



## Frequently Asked Questions

### How can my loved one with a disability sign up for ACES\$ Financial Management Services?

Getting started is easy! Just send us a copy of the award letter that lists an effective date.

#### Email

SupportIL@mycil.org

#### Fax

1-217-528-9849

#### Mail

ACES\$ Illinois in Springfield  
2960 Baker Drive  
Springfield, IL 62703

ACES\$ Illinois in Tinley Park  
7820 Graphics Drive  
Suite 200  
Tinley Park, IL 60477

### Can ACES\$ Illinois help me complete the enrollment packet?

Yes! Our experienced Enrollment Specialists are eager to assist you!

### When can my Personal Support Worker (PSW) start?

We'll provide your PSW with a start date after we complete the required background check.

### How often do PSWs need to complete the Child Abuse and Neglect System (CANTS) form?

PSWs must complete the CANTS form annually.

### I signed up for direct deposit. How long does it take?

ACES\$ will complete a pre-note to ensure the account is valid. This can take one to two pay periods to complete.

### I have been receiving direct deposits, but I received a paper check this pay period. Why?

The number one reason why PSWs receive paper checks when they are signed up for direct deposit is because ACES\$ received the timesheet after the scheduled due date.

### How often do I need to complete the service authorization form?

You'll need to complete the service authorization form any time there are:

- changes with the budget
- changes with a PSW
- changes with Self-Directions assistants
- changes with the Employer
- termination of services

### I want to give my PSW a pay increase. When should I submit the service authorization?

If you want the increase to be effective during the month you submit it, we need to receive it by the 4<sup>th</sup> of the month. If not, the pay rate change will happen the following month.

### I need to update my contact information. Where can I find the form online?

Visit ACES\$ Online by typing [login.mycil.org](http://login.mycil.org) in your browser. Click "Document Center," select "Illinois Department of Human Service" and click "ACES\$ Change Contact Information Request" form.

### Can we submit timesheets online?

Yes! Visit ACES\$ Online at [login.mycil.org](http://login.mycil.org). Then, click "Register for an Account." Please note: both the PSW and the Employer must register for an ACES\$ Online account.