Wyoming
Case Manager
ACES$ Online Manual

Contents

Register for an Account

1. If needed, call ACES$ at **1-844-500-3815** for your *ACES$ Case Manager ID number*.

2. Go to ACES$ Online by typing **login.mycil.org** into your browser.

3. Click Register for an Account.

4. Choose **Wyoming Department of Health Division of Healthcare Financing & Behavioral Health Division** from the *Organization* dropdown menu.

5. Choose **Case Manager** as your **Account Type** from the *Account Type* dropdown menu.

Account Registration

| Organization | Wyoming Department of Health Division of Healthcare Financing & Be… ▼ |
| Account Type | -- Select an account type -- ⌄ |

-- Select an account type --
Employee
Participant
Case Manager
Support Broker

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6. **Complete each section** of the registration form.

| Case Manager First Name | |
| Case Manager Last Name | |

| Email | |
| