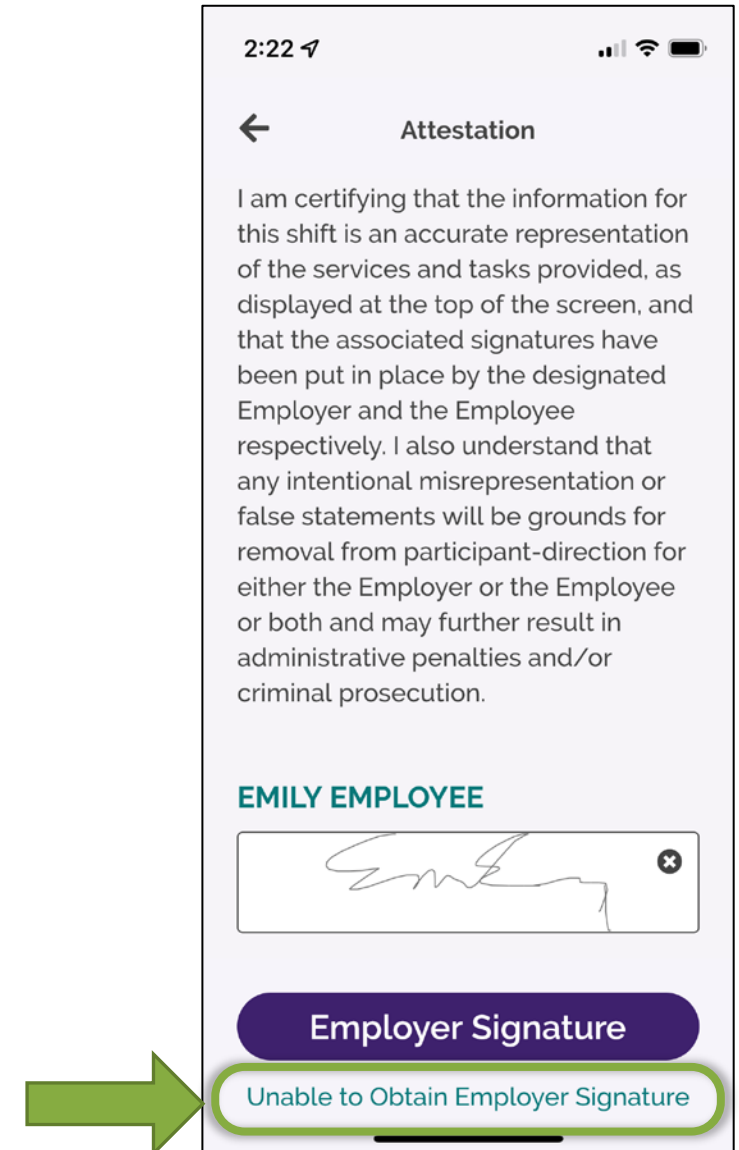
Rotate the device. Use finger or stylus to sign the signature area.

- Tap the **X button** to clear signature and start over.
- Tap **Accept** to confirm signature.



Step 4: Is the Employer Available to Provide Their Signature?

- If Employer is available to sign off on shift, tap **Employer Signature**.
- If Employer is **not** available, tap **Unable to Obtain Employer Signature**.
 - ***Note:** If the Employer is not available to sign off on shift now, they will need to do so later within the ACES\$ Online portal.*



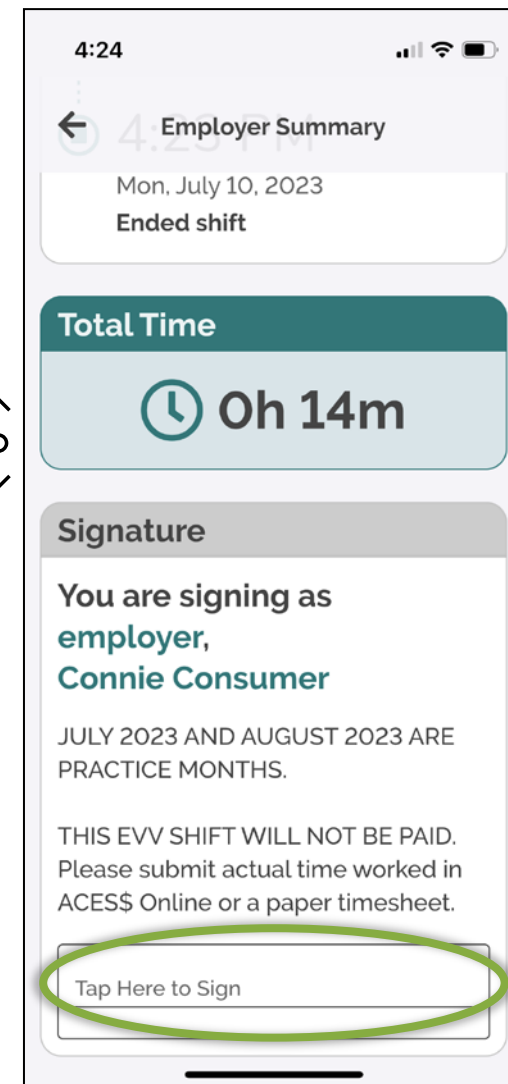
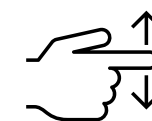
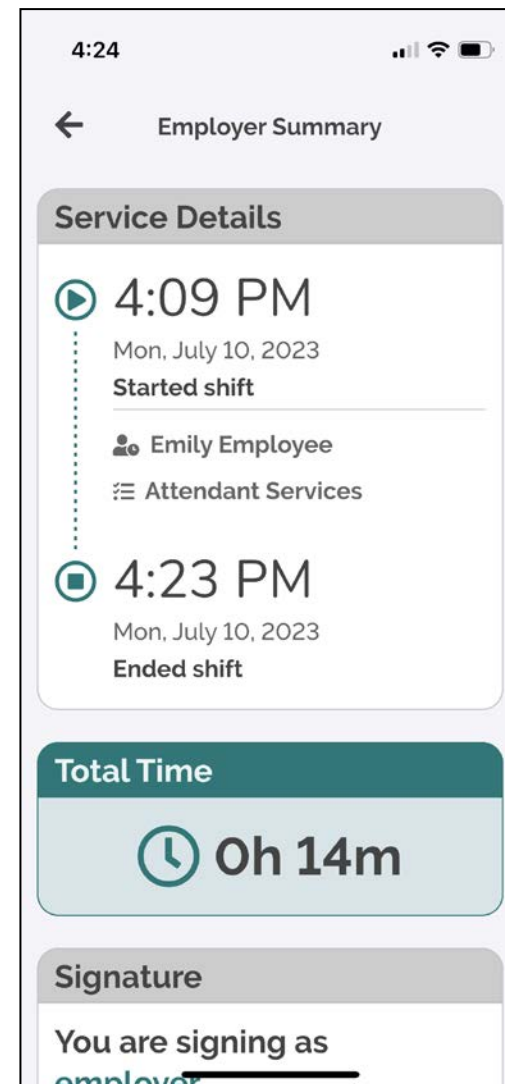
The screenshot shows a mobile app interface for an "Attestation" screen. At the top, the time is 2:22 and there are status icons for signal, Wi-Fi, and battery. A back arrow is on the left, and the title "Attestation" is on the right. The main text is a certification statement: "I am certifying that the information for this shift is an accurate representation of the services and tasks provided, as displayed at the top of the screen, and that the associated signatures have been put in place by the designated Employer and the Employee respectively. I also understand that any intentional misrepresentation or false statements will be grounds for removal from participant-direction for either the Employer or the Employee or both and may further result in administrative penalties and/or criminal prosecution." Below this, the name "EMILY EMPLOYEE" is displayed in teal. Underneath is a signature box containing a handwritten signature and a close icon. At the bottom, there are two buttons: a purple "Employer Signature" button and a teal "Unable to Obtain Employer Signature" button. A large green arrow points to the teal button.

