

How To



Speak With an Agent in a Different Language

For Spanish, call ACES\$ at 1-877-223-7781 and press "9."

Otherwise, call and request the language in which you would like to speak. ACES\$ staff will get an interpreter on the line.

Enroll in Secure Email to Send Enrollment Packets

Both Consumers and personal support workers can send information and enrollment packets through secure email. To sign up for ACES\$ secure email, email your request to **securell@mycil.org**.

You will receive an email back with instructions on how to enroll in ACES\$ secure email.



2024 Pay Schedule

Timesheets received after 11am CST on the timesheet due date may result in delayed payment.

| Pay Period | Timesheet Due Date | Friday Paydate |
|----------------------|--------------------|----------------|
| 12/1/23 to 12/15/23 | 12/21/23 | 12/29/23 |
| 12/16/23 to 12/31/23 | 1/6/24 | 1/12/24 |
| 1/1/24 to 1/15/24 | 1/21/24 | 1/26/24 |
| 1/16/24 to 1/31/24 | 2/6/24 | 2/16/24** |
| 2/1/24 to 2/15/24 | 2/21/24 | 2/29/24* |
| 2/16/24 to 2/29/24 | 3/6/24 | 3/15/24 |
| 3/1/24 to 3/15/24 | 3/21/24 | 3/29/24 |
| 3/16/24 to 3/31/24 | 4/6/24 | 4/12/24 |
| 4/1/24 to 4/15/24 | 4/21/24 | 4/26/24 |
| 4/16/24 to 4/30/24 | 5/6/24 | 5/10/24 |
| 5/1/24 to 5/15/24 | 5/21/24 | 5/31/24** |
| 5/16/24 to 5/31/24 | 6/6/24 | 6/14/24 |
| 6/1/24 to 6/15/24 | 6/21/24 | 6/28/24 |
| 6/16/24 to 6/30/24 | 7/6/24 | 7/12/24 |
| 7/1/24 to 7/15/24 | 7/21/24 | 7/26/24 |
| 7/16/24 to 7/31/24 | 8/6/24 | 8/16/24** |
| 8/1/24 to 8/15/24 | 8/21/24 | 8/30/24 |
| 8/16/24 to 8/31/24 | 9/6/24 | 9/13/24 |
| 9/1/24 to 9/15/24 | 9/21/24 | 9/27/24 |
| 9/16/24 to 9/30/24 | 10/6/24 | 10/11/24 |
| 10/1/24 to 10/15/24 | 10/21/24 | 10/25/24 |
| 10/16/24 to 10/31/24 | 11/6/24 | 11/15/24** |
| 11/1/24 to 11/15/24 | 11/21/24 | 11/29/24 |
| 11/16/24 to 11/30/24 | 12/6/24 | 12/13/24 |
| 12/1/24 to 12/15/24 | 12/21/24 | 12/27/24 |
| 12/16/24 to 12/31/24 | 1/6/25 | 1/10/25 |
| 1/1/25 to 1/15/25 | 1/21/25 | 1/31/25** |

ACES\$ pays on a semi-monthly basis, which is 24 times a year. Our pay dates are the Friday on or after the:
10th of every month
25th of every month

* A Thursday paydate

** Since we issue paychecks twice a month, regardless of the number of weeks in a month, there are occasional three-week periods between payrolls.

ACES\$ cannot process timesheets 3 months or older.



Questions? We're Here to Help!

Contact Consumer Care

Toll-free: 1-877-223-7781
Email: SupportIL@mycil.org

ACES\$ Illinois – Springfield
2960 Baker Drive
Springfield, IL 62703
Fax Documents: 1-217-528-9849

ACES\$ Illinois – Tinley Park
7820 Graphics Drive
Suite 200
Tinley Park, IL 60477
Fax Documents: 1-708-532-3631

www.mycil.org

*Please note: ACES\$ is closed for the following holidays:
New Year's Day, Martin Luther King Jr. Day, President's
Day, Memorial Day, Juneteenth, Independence Day,
Labor Day, Columbus Day, Veterans Day, Thanksgiving
Day, Day after Thanksgiving and Christmas Day.*

EVV Resources

For EVV resources, including how-to videos, downloads and more, visit www.mycil.org/il-evv or scan the QR code below!



Save Time With ACES\$ Online
Registering for Your Account Is Easy



Step 1: Call ACES\$ at 1-877-223-7781 for your **ACES\$ Consumer ID number**.
(Personal support workers 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.

Step 6: Fill out your information.

Step 7: ACES\$ Online will email you a link to set your password.

And you're done!

**With your ACES\$ Online Account, you can submit timesheets,
view real-time information and more.**