



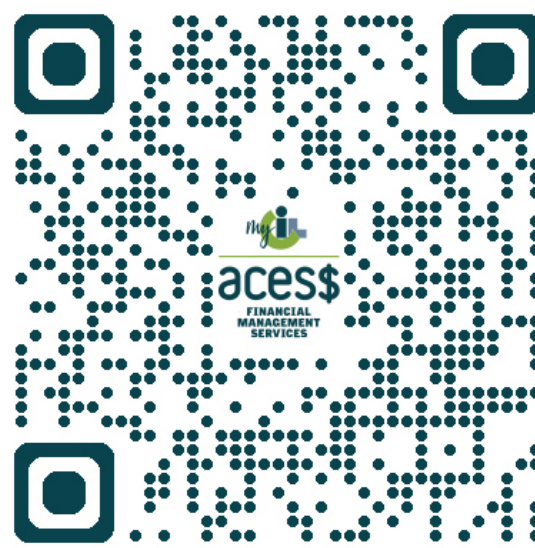
Before We Begin

PSWs: Download the CareAttend App

The free CareAttend app works with Wi-Fi and GPS-capable smart devices.



For **Android** devices



For **Apple** devices

EVV

Powered by CareAttend



We can be independent when we do it together.

Agenda

Key Terms & Roles

EVV and Compliance

ACES\$ Online: How to Register (Everyone)

CareAttend

How to Register (PSWs)

How to Start and Finish a Shift (PSWs)

How to Clock Out (PSWs)

ACES\$ Online

How to Add or Edit Shifts (PSWs)

How to Approve or Reject Shifts (Employers)

IVR: How to Use (PSWs)

Resources and Reminders





Key Terms & Roles

EVV

Electronic Visit Verification

Federal rule requiring PSWs clock in and out in real time (live).

PSW

Personal Support Worker

ACES\$ Financial Management Services

Fiscal Employer/Agent

Performs background checks on potential PSWs, processes payroll, and handles taxes for the Employer. ACES\$ is *not* the Employer of the PSW.

Live-in-Exempt

PSWs who meet certain IL Division of Development Disabilities requirements may not need to be EVV compliant. They apply for this status each year.

Key Terms & Roles

CareAttend

The free app PSWs use on their smart devices to clock in and out in real time.

IVR

Interactive Voice Response system

For PSWs who don't have access to a smart device, they can use this system to clock in and out from the Consumer's landline (home phone).

ACES\$ Online **aces\$ Online**

login.mycil.org

Our user-friendly web portal that Employers, PSWs and SDAs can use to view time status, CANTS expirations, Paid Leave balances, payroll schedules, and more. Employers and PSWs can use it to manage time or when the PSW has an approved live-in-exemption.





EVV and Compliance

What is EVV?

Electronic Visit Verification

EVV is:

- A federal mandate
- Impacts all Medicaid PSWs
(across all states!)
- Requires that location is captured when a PSW clocks in and out
 - EVV relies on the time-capture features of the CareAttend app and IVR.



Live-in Exempt PSWs

How to be EVV Compliant

PSWs must:

- Have an approved Live-In Exemption
 - EVV compliance does not apply to Live-In Exemptions.
- Apply each year with supporting documentation.

With Live-In Exemption:

- PSWs enter time using ACES\$ Online
- Employers approve time once
 - For example, at the end of the pay period.



PSWs (Without Live-in Exemptions) How to be EVV Compliant

EVV compliance is mandatory.

To be compliant:

- PSWs clock in and out live
 - Using the CareAttend app or IVR
(IVR uses the Consumer's landline telephone)
- PSWs adjust shifts or enter time directly into ACES\$ Online — *only when necessary*
- Employers approve time
 - At the end of each shift in CareAttend, or
 - Once, for example, at the end of the pay period



Valid vs. Exception EVV Shifts

Valid Shifts



A Valid EVV Shift captures 6 elements at clock in and out:

- Date
- Time
- Type of service
- Service recipient
- Service provider
- **Location of services (at clock in and clock out)**

Valid vs. Exception EVV Shifts

Exception Shifts



An Exception EVV Shift:

- Is missing one or more of the 6 elements
- Is not compliant with EVV requirements
- Can still be paid, but should be avoided
 - They could require training or additional State review
 - Edits should only be made when necessary

Valid vs. Exception EVV Shifts

How



DO

To ensure there are no EVV exceptions:

- Do use valid ways to enter time (CareAttend app or IVR).
- Do use a landline (home phone) if using IVR.
- Do in real time (live) clock in when starting a shift and clock out when ending a shift.
- If GPS struggles to send due to device connectivity, do open the app 5 minutes before clock in and wait 10 minutes after clock out before quitting the app.



DON'T

To prevent EVV exceptions:

- Don't edit shifts unless necessary.
- Don't call the EVV IVR system from a mobile phone.
- Don't forget to clock in or clock out, because forgetting causes a need for edits.
- Don't enter shifts directly into the ACES\$ Online portal.

How to See EVV Compliance Status

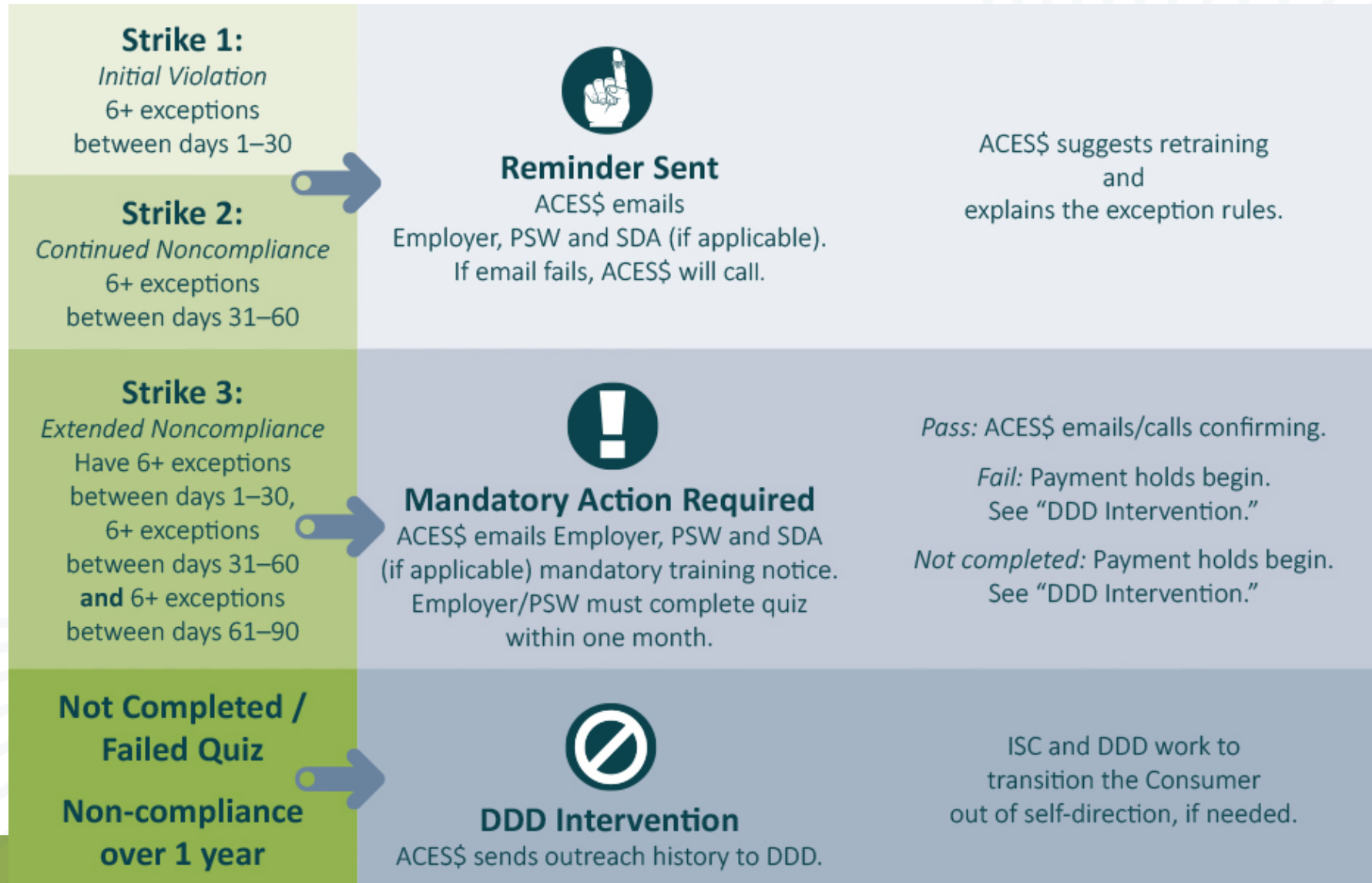
(Desktop view)

Status	Date In	Time In	Date Out	Time Out	Rounded Hours	Service Type	EVV Compliance	
Pending	05/16/2024 (Thu)	2:00 PM	05/16/2024 (Thu)	5:00 PM	3hr	Attendant Services	Exception	More
Pending	05/18/2024 (Sat)	12:00 PM	05/18/2024 (Sat)	5:00 PM	5hr	Attendant Services	Valid	More

(Mobile view)

Pending	IN	06/29/2024 (Sat) 5:00 PM	Attendant Services
OUT	06/29/2024 (Sat) 10:00 PM	5hr	▼
Pending	IN	06/29/2024 (Sat) 5:00 PM	Attendant Services
OUT	06/29/2024 (Sat) 10:00 PM	5hr	▼
EVV Compliant	Exception		
Source	Portal w/Edit		
Time In Location			
Time Out Location			
Adjustment Reason	Forgot to check-in/check-out		
More			

Exceptions Outreach Process



EVV Compliance FAQs

How many shifts can be exceptions?