If the Employer is Available

The Employer reviews the shift details.

- If the shift looks correct, scroll down and tap “**Tap Here to Sign.**”
- The Employer signs off on that shift.

If the shift looks wrong, hand the device back to the PSW for edits to be made.



If the Employer is Not Available

If the Employer is not available to sign in CareAttend, that is ok!

- Tap to choose a reason from the list.
- Once the reason has been chosen, tap the **Submit** button to finish the shift. The shift will be sent to ACES\$ Online for the Employer's review.

2:22 4

← Employer Signature

Why were you unable to obtain the signature?

☐ Authorized Signer unable to sign

☒ Authorized Signer not available

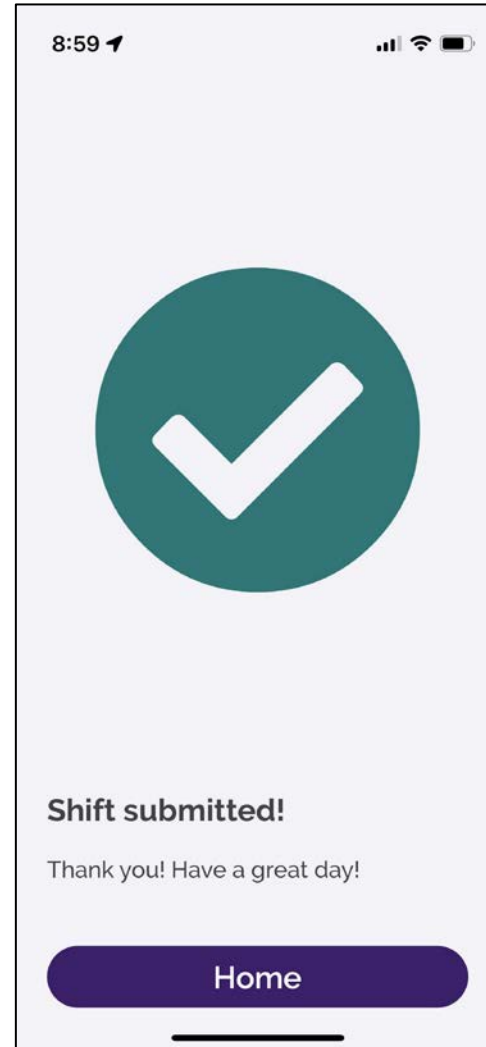
☐ Authorized Signer had an emergency

Submit

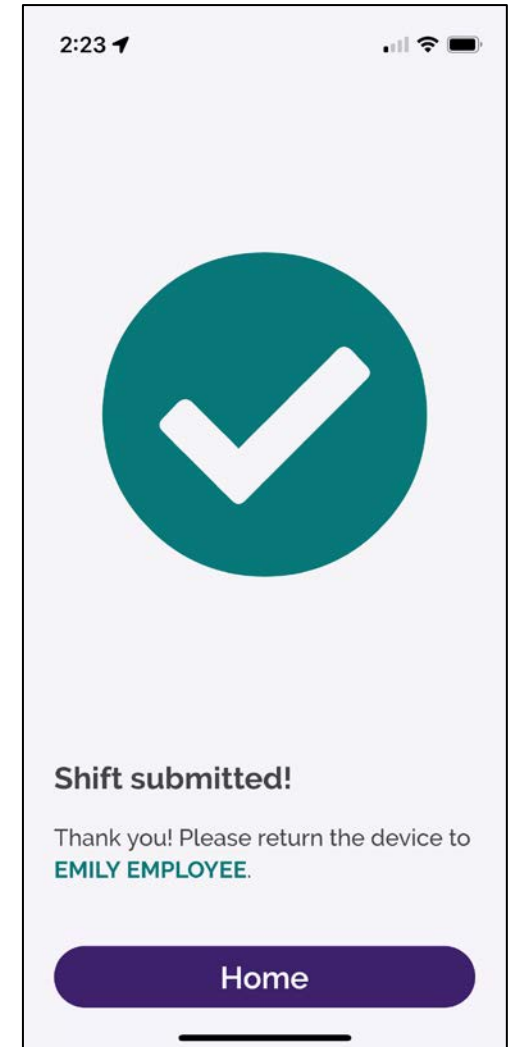
Shift Submitted Confirmation

The shift has ended and been submitted when the checkmark appears:

Confirmation screen when Employer does **not** sign. They will need to approve time in ACES\$ Online.



Confirmation screen when Employer does sign.





How to use IVR (Interactive Voice Response/Landline EVV)

Before Using IVR

IVR is only available if the CareAttend app is not an option.

- ❑ Both the Consumer and the PSW need to have registered phone numbers with ACES\$.
- ❑ PSWs must have their IVR User ID ready.
 - IVR User IDs appears on the dashboard of ACES\$ Online or PSWs may contact ACES\$ to request their User ID.
- ❑ PSWs must set a six-digit PIN from their registered phone number.

What's My IVR User ID?

- The IVR User ID is available by calling ACES\$, or
- By checking the ACES\$ Online dashboard after logging in:

Welcome, PATTY PATEL

Personal Support Worker for Department of Human Services

Your CANTS form expires on **11/1/2023**. This form must be completed annually to avoid interruption in your payroll.

Username: Patty@gmail.com

EVV User ID: 01234

[Change Password](#) | [My Account](#) | [Log Out](#)

Text Size: [A](#) | [A](#) | [A](#) | [A](#)

What's My Registered Phone Number?

When you enrolled with ACES\$, you shared your phone number(s).

- **Home Phone:**

If you shared a home phone, or a home phone and a cell phone,
your **home phone** is your registered phone number.

- **Cell Phone:**

If you shared your cell phone and no home phone,
your **cell phone** is your registered phone number.

- **No Phone:**

If you didn't share any phone numbers with ACES\$,
you won't be able to use the IVR until you register a phone number with ACES\$.

How Do I Update My Registered Phone Number?

- Login to ACES\$ Online at login.mycil.org and then click on the **My Account** page.

Welcome FIRSTNAME LASTNAME [Log out](#) [My Account](#) [Help](#)

Mailing Address

Street	123 MAIN ST
Street 2	
City	CHICAGO
State	ILLINOIS
Zip	60630
Phone Number	(847) 123-1234
Cell Phone Number	(847) 321-4321

How Do I Update My Registered Phone Number?

