

How To

Speak With an Agent in a Different Language

For Spanish, call ACES\$ at 1-833-400-2263 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 Participants and Personal Care Attendants can send information and enrollment packets through secure email. To sign up for ACES\$ secure email, email your request to **secureINNO@mycil.org**. You will receive an email back with instructions on how to enroll in ACES\$ secure email.



2024 Pay Schedule

| Pay Period | Timesheets Due | Friday Paydate |
|----------------------|----------------|----------------|
| 12/1/23 to 12/15/23 | 12/18/23 | 12/29/23 |
| 12/16/23 to 12/31/23 | 1/2/24 | 1/12/24 |
| 1/1/24 to 1/15/24 | 1/16/24 | 1/26/24 |
| 1/16/24 to 1/31/24 | 2/1/24 | 2/16/24** |
| 2/1/24 to 2/15/24 | 2/16/24 | 2/29/24* |
| 2/16/24 to 2/28/24 | 3/1/24 | 3/15/24 |
| 3/1/24 to 3/15/24 | 3/18/24 | 3/29/24 |
| 3/16/24 to 3/31/24 | 4/1/24 | 4/12/24 |
| 4/1/24 to 4/15/24 | 4/16/24 | 4/26/24 |
| 4/16/24 to 4/30/24 | 5/1/24 | 5/10/24 |
| 5/1/24 to 5/15/24 | 5/16/24 | 5/31/24** |
| 5/16/24 to 5/31/24 | 6/3/24 | 6/14/24 |
| 6/1/24 to 6/15/24 | 6/17/24 | 6/28/24 |
| 6/16/24 to 6/30/24 | 7/1/24 | 7/12/24 |
| 7/1/24 to 7/15/24 | 7/16/24 | 7/26/24 |
| 7/16/24 to 7/31/24 | 8/1/24 | 8/16/24** |
| 8/1/24 to 8/15/24 | 8/16/24 | 8/30/24 |
| 8/16/24 to 8/31/24 | 9/3/24 | 9/13/24 |
| 9/1/24 to 9/15/24 | 9/16/24 | 9/27/24 |
| 9/16/24 to 9/30/24 | 10/1/24 | 10/11/24 |
| 10/1/24 to 10/15/24 | 10/16/24 | 10/25/24 |
| 10/16/24 to 10/31/24 | 11/1/24 | 11/15/24** |
| 11/1/24 to 11/15/24 | 11/18/24 | 11/29/24 |
| 11/16/24 to 11/30/24 | 12/2/24 | 12/13/24 |
| 12/1/24 to 12/15/24 | 12/16/24 | 12/27/24 |
| 12/16/24 to 12/31/24 | 1/2/25 | 1/10/25 |
| 1/1/25 to 1/15/25 | 1/16/25 | 1/31/25** |

ACES\$ pays on a semi-monthly basis, which is 24 times a year.

Our pay dates are always the Friday on or after the:

- 10th of every month
- 25th of every month

* A Thursday payday

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

InnovAge Participant-Directed Personal Care Attendant Program



Questions? We're Here to Help!

Contact Participant Care

Toll-free: 1-833-400-2263

Email: SupportINNO@mycil.org

Fax Documents: 1-866-312-3755

1142 Sanderson Avenue

Scranton, PA 18509

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.*

Submit Timesheets

Online*: login.mycil.org

Email: TimesheetsINNO@mycil.org

Fax: 1-877-930-3204

*Please note: Both the Employer and the Personal Care Attendant must have an account. If the Employer is not the Participant, use all the Participant details and the Employer email.



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



Step 1: Call ACES\$ at 1-833-400-2263 for your **ACES\$ Participant ID number**.
(Personal Care Attendants 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 **InnovAge**
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.**