- 6 non-compliant shifts in a month = exception outreach

What happens if I have too many non-compliant shifts?

It could result in:

- Required training
- State review
- Consumer being transitioned out and the PSW no longer being allowed to work in the self-direction program (if deemed required by DDD and the ISC)



PSWs should:

- Be as compliant as possible
- Make edits only when necessary



ACES\$ Online: How to Register (Everyone)

Benefits of ACES\$ Online



With ACES\$ Online, you can:

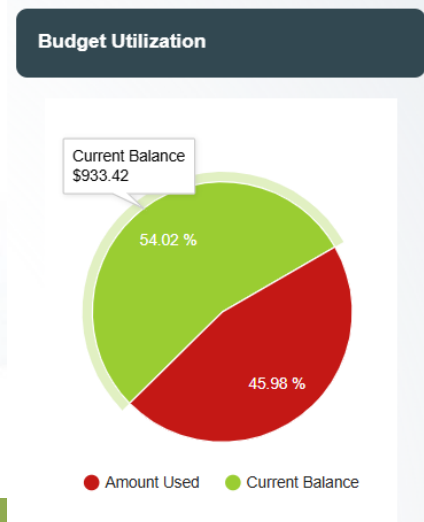
- Update contact information under *My Account*
- View important announcements
- See time status

Employers can view:

- Budget use (SDAs can see this too)
- Notices of PSW CANTS expiration dates
- Paid Leave balances

PSWs can view:

- How/when payments will be sent (including full paystubs)
- CANTS expiration dates
- Paid Leave balances



Everyone

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**

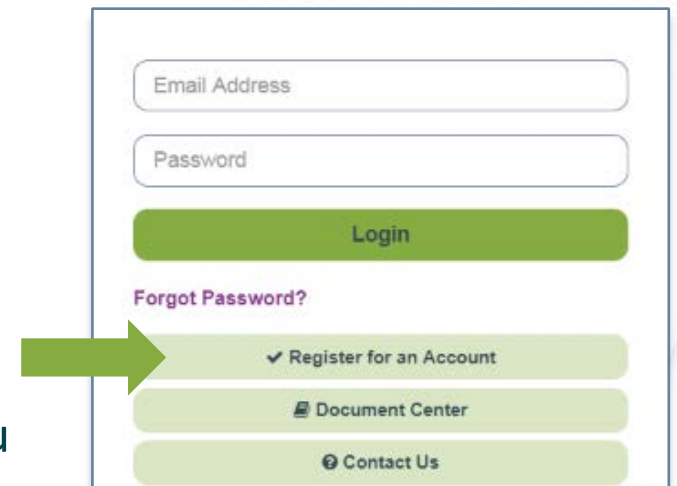
Step 3: Click the **Register for an Account** button

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



The screenshot shows a login interface with the following elements:

- An input field labeled "Email Address".
- An input field labeled "Password".
- A green button labeled "Login".
- A link labeled "Forgot Password?".
- A menu of options: "Register for an Account" (with a checkmark icon), "Document Center" (with a document icon), and "Contact Us" (with a speech bubble icon).

A green arrow points to the "Register for an Account" button.

Within 24 Hours Verify Your Email Address

Step 7: Open the email from **onlinetimesheets**.

- The email you used to register
- It may be in the junk/spam folder

Step 8: Click **verify your email address**.

Step 9: Create your password using at least:

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

Step 10: 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 in lieu 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/ACCESS
mycil.org

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



CareAttend: How to Register (PSWs)

PSWs

Open CareAttend and Tap Sign In

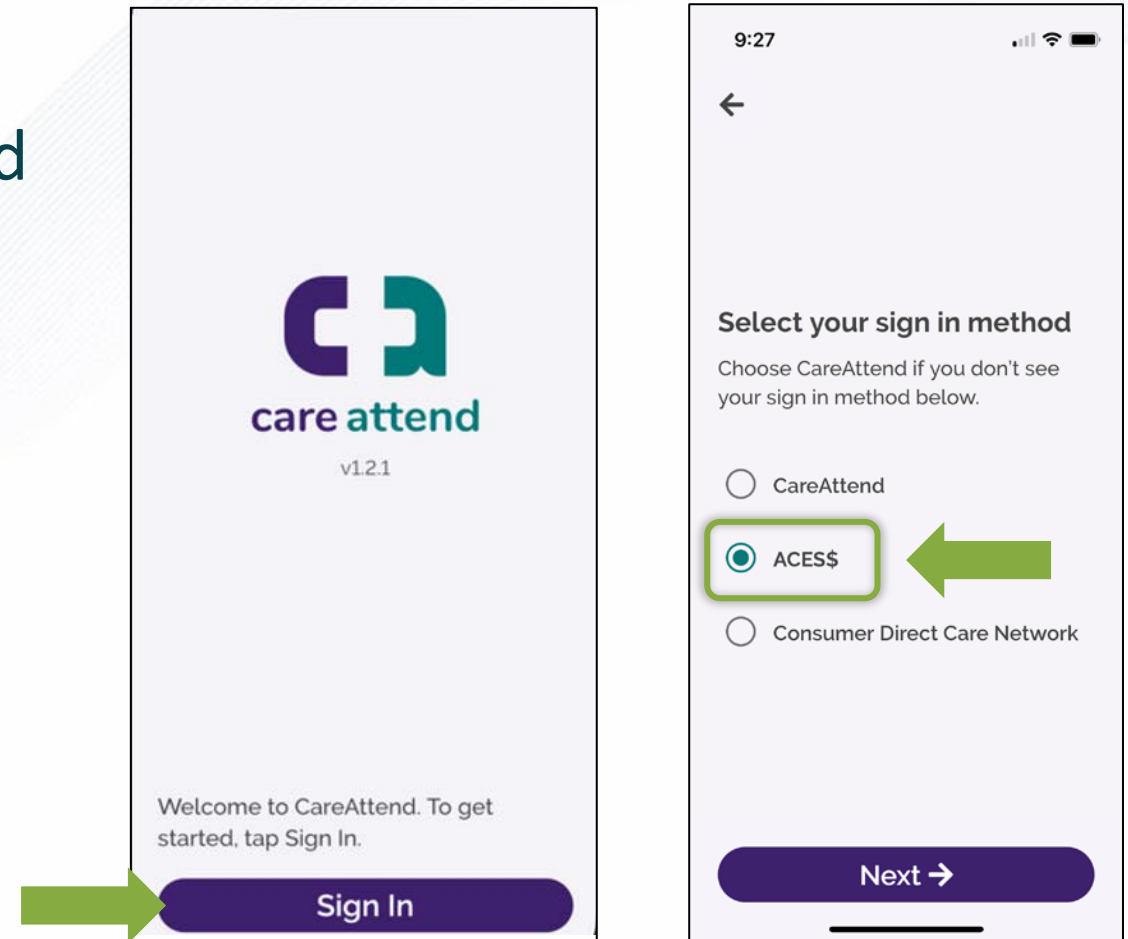
The first time a PSW opens the CareAttend app, they'll need to sign in

- Sign-in requires internet connection
- Once signed in, no internet connection needed to clock in and out

Step 1: Tap the **Sign In** button

Step 2: Select **ACES\$**

Step 3: Tap the **Next** → button



PSWs

Sign In Using Your ACES\$ Online Email & Password

Step 4: Sign in on the “Welcome to ACES\$ Online” screen

- Use your existing ACES\$ Online email address and password

Step 5: Tap the **Login** button

You'll return to the CareAttend dashboard.

Forgot Your ACES\$ Online Password?

Click the **Forgot Password?** link at the bottom.



PSWs

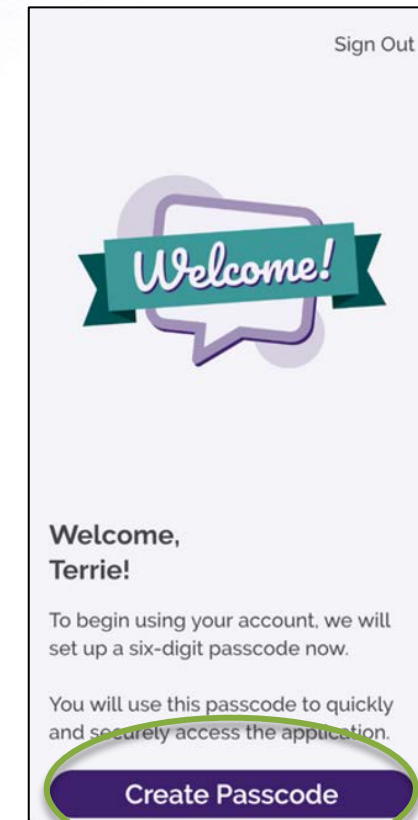
Create a Passcode and Set Permissions

Step 6: Create a six-digit passcode

Step 7: Tap **Create Passcode** button

Step 8: Choose a passcode and enter it twice

Step 9: Tap to give the CareAttend app the permissions it needs to run





CareAttend: How to Start and Finish a Shift (PSWs)