- If you don't have an ACES\$ Online account yet, either register for one or go to ACES\$ Online's Document Center to download the Contact Information Update Form.

Login

Forgot Password?

✓ Register for an Account

📄 Document Center

🔗 Contact Us

📅 Find a Caregiver

Document Description	Download File
IL ACES\$ Change Contact Info Request Form	

IVR: One-Time PIN Setup Process

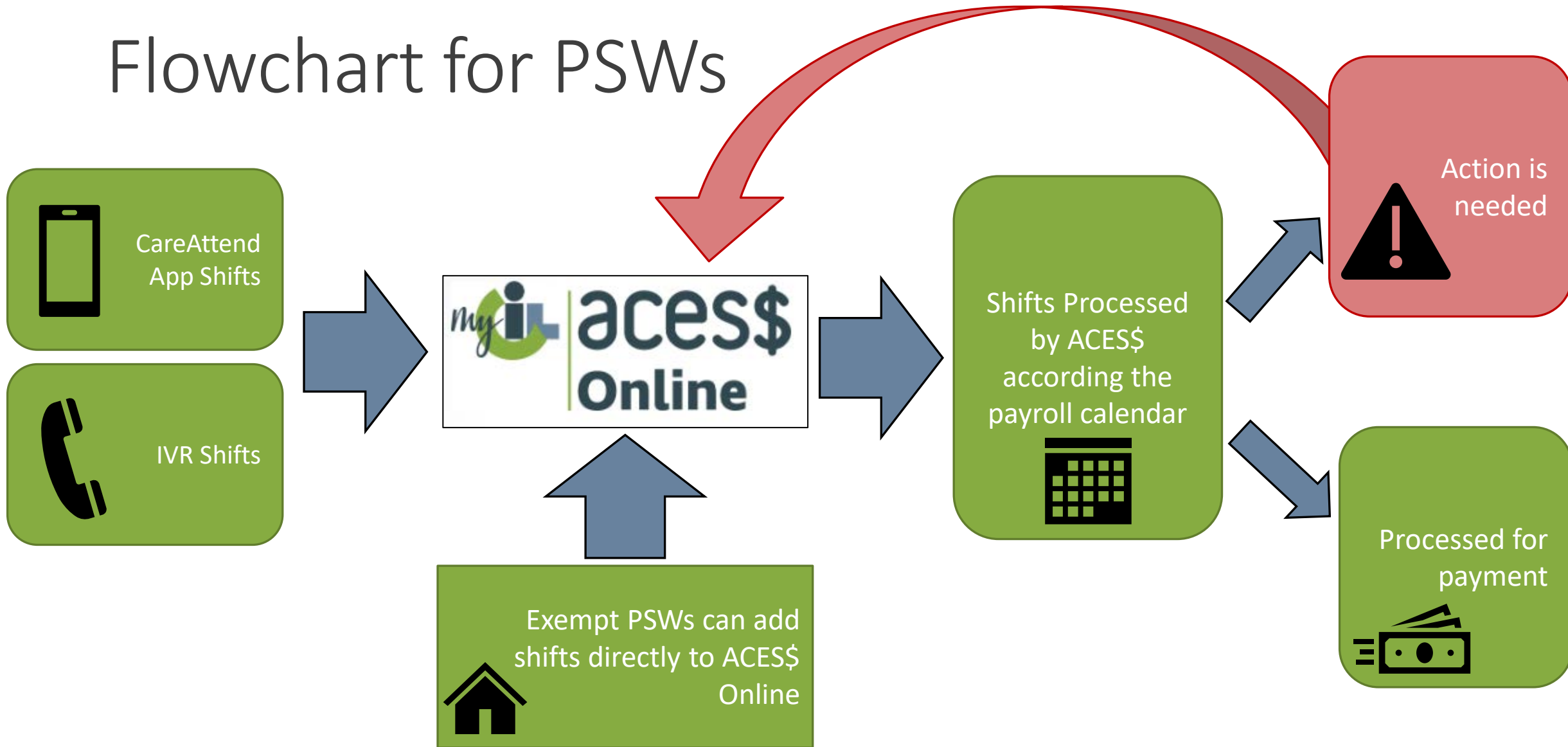
For a PSW to use the IVR, a one-time setup process happens first.

- **STEP 1:** The PSW makes sure their phone number is registered with ACES\$.
- **STEP 2:** The PSW calls the IVR system at 855-494-0837 from their own registered phone.
- **STEP 3:** The PSW enters their User ID followed by the # sign.
- **STEP 4:** The IVR system will ask the PSW to set up a PIN.
- **STEP 5:** The PSW sets and confirms their six-digit PIN.

