

IVR Steps

For Attendants

Checking in/out From Member's Phone

STEP 1: Call **1-866-527-5411** from the member's phone.

STEP 2: Enter your 5-digit **Attendant ID**.

STEP 3: Enter your 4-digit **Attendant PIN**.

STEP 4: If you serve more than one member, select the member you are serving.

Note: If you are not calling from the member's home, the entry will be considered an exception and not EVV compliant.

STEP 5: Select the **Service Type**.

STEP 6: The call automatically ends.

To end your shift: Repeat **steps 1-3**. Once you enter the PIN, the system clocks you out. Then the confirmation process begins. **Please see below for employer shift confirmation steps.**

For Employers

Confirming an Attendant Shift

STEP 1: Attendant calls **1-866-527-5411** from the member's phone.

STEP 2: Attendant enters their **Attendant PIN** and clocks out.

STEP 3: Shift Confirmation

Employer will need to enter the member 4-digit PIN during confirmation.

Press 1: If the employer wants to **confirm the shift during the clock out call**.

Press 2: If the employer wants to **receive a confirmation call back**.

Press 3: If the employer is **unavailable**, and you must complete the visit without verification, the employer **must verify the visit by calling 1-833-815-6806**, or they may **verify the visit in the ACES\$ Online portal** at www.login.mycil.org.

2024 Pay Schedule

Only Employer-Approved Visits Will Be Paid

Pay Period	Timesheets Due	Pay Date
12/14/23 to 12/27/23	12/27/23	1/5/24
12/28/23 to 1/10/24	1/10/24	1/19/24*
1/11/24 to 1/24/24	1/24/24	2/2/24
1/25/24 to 2/7/24	2/7/24	2/16/24*
2/8/24 to 2/21/24	2/21/24	3/1/24
2/22/24 to 3/6/24	3/6/24	3/15/24*
3/7/24 to 3/20/24	3/21/24	3/29/24
3/21/24 to 4/3/24	4/3/24	4/12/24*
4/4/24 to 4/17/24	4/17/24	4/26/24
4/18/24 to 5/1/24	5/1/24	5/10/24*
5/2/24 to 5/15/24	5/15/24	5/24/24
5/16/24 to 5/29/24	5/29/24	6/7/24
5/30/24 to 6/12/24	6/12/24	6/21/24*
6/13/24 to 6/26/24	6/26/24	7/5/24
6/27/24 to 7/10/24	7/10/24	7/19/24*
7/11/24 to 7/24/24	7/24/24	8/2/24
7/25/24 to 8/7/24	8/7/24	8/16/24*
8/8/24 to 8/21/24	8/21/24	8/30/24
8/22/24 to 9/4/24	9/4/24	9/13/24*
9/5/24 to 9/18/24	9/18/24	9/27/24
9/19/24 to 10/2/24	10/2/24	10/11/24*
10/3/24 to 10/16/24	10/16/24	10/25/24
10/17/24 to 10/30/24	10/30/24	11/8/24
10/31/24 to 11/13/24	11/13/24	11/22/24*
11/14/24 to 11/27/24	11/27/24	12/6/24
11/28/24 to 12/11/24	12/11/24	12/20/24*
12/12/24 to 12/25/24	12/25/24	1/3/25
12/26/24 to 1/8/25	1/8/25	1/17/25

*If the member has a Patient Pay Responsibility, it will be deducted on this pay period. Any additional amount needing to be withheld will be deducted on additional pay dates within the same month.

ACES\$ Virginia
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2024 Pay Schedule and EVV Quick Steps

Molina Healthcare Cardinal Care Program



Questions? We're Here to Help!

Contact Member Care

Toll-free: 1-833-955-4545

Email: SupportVA@mycil.org

Fax Documents: 1-888-862-3840

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.*

How To:

Speak With an Agent in a Different Language

For Spanish, call ACES\$ at **1-833-955-4545** 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 members and personal care attendants can send information and enrollment packets through secure email. To sign up for ACES\$ secure email, email your request to **SecureVA@mycil.org**. You will receive an email back with instructions on how to enroll.

How to Start and End a Shift in the **EVV Mobile App**



To use the EVV mobile app, you must have a GPS-enabled smartphone or tablet.

Start a Shift

- Step 1.** Log in to the EVV mobile app.
- Step 2.** Tap **Clock in**.
- Step 3.** Select the **member** you are serving, then the **blue arrow** to advance.
- Step 4.** Select **service type** being provided.
- Step 5.** Tap blue **start button** at bottom of screen to start visit. Note the **started time and date**. Confirm the **clock is running**. Once you've confirmed the **clock is running**, you can close out of the application and begin providing services.



Payroll is only issued for employer-approved visits based on the payroll schedule. Please be sure all visits are approved.

Finish a Shift

- Step 1.** Log in to the EVV mobile app.
- Step 2.** Select who is available to provide an authorizing signature. If the **employer is available** to sign off on the shift, select **yes**. If the **employer is not available**, select **no***. Tap **Finish** after making selections.
- *If the employer is not available to sign off on the shift now, they will need to do so within the ACES\$ Online.
- Step 3.** Provide **signatures** by using a finger or stylus in signature areas. Tap **Finish**.
- Step 4.** Select **OK** to confirm you want to finish the visit.
- Step 5.** Once finished, the **homescreen** appears. **Log out** until your next shift check-in.

Submit and Monitor Attendant Visits

Register on the ACES\$ Online Portal

To use EVV, both employers and attendants must register on the ACES\$ Online portal.

Visit **login.mycil.org** to register for an account.

Submit Visits

Submit visits through the EVV mobile app or EVV IVR.

Payroll is issued only for approved visits based on the payroll schedule.

Monitor, Review, Edit and Approve Visits

Employers can monitor, review, edit and approve visits through ACES\$ Online.



Visit the ACES\$ Virginia page at **www.MyCIL.org** and go to **EVV Resources** for detailed instructions on how to start, end, approve and edit shifts.