PSWs

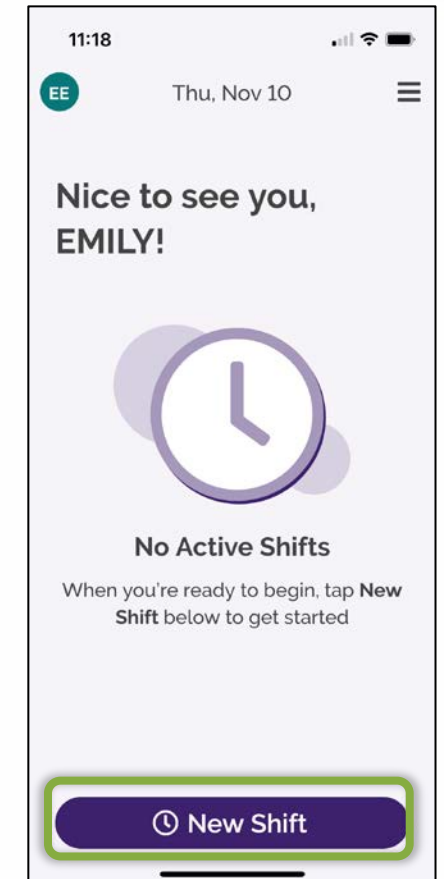
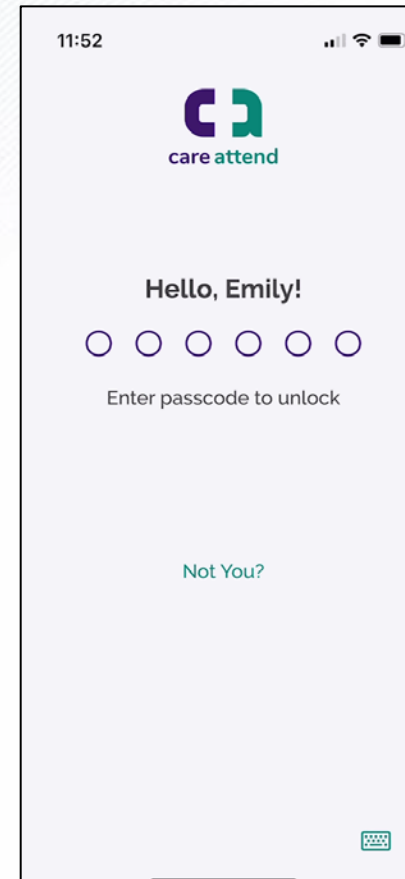
Log In and Clock In

Step 1: Tap the CareAttend icon on your phone to open the app

Step 2: Enter your passcode
(or use fingerprint or face recognition)

- If you forget your passcode, or if it's a shared device and a different PSW needs to login, tap **Not You?** to log out.

Step 3: Tap the **New Shift** button to start the clock-in process



PSWs

Select Consumer & Service Type

Step 4: Select the Consumer you're serving

Step 5: Tap the **Next** → button

If the PSW serves only one Consumer or has only one service type, they will not have to complete these steps.

11:50

← ×

Who are you caring for today?

CHRIS CONSUMER
01010

CONNIE CONSUMER
01011

Next →

4:09

← ×

What service are you providing for **Chris Consumer**?

Crisis Services
Group Care Service
CRS

Attendant Services
Group Care Service
ATT

Next →

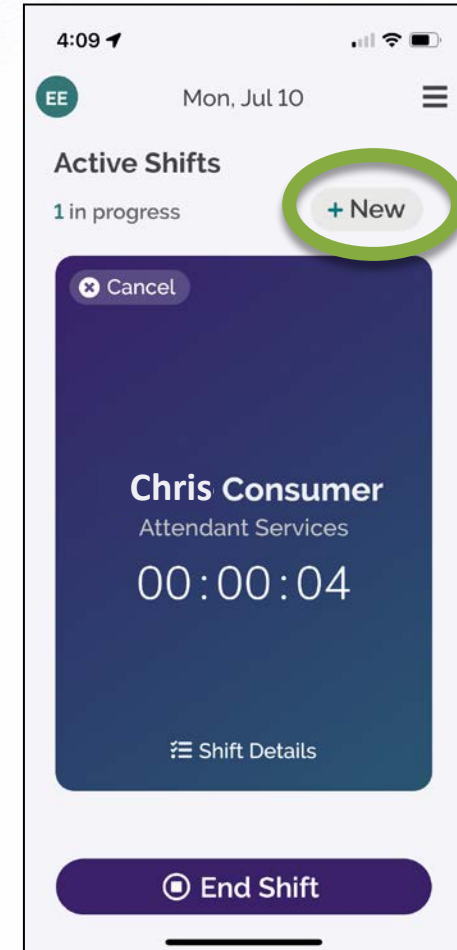
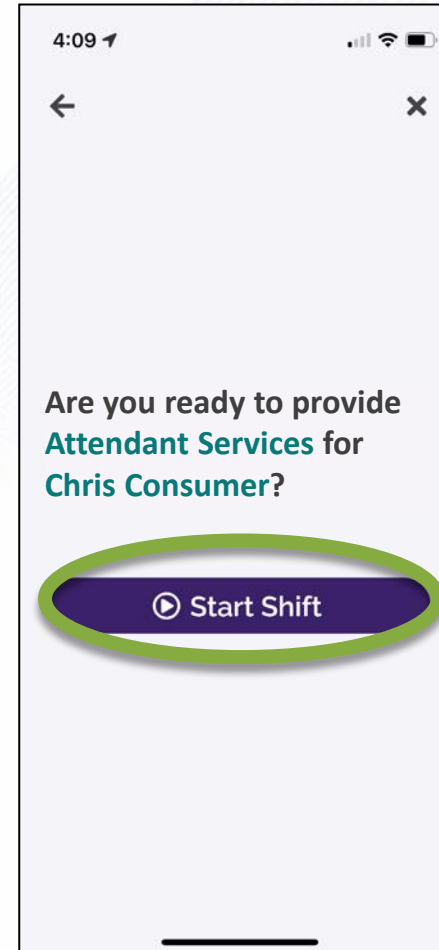
PSWs Start Shift

Step 6: Tap the **Start Shift** button

Your shift has begun!

**Need to clock in for more than one
Consumer at a time?**

The  button will appear.



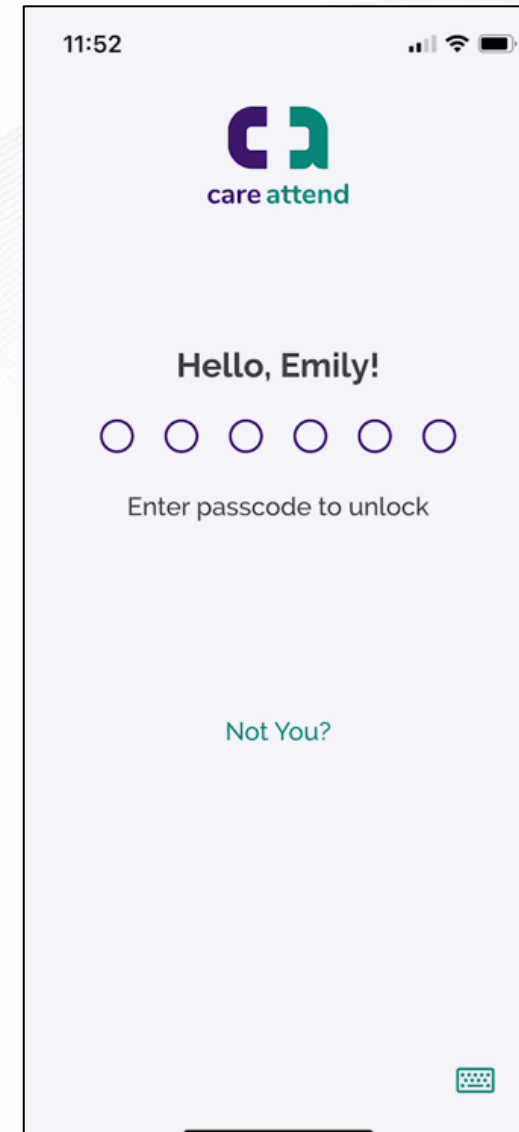


CareAttend: How to Clock Out (PSWs)

PSWs Log In

Step 1: Tap the CareAttend icon on your phone to open the app

Step 2: Enter your passcode
(or use fingerprint or face recognition)



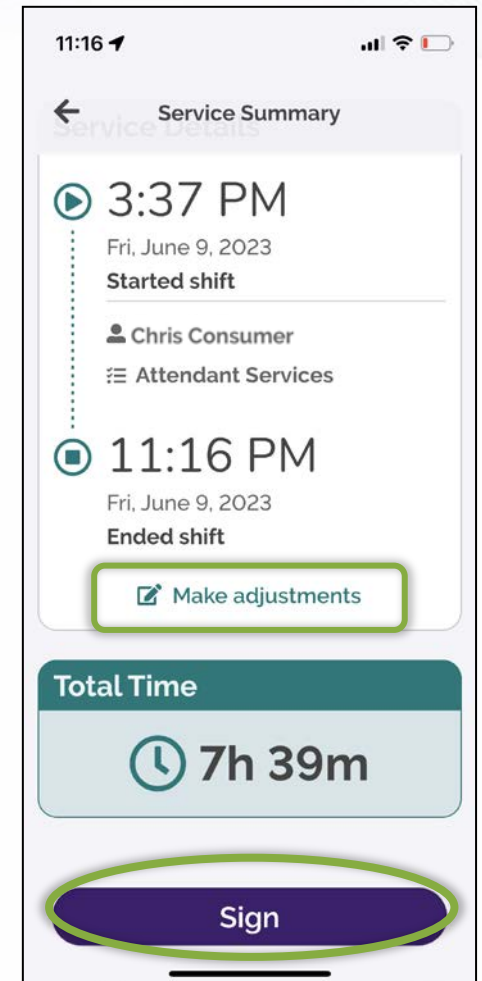
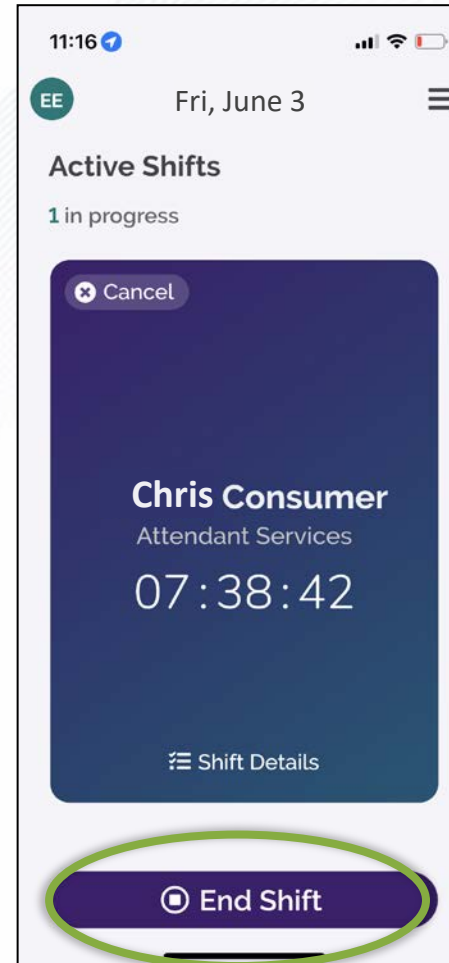
PSWs