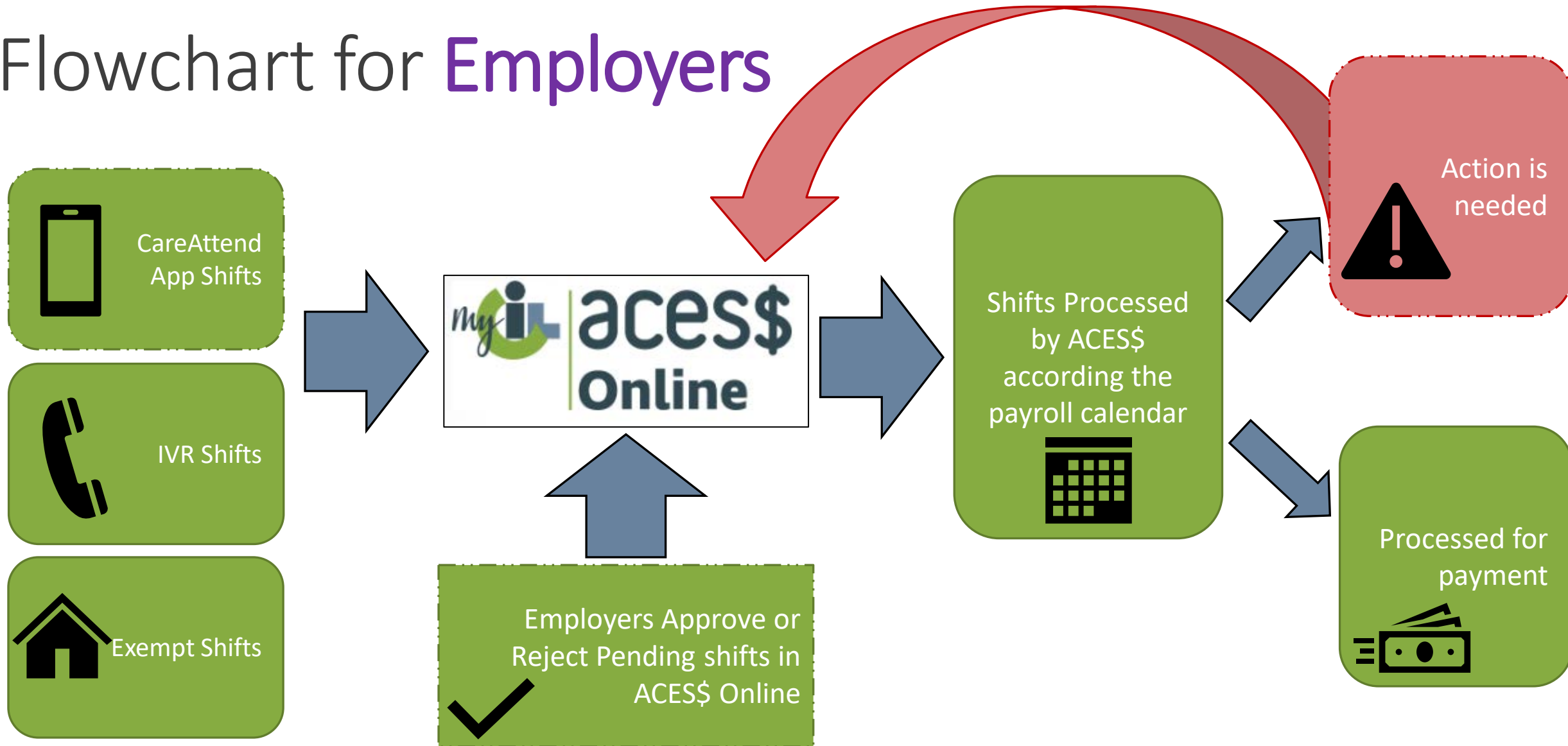


EVV in Charts

Flowchart for PSWs



Flowchart for Employers



EVV Mobile App vs. ACES\$ Online Portal

EVV Shifts Flow from the CareAttend mobile app and IVR to the ACES\$ Online portal

CareAttend EVV Mobile APP	ACES\$ Online Portal
Workers <ul style="list-style-type: none">• Clock in/out when their shift begins/ends.• If still clocked in, can edit the shift before submitting to Employer.• If they forgot a shift, can add shifts up to 90 days in the past in CareAttend.	Workers <ul style="list-style-type: none">• Submit forgotten shifts or edit rejected shifts.
<u>Employers</u> <ul style="list-style-type: none">• Can approve time in CareAttend at the time of clock out, if available.	Employers <ul style="list-style-type: none">• Employers approve/reject pending shifts.
	<p>Time unable to be processed or require correction? ACES\$ will unlock timesheet for edit and resubmission in ACES\$ Online.</p> <ul style="list-style-type: none">• <u>Workers</u> log in, edit, and submit shifts based on Employer's directions.• <u>Employers</u> approve edited shifts.• <u>ACES\$</u> processes the newly edited time.



How PSWs Add or Edit Shifts in ACES\$ Online

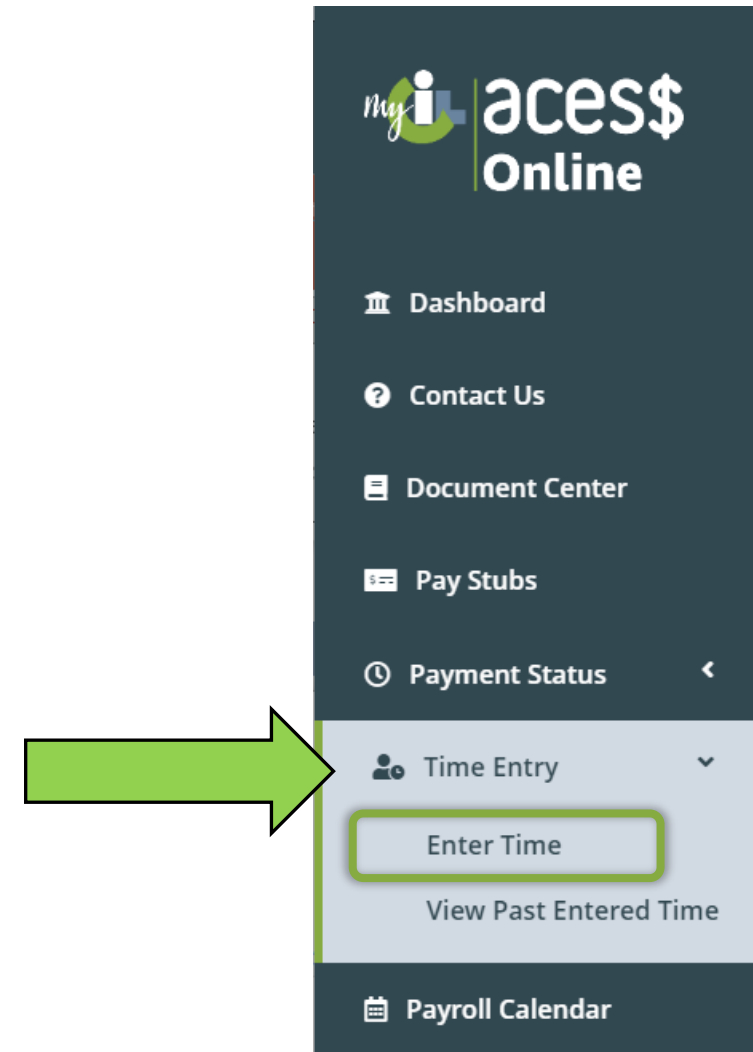
How PSWs Edit or Add Shifts in ACES\$ Online

PSW Edit/Add Shifts:

1. Log in to ACES\$ Online.
2. Click on “Time Entry.”
3. Click on “Enter Time.”
4. Edit and Save Time
5. Submit shift(s) to **Employer**

Employers/SDAs cannot edit or add shifts.

These options will not appear until EVV goes live on September 1st 2023.



How PSWs Edit or Add Shifts in ACES\$ Online

1. Select the **Consumer**, then the **Year**, and then the **Pay Period**.
2. Once all are selected, the Search button will turn **green**. Press **Search** to show shifts for that pay period.

Edit Time Entry

Consumer: Consumer, Connie

Personal Support Worker: Employee, Emily

Year: 2023

Pay Period: 8/1/2023 - 8/15/2023

Search

How PSWs Add Shifts in ACES\$ Online

3. If needed, press the green Plus button to add a blank new shift.

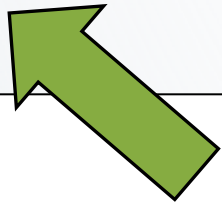


Time Entry

Date Of Service	Clock In	Clock In Location	Clock Out Date	Clock Out	Clock Out Location	EVV Compliant	Source	Adjustment Reason	VISIT ID		Serv
08/01/20: (Tue)	10:00 AM		08/01/20: (Tue)	04:00 PM		Exception	Portal	Forgot to check-in/check-out ▾	2383143	<div>Edit</div> <div>Submit</div> <div>Reject</div>	Attenda

+

☐ I, Emily Employee, certify that I provided a service or item on the date(s) listed above. I have confirmed with my Employer, and we are both in agreement for the stated hours above. I understand that payment for this service or item will be from Federal and State funds, and that any false claims, statements, documents, or concealment of



How PSWs Add Shifts in ACES\$ Online

4. Add the details of that shift.
5. Click **Save** to save the shift as an unconfirmed (draft) status.
6. Check in the **Attestation Box** and click **Submit** to submit the shift to the **Employer**.
This changes the shift to a pending status.

Date Of Service	Clock In	Clock In Location	Clock Out Date	Clock Out	Clock Out Location	Source	Adjustment Reason	VISIT ID	Service Type	Status	Duration
mm/dd/yyyy	--:-- --		mm/dd/yyyy	--:-- --			Please Select a Reason		Save	Attendant Services	00min

Date Of Service	Clock In	Clock In Location	Clock Out Date	Clock Out	Clock Out Location	EVV Compliant	Source	Adjustment Reason	VISIT ID	Service Type	Status	Duration
08/01/2022 (Tue)	10:00 AM		08/01/2022 (Tue)	04:00 PM		Exception	Portal	Forgot to check-in/check-out	43	Attendant Services	Unconfirmed	6hr 00min

How PSWs Edit Shifts in ACES\$ Online

Date Of Service	Clock In	Clock In Location	Clock Out Date	Clock Out	Clock Out Location	EVV Compliant	Source	Adjustment Reason	VISIT ID		Service Type	Status	Duration
07/22/202 (Sat)	09:15 AM 10:00 AM		07/22/202 (Sat)	04:15 PM 5:00 PM		Exception	Portal w/Edit	Forgot to check-in/check-out ▾	22	<div>Edit</div> <div>Submit</div> <div>Reject</div>	Attendant Services ▾	Unconfirmed	7hr 00min



I, Emily Employee, certify that I provided a service or item on the date(s) listed above. I have confirmed with my Employer, and we are both in agreement for the stated hours above. I understand that payment for this service or item will be from Federal and State funds, and that any false claims, statements, documents, or concealment of material facts may be prosecuted under applicable Federal and State Laws.



Submit Time

Notice:
Changing Start and/or End Times will cancel GPS recordings for those changed times. Too many or unusual use of time changes, or entry of non-EVV verified times, may result in additional training, guidance and oversight as required by ILDHS.

Cancel

Submit

Reminders:

- After a **PSW** submits time, the **Employer** reviews changes before approving for ACES\$.
- Once the **Employer** approves in CareAttend or ACES\$ Online, shifts cannot be edited.

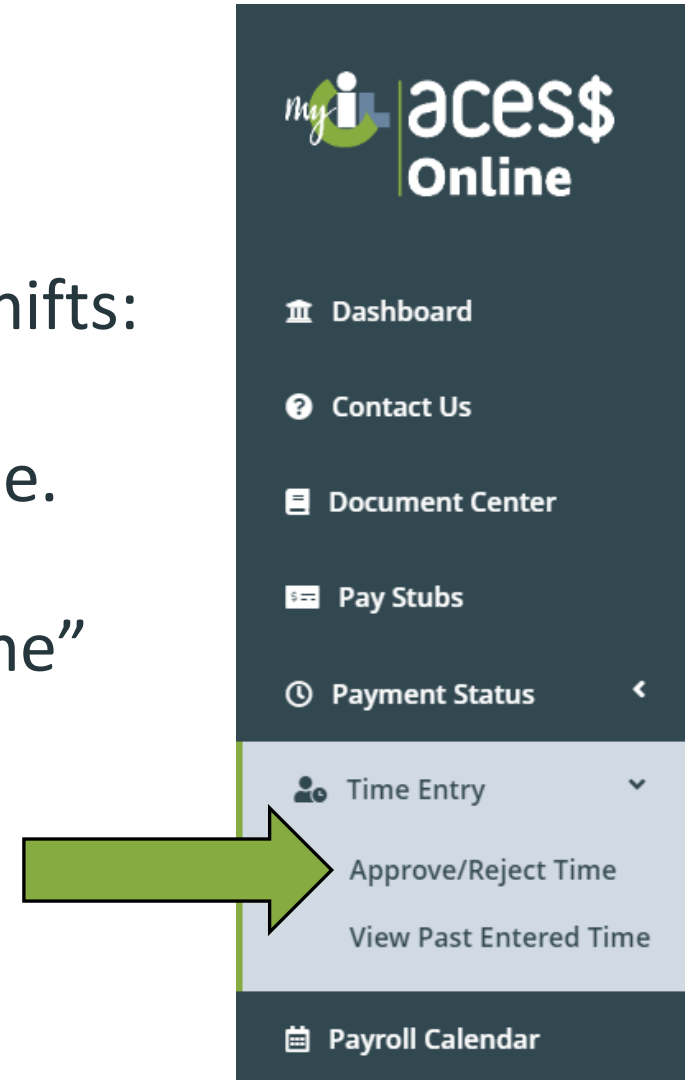


Approve/Reject Shifts in ACES\$ Online - Employer

Shift Verification

After the **PSW** clocks out, the **Employer** approves shifts:

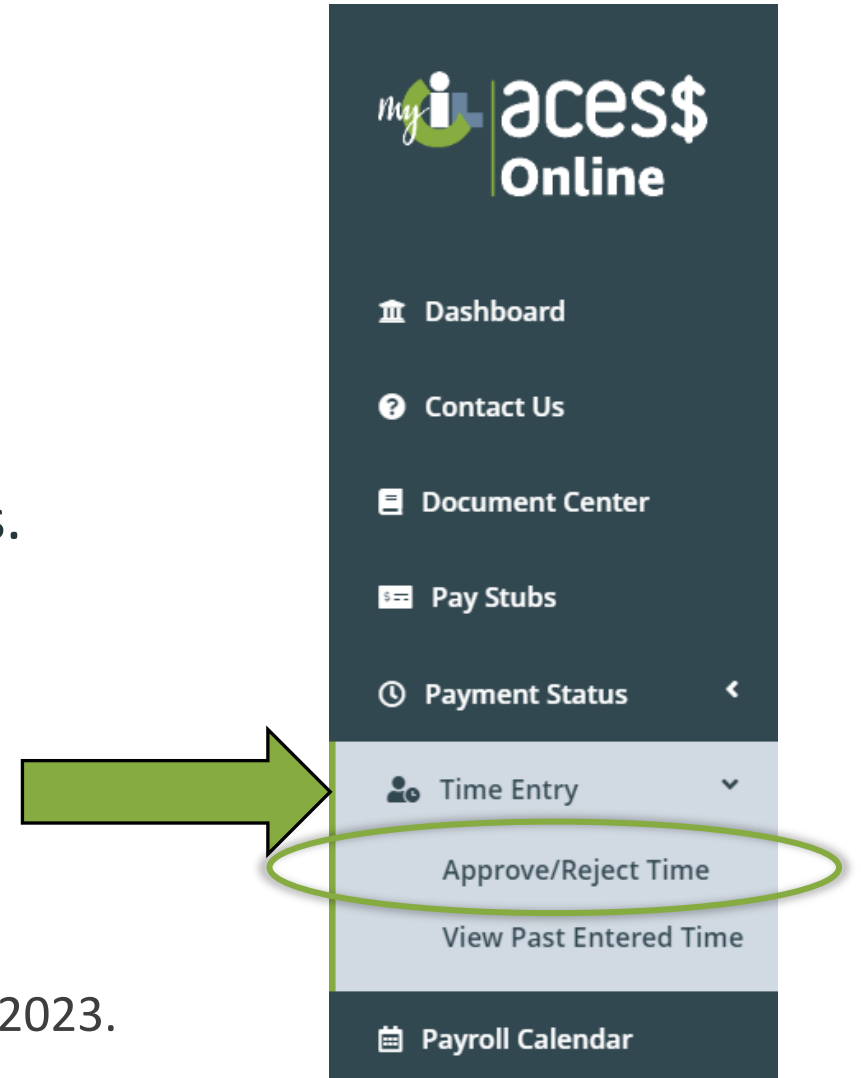
1. In the CareAttend app during clock-out, if available.
2. In the ACES\$ Online portal in “Approve/Reject Time” under “Time Entry”



How Employers Approve Shifts in ACES\$ Online

Employers Approve/Reject Shifts:

1. Log in to ACES\$ Online.
2. Click on “Time Entry”.
3. Click on “Approve/Reject Time”.
4. Select the PSW, Year, and Pay Period to show shifts.
5. Review all pending shift(s).
6. Approve or Reject shift(s).