End Shift and Review Details

Step 3: Tap the **End Shift** button

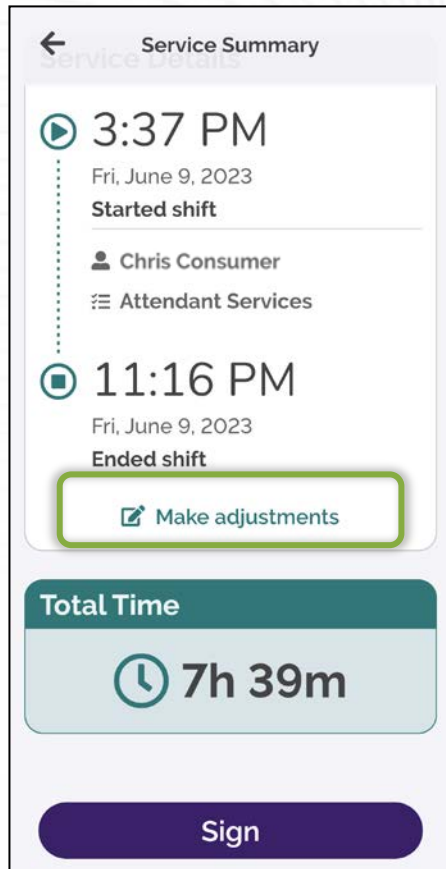
Step 4: Scroll down to review the shift details

- Everything correct?
Tap the **Sign** button
- Need to make adjustments?
Tap the **Make Adjustments** button



PSWs

If Needed: Make Adjustments Before Clock Out



Remember: When adjustments are made, the shift is no longer EVV compliant.

Before the PSW signs for the shift:

Step 1: Tap  **Make adjustments**

Step 2: Make needed edits to the dates/times

Step 3: Select a reason for the edit

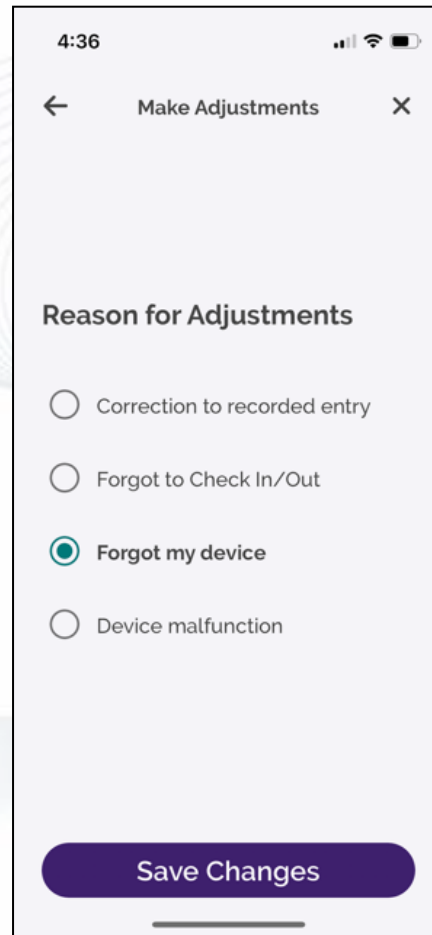
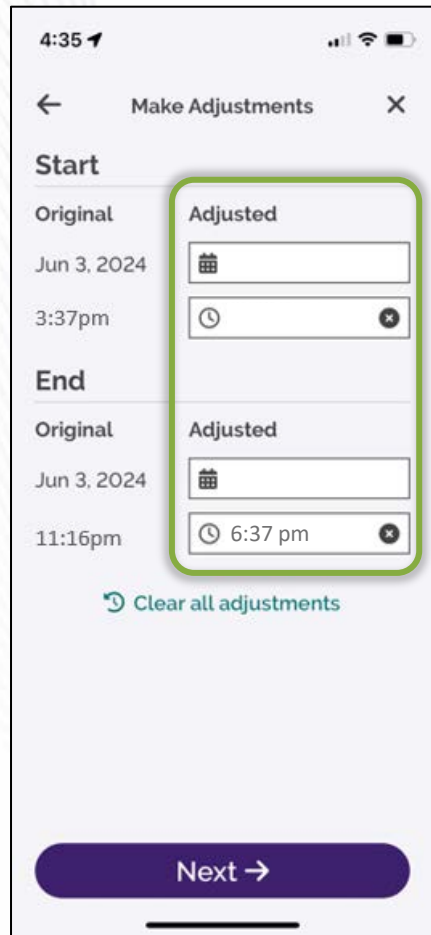
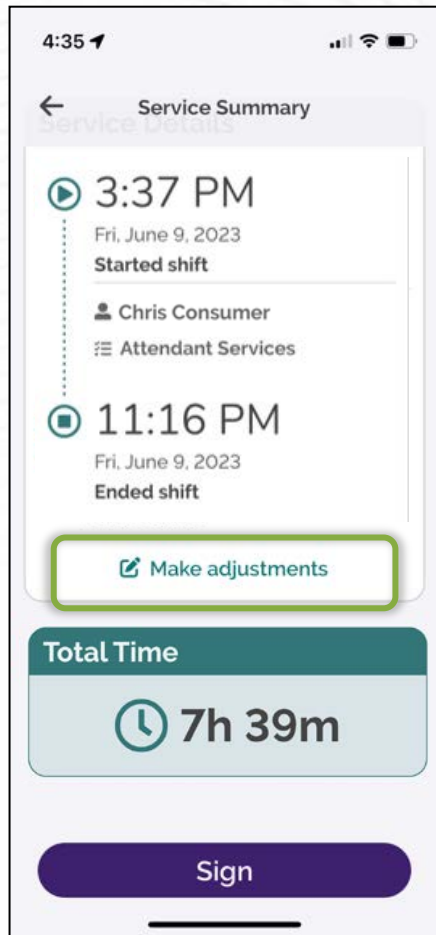
- An orange wrench icon will appear after making edits.



Step 4: Tap the **Sign** button

PSWs

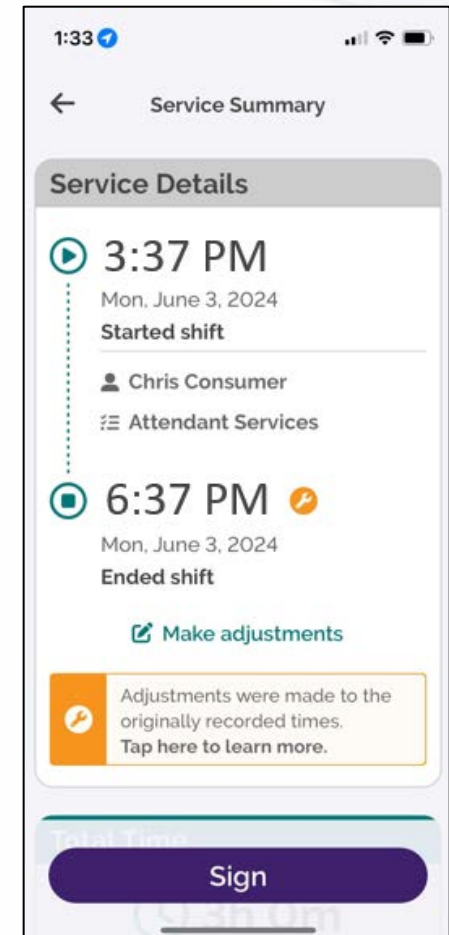
If Needed: Make Adjustments Before Clock Out



PSWs can make edits to a CareAttend shift before clocking out



Remember:
Edited shifts
are *not*
EVV compliant



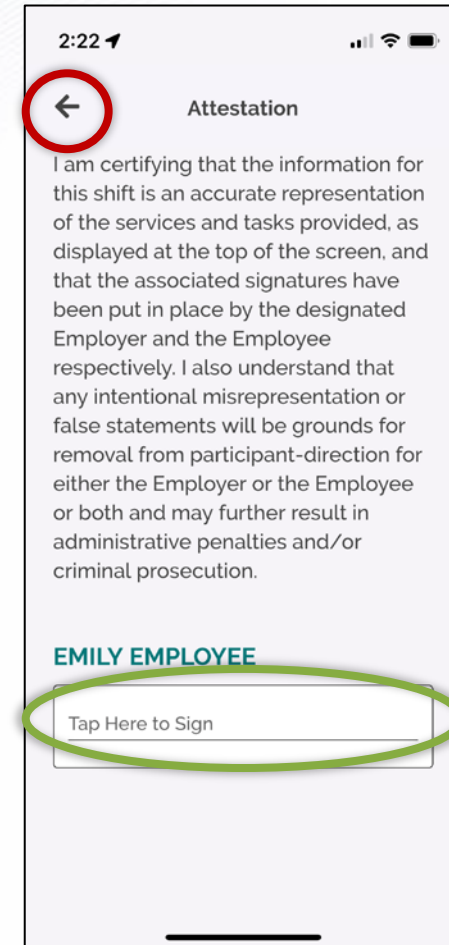
PSWs

Review and Provide PSW & Employer Signatures

The PSW signs first after making sure the shift details are correct.