These options will not appear until EVV goes live on September 1st 2023.

Employer Approves Time

Employer reviews pending shift(s) and **clicks the attestation box**.

Then approve/reject shifts one at a time or all at once by clicking **“Approve”**.

Date Of Service	Clock In	Clock In Location	Clock Out Date	Clock Out	Clock Out Location	EVV Compliant	Source	Adjustment Reason	VISIT ID		Service Type	Status	Duration
2023-07-22 (Sat)	9:15 AM 10:00 AM		2023-07-22 (Sat)	4:15 PM 5:00 PM		Exception	Portal w/Edit	Forgot to check-in/check-out	2383122	<div>Approve</div> <div>Reject</div>	Attendant Services ▾	Pending	7hr 00min



I, Connie Consumer, certify that I provided a service or item on the date(s) listed above. I have confirmed with my Personal Support Worker, Emily Employee, and we are both in agreement for the stated hours above. I understand that payment for this service or item will be from Federal and State funds, and that any false claims, statements, documents, or concealment of material facts may be prosecuted under applicable Federal and State Laws.

Approve All

Reject All

Time Shift Statuses

Unconfirmed: (Draft)

Neither **PSW** nor **Employer** has signed off on the shift.

Next step: **PSW** submits the shift.

Pending: **PSW** has signed off on the shift, but **Employer** has not.

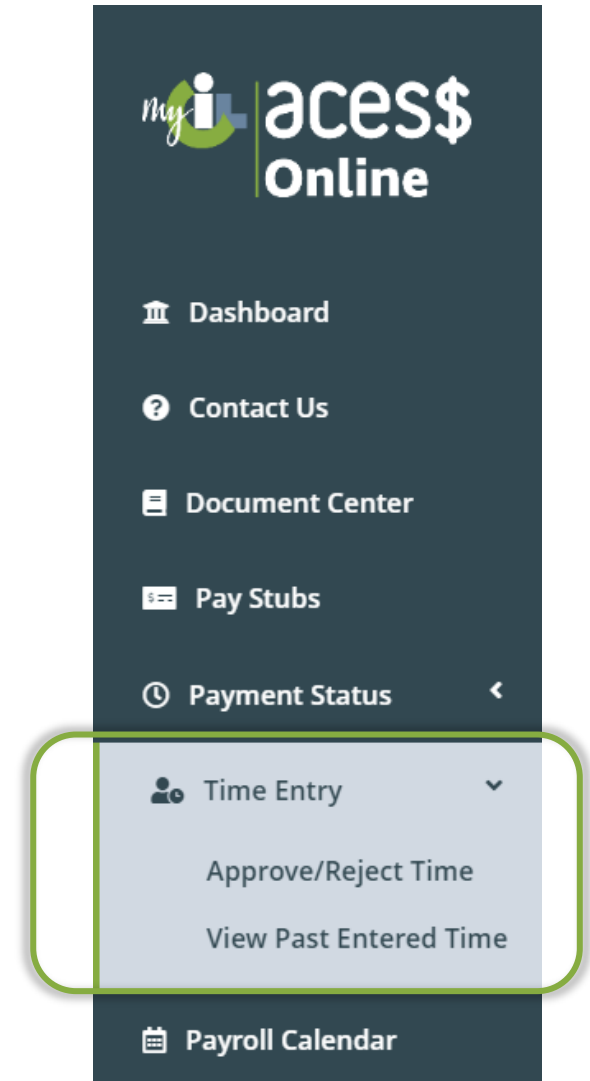
Next step: **Employer** accepts or rejects the shift.

Rejected: **Employer** rejected the shift.

Next step: **PSW** edits the shift and resubmits to **Employer**.

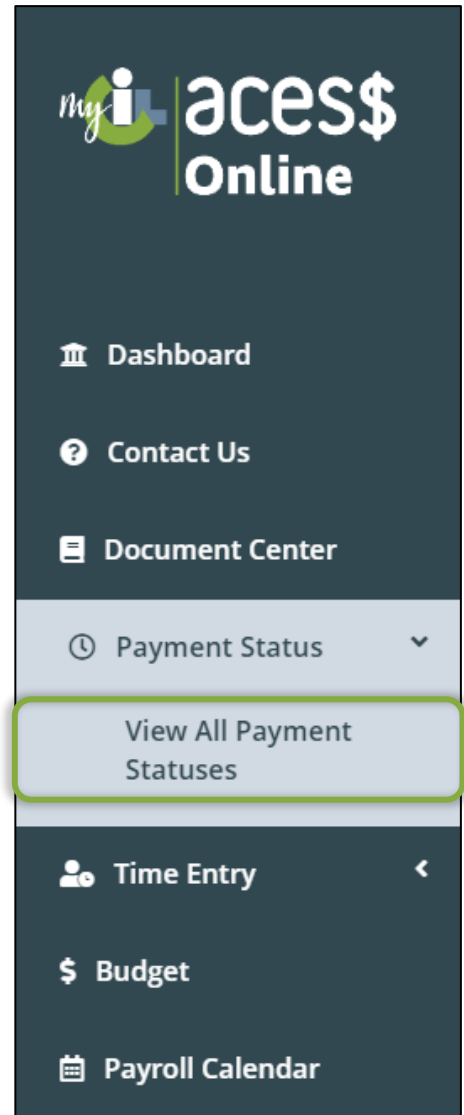
Accepted: **Employer** approved the shift.

Next step: ACES\$ processes the shift for payroll.