Step 5: Review the statement

Step 6: Tap the **Tap Here to Sign** white box



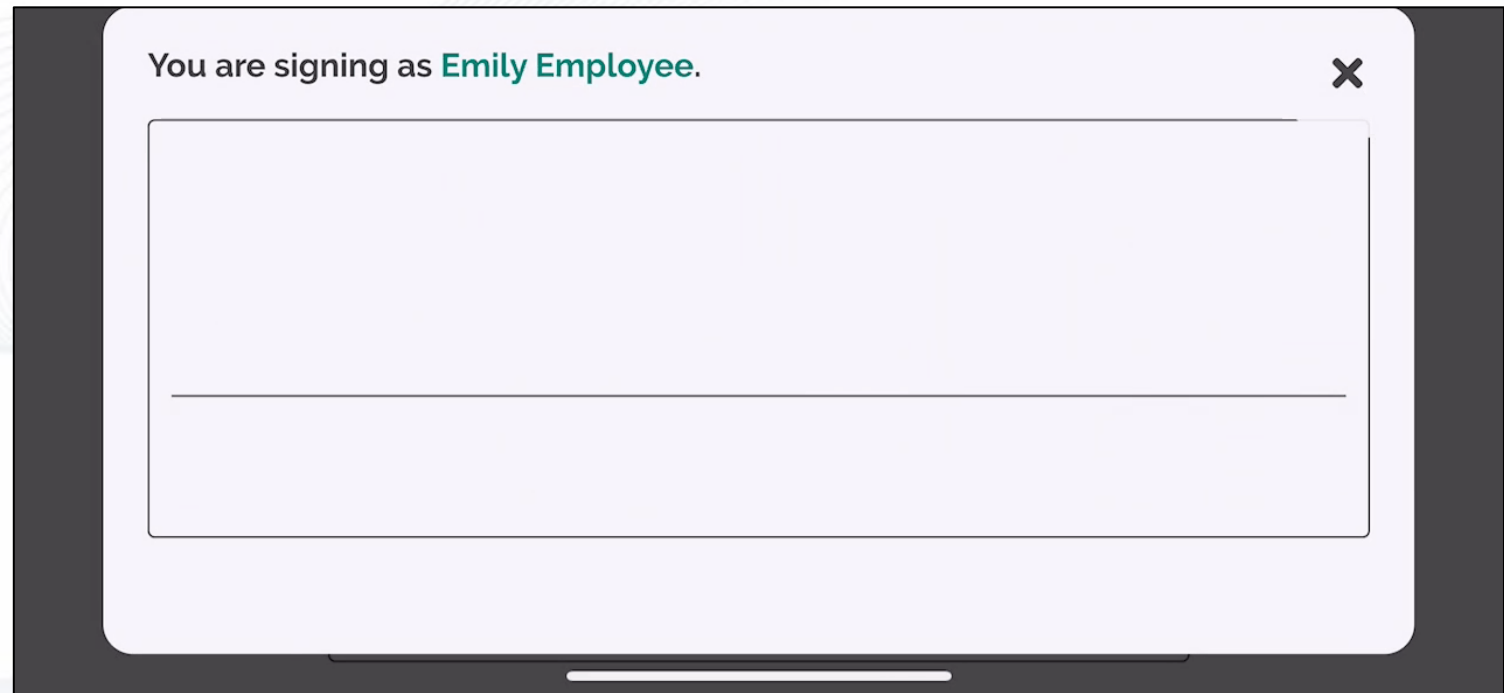
PSWs

Review and Sign

Step 7: Use a finger or stylus to sign the signature area.

- If needed, tap the **X** to clear the signature and resign

Step 8: Tap the **Accept** button to confirm the signature.



PSWs

Get Employer's 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: The Employer will need to approve/reject the pending shifts in ACES\$ Online.

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



Employer Signature

Unable to Obtain Employer Signature

PSWs

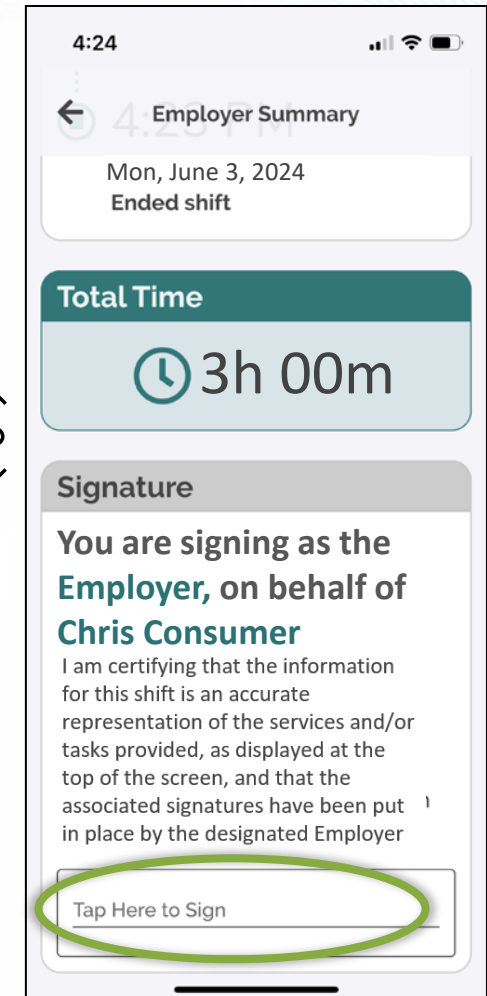
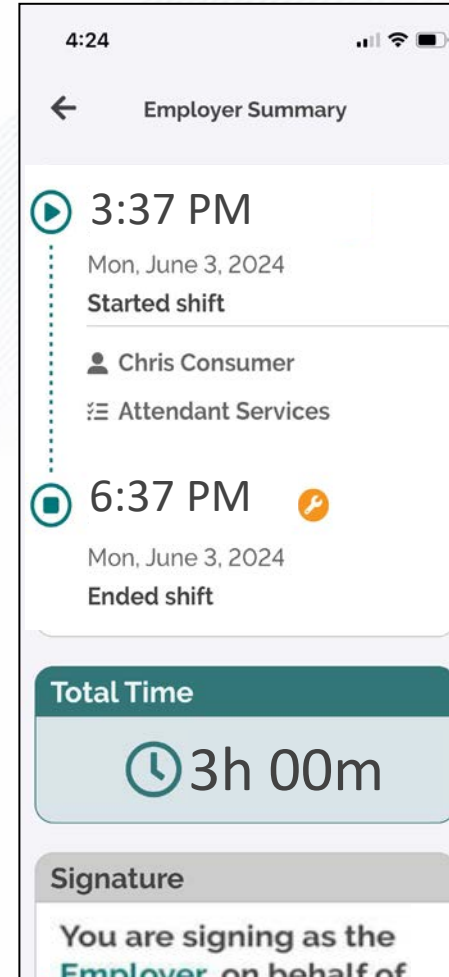
Get Employer's Signature (If Available)

Step 8: The Employer reviews the shift details

- *If the shift details are correct,* they scroll down and tap **Tap Here to Sign**. The Employer signs off on that shift.
- *If the shift details are wrong,* they return the device to the PSW to make adjustments.



Remember: Any time/date edits make the shift an EVV exception.

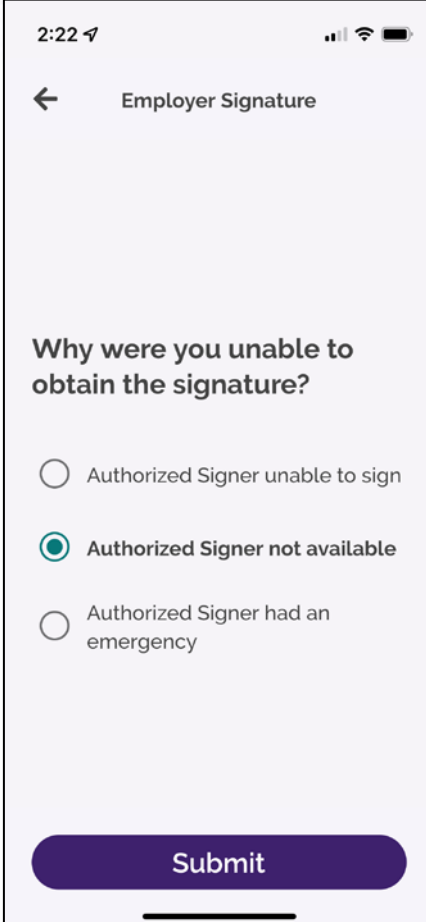


PSWs

Submit Shift (If Employer Not Available to Sign)

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

- Tap to select a reason from the list
- Tap the **Submit** button to finish the shift
The shift will be sent to ACES\$ Online for the Employer's review.



2:22 4G

← 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

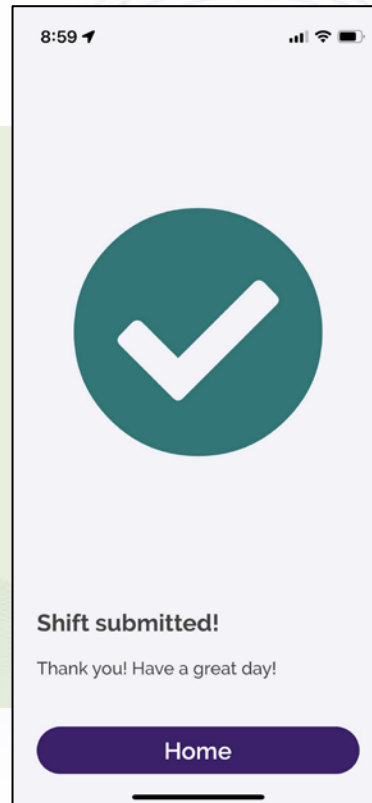
PSWs

Shift Submitted Confirmation

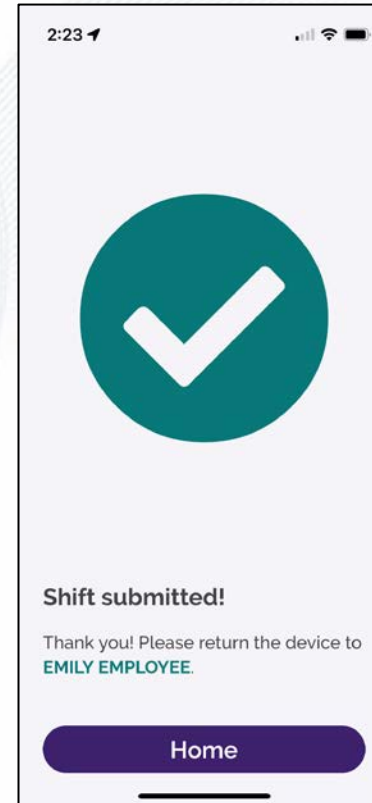
When you see the green checkmark, you know the shift has ended.



Confirmation screen
when the Employer
does *not* sign.
The Employer will need to
approve the pending shifts
in ACES\$ Online.



Confirmation screen
when the Employer signs.
Shifts are accepted!





aces\$
Online



ACES\$ Online: How to Add or Edit Shifts

(PSWs)

PSWs

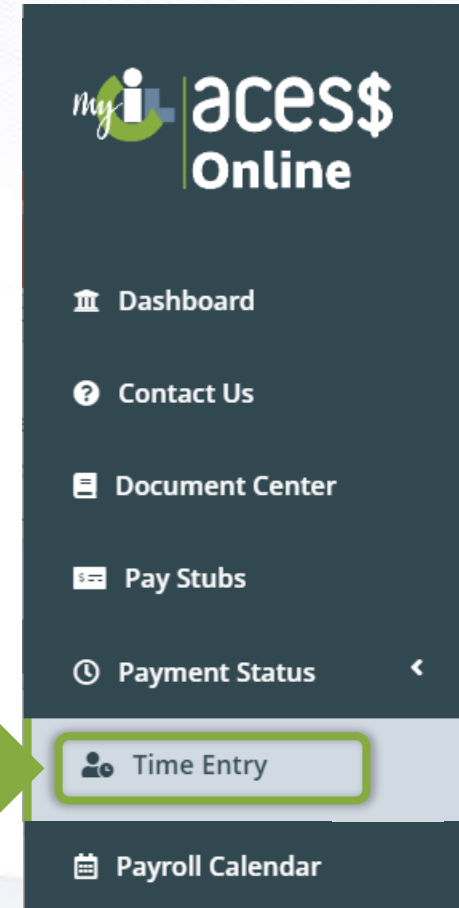
Overview: How PSWs Edit or Add Shifts in ACES\$ Online

Employers/SDAs cannot edit or add shifts.

1. Visit *login.mycil.org* and log in to ACES\$ Online
2. Click **Time Entry**
3. Edit and save time
4. Submit shifts to the Employer



Shifts edited/added directly into ACES\$ Online are not EVV compliant.



PSWs

Find the Pay Period or Shift

Step 1: Select the **Consumer**, then the **Year**, and then the **Pay Period**

- Once you select all, the Search button will turn green.

Step 2: Press the **Search** button to show shifts for that pay period

Edit Time Entry ^

Consumer:	<input type="text" value="Consumer, Connie"/>	Personal Support Worker:	<input type="text" value="Employee, Emily"/>
Year:	<input type="text" value="2023"/>	Pay Period:	<input type="text" value="8/1/2023 - 8/15/2023"/>

PSWs

Click Edit or Click Add Shift

Step 3:

Click the **Edit** button to make changes to an *existing shift*
or

Click the **+ Add Shift** button to add a *new* shift

Time Entry

Actions	Status	Date In	Time In	Date Out	Time Out	Rounded Hours	Service Type
Edit Submit Reject	Unconfirmed	07/01/2024 (Mon)	2:00 PM	07/01/2024 (Mon)	5:00 PM	3hr	Attendant Services

+ Add Shift

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.

Unconfirmed

IN	07/15/2024 (Mon) 6:00 PM	Attendant Services
OUT	07/15/2024 (Mon) 10:00 PM	4hr

EVV Compliant Exception

Source Portal

Time In Location

Time Out Location

Adjustment Reason Forgot to check-in/check-out

More

Edit **Submit** **Reject**

+ Add Shift

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.

Submit All

PSWs

Edit Shift Details or Add a Shift and Submit

Step 4: Make changes to the shift *or* input a new shift

Step 5: Click the **Save** button

- The shift will save as unconfirmed (draft) status.

Step 6: Click the **Submit** or **Submit All** button

- The Submit All button will submit the shift to the Employer.

ACES\$ Online will automatically round the hours worked to the nearest 15-minute interval.

Original Adjusted

2024-07-15 07/15/2024

6:00 PM 06:00 PM

End

Original Adjusted

2024-07-15 07/15/2024

10:00 PM 10:00 PM

Attendant Services Attendant Services

Forgot to check-in/check-out Forgot to check-in/check-out

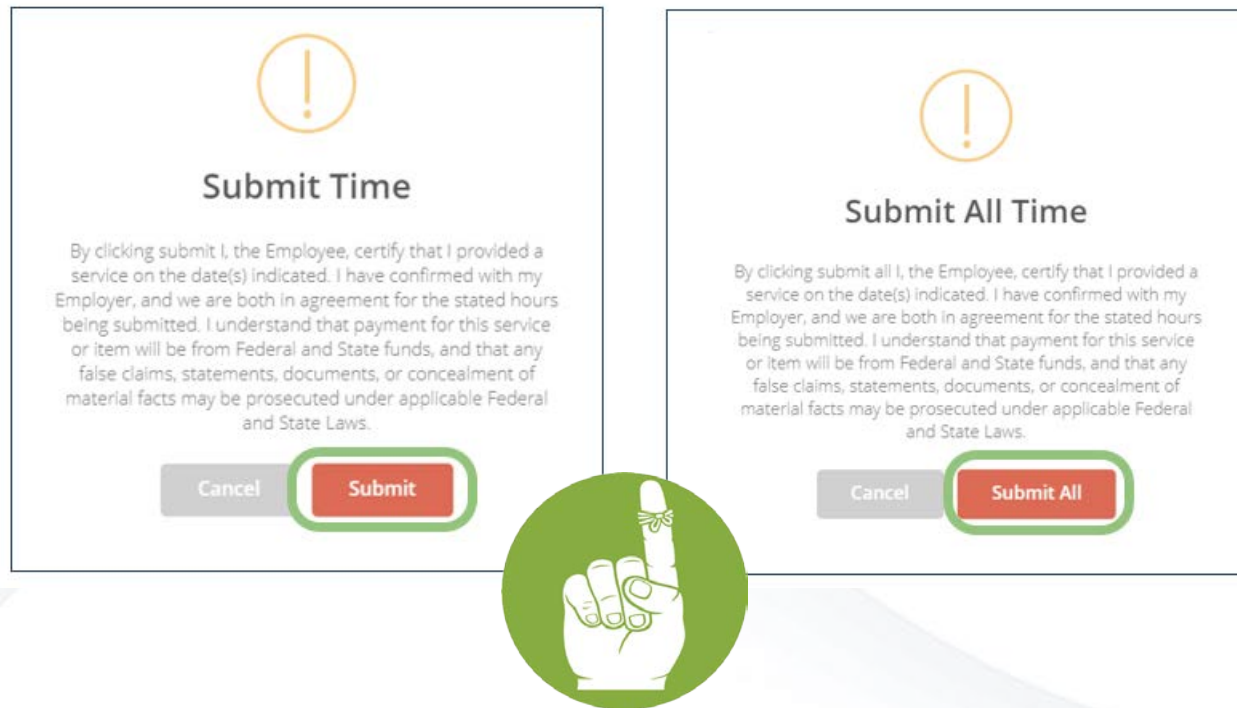
Cancel Save

PSWs

Submit or Submit All

Read the notice before clicking the Submit or Submit All button.

Once you select Submit or Submit All, the shift status changes to pending for the Employer to review.



Submit Time

By clicking submit I, the Employee, certify that I provided a service on the date(s) indicated. I have confirmed with my Employer, and we are both in agreement for the stated hours being submitted. 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.

Cancel **Submit**

Submit All Time

By clicking submit all I, the Employee, certify that I provided a service on the date(s) indicated. I have confirmed with my Employer, and we are both in agreement for the stated hours being submitted. 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.