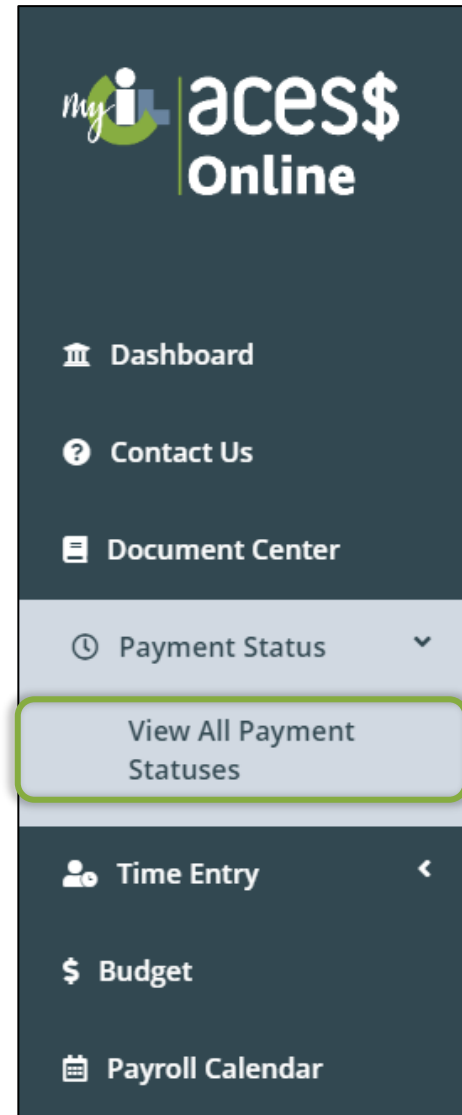
Payment Statuses:

- **Unverified:** Accepted shifts are with ACES\$ for processing.
- **Okay:** ACES\$ has processed the time and will run with the next payroll.
- **Posted:** Posted can mean either:
 - Payment has been scheduled and can be seen in ACES\$ Online or;
 - The State must grant permission before payment can be scheduled (usually due to late time submission).
- **Kickout:** There is an issue with the time. ACES\$ will contact **Employer**.
- **Deleted:** Time in the pay period has been demoted back to Unconfirmed shifts so edits can be made, resubmitted, and approved.
Next step: **PSW** makes corrections and resubmits the shifts in the pay period.

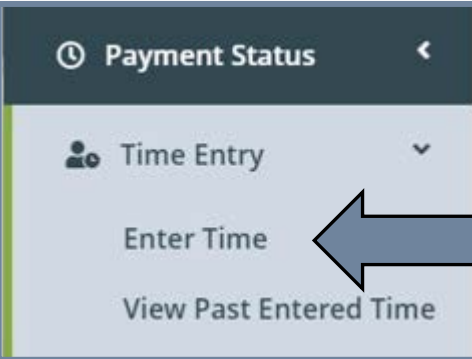


Case Scenario:

1. A **PSW** submitted time that ran too long.
2. The **Employer** approved the accidental “too-long” shift which put the Consumer over their Authorization and the timesheet cannot be paid.
 - Timesheet Status: Kickout / Deleted
3. ACES\$ contacts the **Employer** to explain the action required and **unlocks** the pay period so edits can be made.
This changes all the previously **Accepted** shifts to an **Unconfirmed** (Draft) status allowing the **PSW** to make edits.

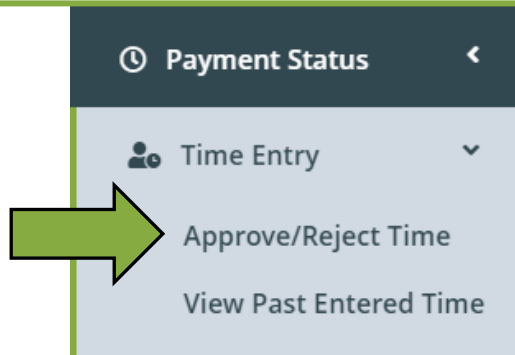


How to Fix a Timesheet in ACES\$ Online



PSW makes **edits** to shifts in “**Enter Time**” and **saves** the newly edited time. **PSW** **submits** all time worked in the pay period to their **Employer**.

Employer logs into ACES\$ Online and goes to “**Approve/Reject Time**” to review all time pending their attention and approves the time in the pay period.



Newly approved time is processed by ACES\$ on the next business day.

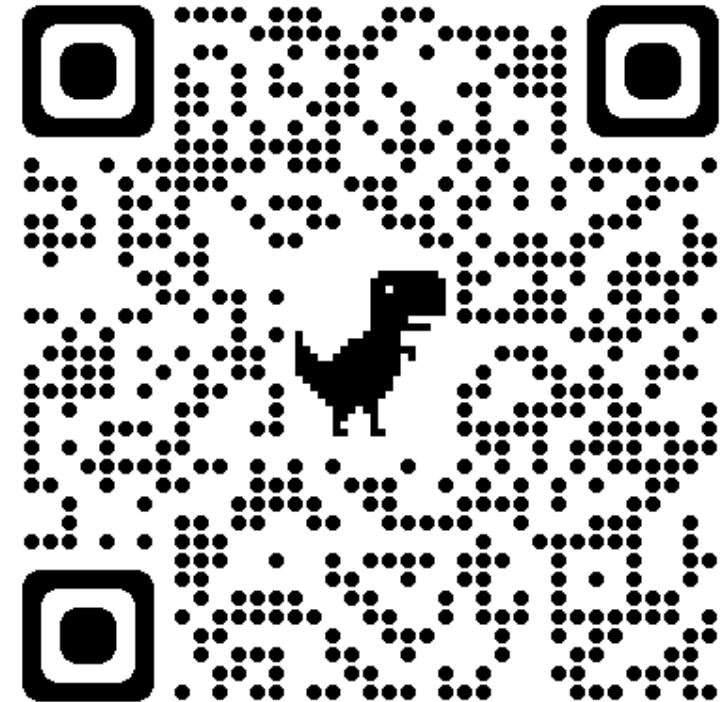


EVV Training and Resources

ACES\$ Training:

- **Information Session: Welcome to EVV**
 - Was offered in June
 - Recording available on our website
- **Training Part I: Download and Register the CareAttend App**
 - Today's session
- **Training Part II: How to Use EVV**
 - Multiple dates/times in the second pay period of July
- **Webinar trainings will be offered at: 10am, 1pm, and a few at 7pm**
- **All trainings will be recorded and available on <https://www.mycil.org/il-evv>**
- **Training is optional and highly encouraged**

Register for Trainings



User Guides and Instructions

Training resources available by calling Consumer Care or downloading from <https://www.mycil.org/il-evv>.

- **One Page Guides:**
 - How to Clock In/Out and Edit a Shift
- **Instructional Videos**
 - How to Register CareAttend
 - How to Clock In and Out and Edit a Shift
- **Recorded CareAttend Demonstration**



Communication Methods

Updates and resources are posted to:

- **ACES\$ Illinois EVV page:**
www.mycil.org/il-evv
- **Email and Mail** – keep your information up-to-date in the “My Account” section in ACES\$ Online.
- Review **alerts** posted on ACES\$ Online dashboard.
- **Document Center** in ACES\$ Online.





Top Frequently Asked Questions Revisited

EVV Frequently Asked Questions

- **Will PSWs who live with the consumer be exempt from EVV?**

Yes.

PSWs who meet the definition of live-in caregivers will **apply for an exemption** from EVV requirements.

EVV Frequently Asked Questions

- **What if a PSW doesn't have a smartphone?**

If your PSW doesn't have a smartphone, the application can be downloaded to the Consumer's phone. If the Consumer needs a phone, they can receive one through the federal Affordable Connectivity Program. SafeLink Wireless is a provider for these devices.

- **What if cell phone connection isn't available where I live?**

If there is no cell phone connection available where you live, the PSW can still clock in/out on the mobile application. The application will store the information until the PSW is in an area with cellphone or Wi-Fi connection. The application will then upload the data.