Cancel **Submit All**

Remember: Any shift edited/added directly into ACES\$ Online will *not* be EVV compliant.



ACES\$ Online: How to Approve or Reject Shifts (Employers)

Employers Shift Verification

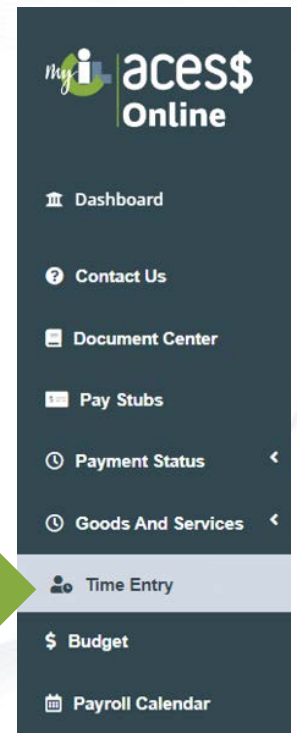
Employers have two options to approve shifts:



In the CareAttend app
(During clock out, if available)



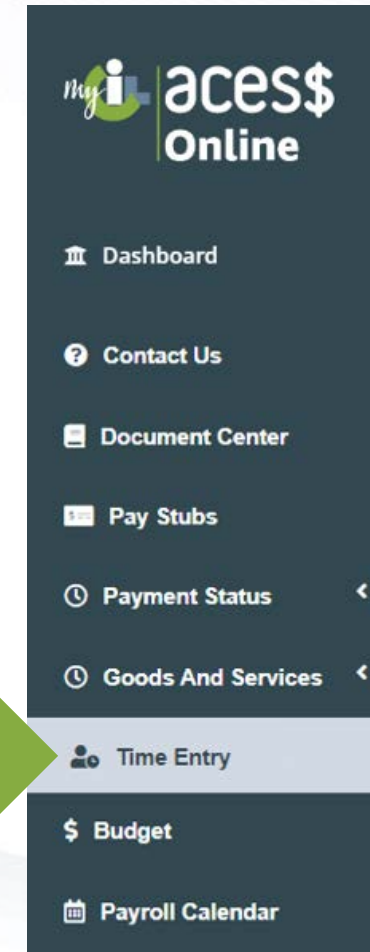
In ACES\$ Online
(One at a time or all at once)
Click **Time Entry**



Employers

Overview: Approve or Reject Shifts in ACES\$ Online

1. Visit *login.mycil.org* to log in to ACES\$ Online
2. Click **Time Entry**
3. Select the PSW, Year, and specific Pay Period
4. Review all shifts in a pending status
5. Approve or Reject shifts



Employers

Employer Approves Shifts in a Pending Status

(Mobile view)

After reviewing pending shift details, click:

- **Approve** – To approve one at a time
- **Approve All** – To approve all at once

(Desktop view)

Actions	Status	Date In	Time In	Date Out	Time Out	Rounded Hours	Service Type	EVV Compliance	
Approve Reject	Pending	05/16/2024 (Thu)	2:00 PM	05/16/2024 (Thu)	5:00 PM	3hr	Attendant Services	Exception	More
Approve Reject	Pending	05/18/2024 (Sat)	12:00 PM	05/18/2024 (Sat)	5:00 PM	5hr	Attendant Services	Valid	More

Approve All **Reject All**

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

Pending IN 06/29/2024 (Sat) 5:00 PM Attendant Services
OUT 06/29/2024 (Sat) 10:00 PM 5hr

Pending IN 06/29/2024 (Sat) 5:00 PM Attendant Services
OUT 06/29/2024 (Sat) 10:00 PM 5hr

EVV Compliant Exception
Source Portal w/Edit
Time In Location
Time Out Location
Adjustment Reason Forgot to check-in/check-out

More

Approve Reject

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

Approve All Reject All

Shift Statuses

Unconfirmed (Draft)

Neither PSW nor Employer has signed off on the shift.

Next step: PSW submits the shift.

Pending

PSW signed off on and submitted the shift for the Employer to accept or reject.

Next step: Employer accepts or rejects the pending shift.

Rejected

Employer rejected the shift in ACES\$ Online.

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

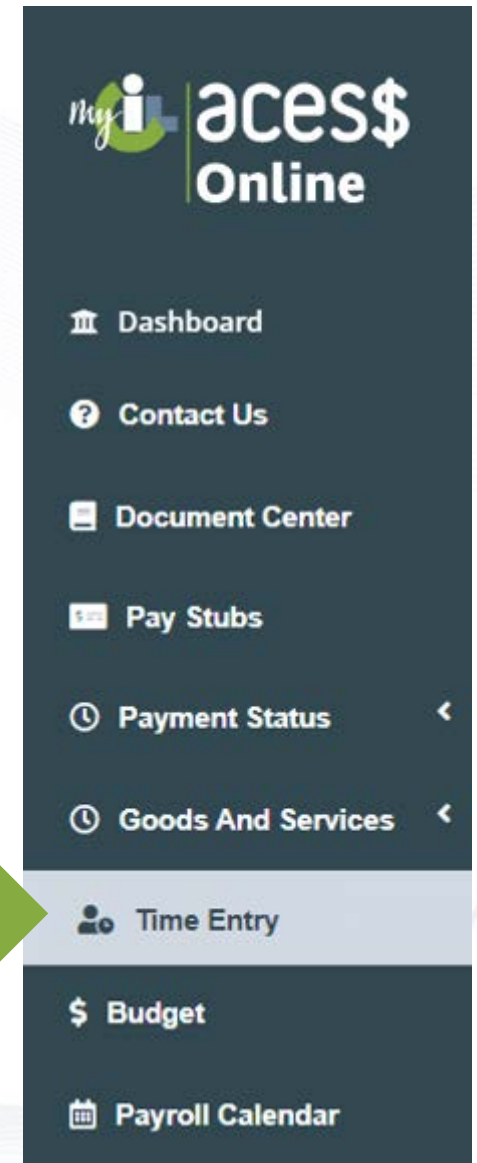
Accepted

Employer approved the shift.

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

Self-Rejected

PSW rejected their own shift.  This cannot be undone.



Payment Statuses

Unverified

Accepted shifts are with ACES\$ for processing.

Okay

ACES\$ has processed the time and will run with the next payroll.

Posted

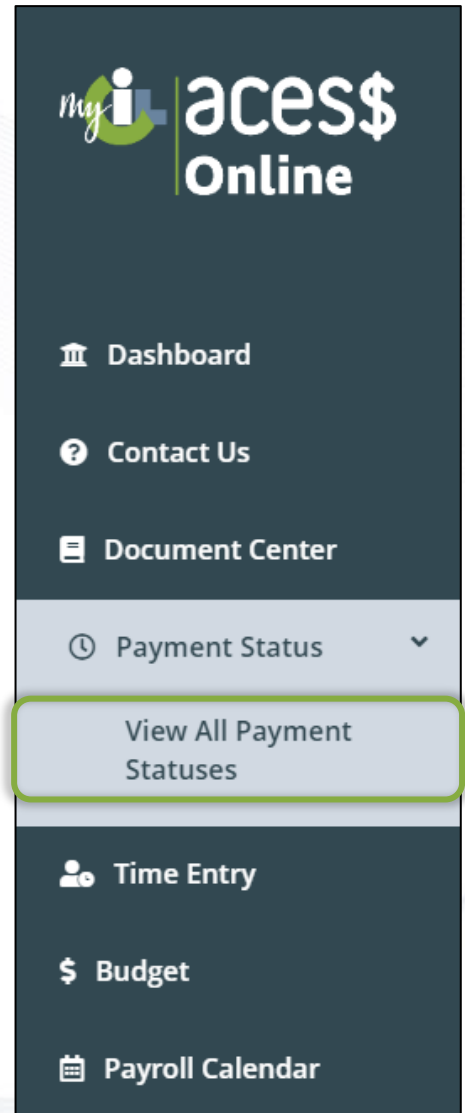
Posted can mean either:

- Payment has been scheduled and can be seen in ACES\$ Online
- 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 reach out to the Employer for next steps.



Case Scenario

A PSW submitted time that ran too long.

The Employer approved the accidental “too-long” shift.

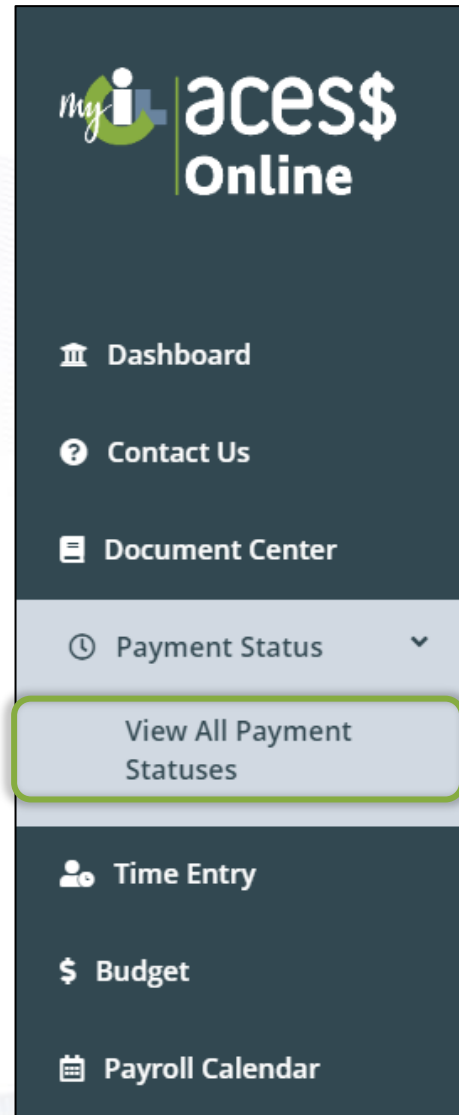
- This put the Consumer over their Authorization
- The timesheet cannot be paid
- Timesheet Status: Kickout

ACES\$ contacts the Employer to explain the action required and unlocks the pay period.