EVV Frequently Asked Questions

- **Whose smartphone runs the CareAttend app?**

The device can belong to anyone. The PSW is the person who signs into the app and clocks in and out using the device.

- **Do services need to be performed at the Consumer's house?**

The EVV mobile app allows PSWs to clock in and out from the home or from the community.

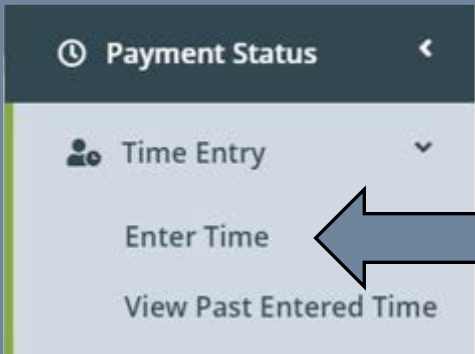
Where and when care is provided is decided by the Consumer/Employer.

EVV Frequently Asked Questions

- **Which devices support CareAttend? Would an old phone or tablet work?**
 - iPads and some other tablets can run the app. In general, any Apple or Android device (that includes GPS and Wi-Fi) released in the past 8 to 10 years can run CareAttend.
 - Android devices running Android 6 or later can run CareAttend. This OS, released in 2015, runs on a wide variety of Android devices.
 - Apple iPhones and iPads running iOS or iPadOS 12 or later can run CareAttend. This OS runs on Apple devices manufactured in 2013 and onward.

EVV Exemptions

PSWs who live with the Consumer will apply for an exemption from EVV. This means time can be entered directly into ACES\$ Online.



Payment Status <

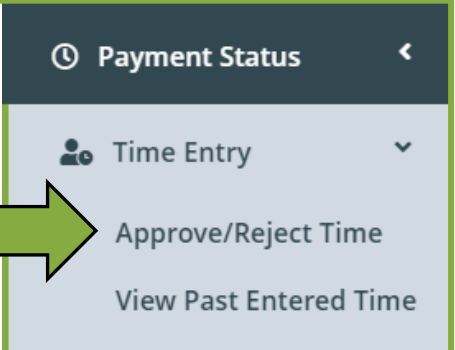
Time Entry ▾

Enter Time ←

View Past Entered Time

PSW enters time in **“Enter Time”** and **saves**.
PSW **submits** time worked in the pay period to their **Employer**.

Employer logs into ACES\$ Online and goes to **“Approve/Reject Time”** to review all time pending and approves the time in the pay period.



Payment Status <

Time Entry ▾

Approve/Reject Time →

View Past Entered Time

EVV Compliance and Exceptions

- **What are the EVV compliant methods of entering time?**

EVV compliant methods of time entry include **live** clock in/out using the

- ☐ CareAttend App
- ☐ IVR from the Consumer's registered landline telephone.

- **What are the **non-EVV compliant** methods of entering time? (EVV exception)**

The following methods of time entry are not EVV-compliant:

- ☐ Paper timesheets
- ☐ **Edited** EVV shifts
- ☐ IVR calls that are not placed from the Consumer's registered landline
- ☐ Time entered after-the-fact (manual entry into ACES\$ Online)

EVV Frequently Asked Questions

- **Will the employer need to approve each shift as it occurs, or can approvals be done all at once at the end of the pay period?**

The Payroll Calendar is not changing.

ACES\$ will only process time once it is approved by the Employer. This can be done in:

CareAttend App when the PSW clocks-out by signing the screen.

In the ACES\$ Online portal according to the payroll calendar, for example once at the end of the Pay Period.

EVV Frequently Asked Questions

- **What if an edit needs to be made to an EVV shift?**

Was the shift approved by the Employer? If it was already approved, edits cannot be made unless there is a problem that prevents payroll from running on a set of EVV shifts. See the next Q&A for more details.

If the shift was not approved, the Employer can reject the shift in ACES\$ Online to allow the PSW to make edits.

- **ACES\$ received my time and it kicked out / requires correction. How do I do that?**

ACES\$ staff will unlock the pay period, which returns all that pay period's shifts in Accepted status to Unconfirmed status. Shifts in Unconfirmed status can be edited by the PSW and submitted to the Employer for the Employer's acceptance or rejection. The PSW should follow the Employer's instructions in correcting and resubmitting EVV shifts.

EVV Frequently Asked Questions

- **How will EVV work along with community day services and monthly billing?**

EVV is designed for PSWs to clock in when they start work and clock out when they end work. If overages occur during a month, edits can be made to the shifts as previously described.

If the Employer wants to monitor monthly billing, they can leave shifts pending or reject shifts in real time to allow for other monthly billing to resolve before approving EVV shifts. Employers might also decide against signing off on shifts until the end of the pay period.

How Do I Update My Contact Information?

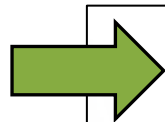
1. Login to ACES\$ Online at login.mycil.org
2. Click **My Account**.
3. Confirm your email and make changes as needed.
4. Press “Save.”

Your account changes were successfully saved.

Email	<div>Note: Changing your email address will change your login id.</div> <input type="text" value="greatday@gmail.com"/>
Confirm Email	<input type="text" value="greatday@gmail.com"/> <div>The Confirm Email field is required.</div>
Allow Email Alerts	<input checked="" type="checkbox"/>
Mailing Address	
Street	<input type="text" value="123 MAIN ST"/>
Street 2	<input type="text"/>
City	<input type="text" value="CHICAGO"/>
State	<input type="text" value="ILLINOIS"/>
Zip	<input type="text" value="60626"/>
Phone Number	<input type="text" value="(123) 456-7890"/>
Cell Phone Number	<input type="text" value="(987) 654-1111"/>

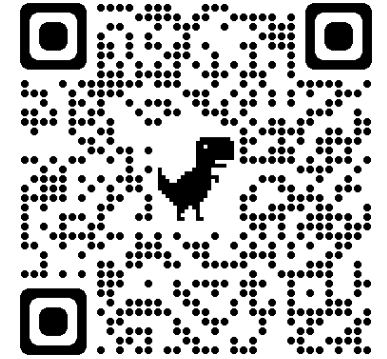
Checklist for Employers

1. Register for an ACES\$ Online account.
2. If you have PSWs who will be using the IVR, ensure the **Consumer's landline** telephone is registered under "My Account" in ACES\$ Online.



Phone Number	<input type="text" value="(123) 456-7890"/>
Cell Phone Number	<input type="text" value="(987) 654-1111"/>

EVV Resources



Checklist for PSWs



CareAttend:

1. Register for ACES\$ Online
2. Download CareAttend
3. Register CareAttend (remember to select “ACES\$” during registration)
4. Practice using CareAttend!
You're all set for Sept. 1st Go-Live

IVR: (only if CareAttend is not an option)

1. Register for ACES\$ Online
2. Write down your EVV User ID
3. Double-check which phone number is registered
4. Complete the One-Time setup process by calling the IVR from the registered phone number and to set your PIN.
5. Practice using the IVR!
You're all set for Sept. 1st Go-Live



Questions? Thank You!

ACES\$ Illinois Consumer Care: 877-223-7781



Register for
Training, Part II