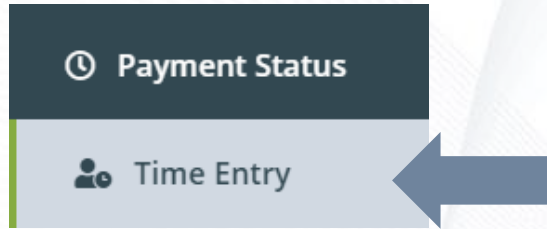
- All previously Accepted shifts are now Unconfirmed (Draft)
- The PSW can now make edits in ACES\$ Online, under Time Entry



Remember: When edits are made to a shift, it's no longer EVV compliant.

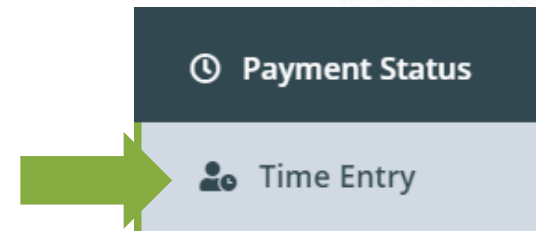


How to Fix a Timesheet in ACES\$ Online



PSW:

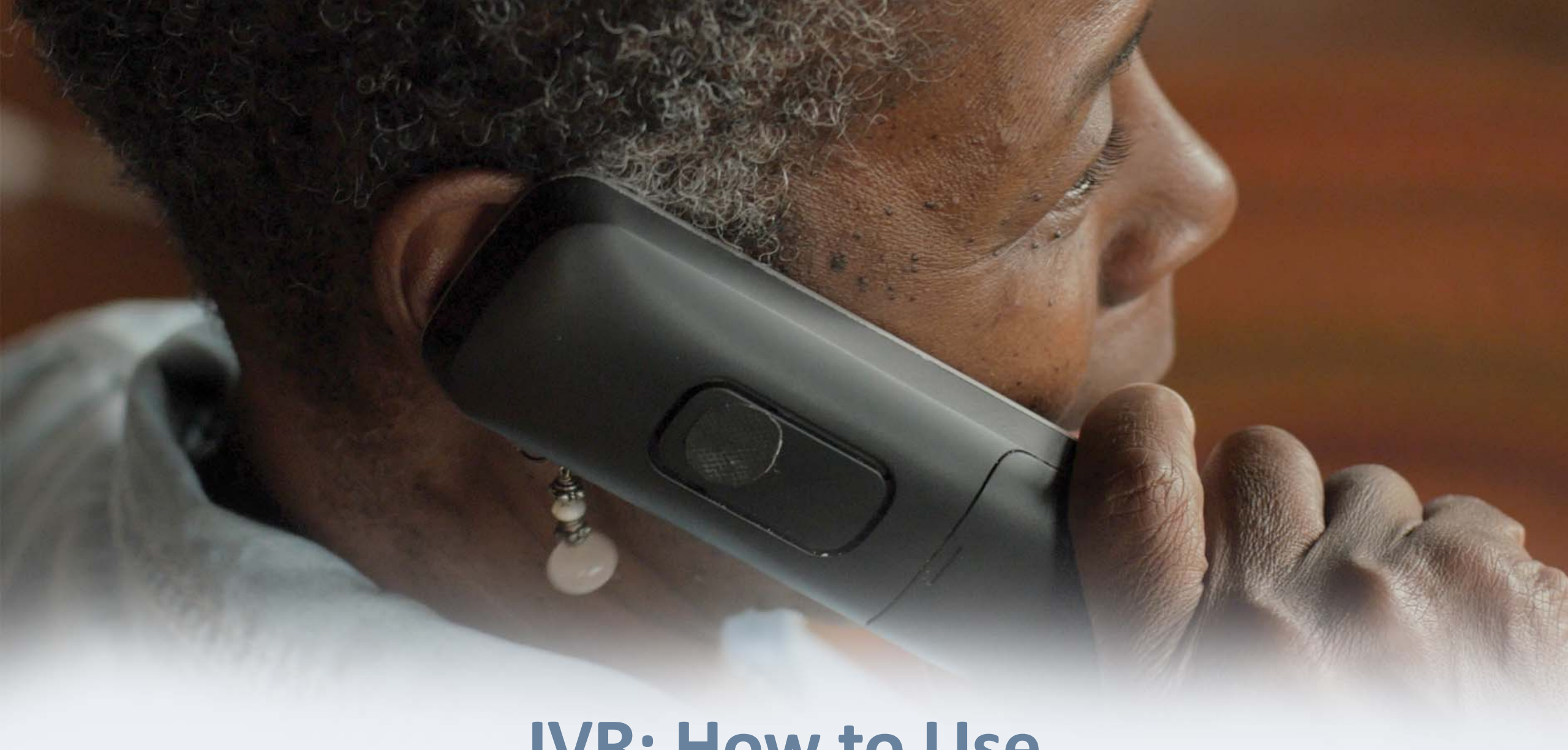
- Edits shift in *Time Entry*
- Saves the edited time
- Submits all time worked in the pay period to their Employer



Employer:

- Clicks *Approve/Reject Time*
- Reviews all pending time
- Approves the time in the pay period

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



IVR: How to Use (PSWs)

Before Using IVR

Interactive Voice Response/Landline EVV

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

Registered Phone Numbers

Both the Consumer and the PSW need to register their phone numbers with ACES\$.

- Log into ACES\$ Online, click **My Account**

Consumer should enter their landline number in “Phone Number” field.

Phone Number	(123) 456-7890
Cell Phone Number	(987) 654-1111

IVR User ID

PSWs must have their IVR User ID ready.

To get your IVR User ID:

- View on ACES\$ Online dashboard
- Contact ACES\$ to request

PIN

PSWs must set a six-digit PIN.

- PSW calls **855-494-0837** from their registered phone number listed in ACES\$ Online to set or reset their PIN

PSWs

How to Start a Shift With IVR

Step 1:

From the Consumer's *landline* phone, call ACES\$ IVR at **855-494-0837**.

Step 2:

Enter your **User ID** followed by the **#** sign.

Step 3:

Enter your 6-digit **PIN** followed by the **#** sign.

Step 4:

Select the **Consumer** you are serving from the list.

Step 5:

After the system confirms the start of this shift, you may hang up.

PSWs

How to End a Shift With IVR

Step 1:

From the Consumer's *landline* phone, call ACES\$ IVR at **855-494-0837**.
Since both the clock-in and clock-out call came from the Consumer's *registered landline phone*, this shift will be EVV compliant.

Step 2:

Enter your **User ID** and 6-digit **PIN**.

Step 3:

IVR will recognize the Consumer you're serving.

Step 4:

After the system confirms the shift has been successfully finished, you may hang up.



Resources and Reminders

EVV Compliance and Exception

Methods for Entering Time



EVV Compliant*

- CareAttend app (with no adjustments)
- IVR calls from the Consumer's *registered landline phone*

* Must be live (real-time) clock in and out

Not EVV Compliant

aka EVV exceptions

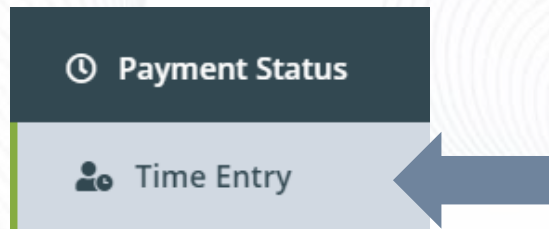
- Paper timesheets
- Edited EVV shifts
- IVR calls *not* from the Consumer's *registered landline phone*
- Time entered after-the-fact (manual entry into ACES\$ Online)



For Approved Live-In-Exemptions Only

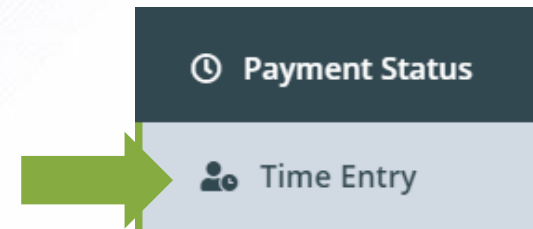
Time Entry

PSWs who have an **approved** live-in-exemption (applied for annually) may enter time directly into ACES\$ Online.



PSW:

- Enters shift in *Time Entry*
- Saves the shift
- Submits all time worked in the pay period to the Employer



Employer:

- Clicks *Approve/Reject Time*
- Reviews all pending time
- Approves the time in the pay period or rejects if edits needed

User Guides and Instructions

Download at www.mycil.org/il-evv/ or Call Consumer Care

One Page Guides

- Clock In/Out and Edit a shift
- EVV Overview

Instructional Videos

- How to Register for CareAttend
- How to Clock In and Out and Edit a Shift

Docubee

- Service Authorizations
- Live-In Exemption Application
- Online Enrollment



Communication Methods

Where We Post Updates and Resources



ACES\$ Illinois webpage
www.mycil.org/il-evv

Email and Mail

Keep your information up-to-date in ACES\$ Online, under *My Account*

ACES\$ Online

Review alerts posted on the dashboard

Document Center

Click *Document Center* in ACES\$ Online

Questions?



For EVV Resources, visit www.mycil.org/il-evv or scan the QR Code



Providing Consumer-Directed FMS Since 1995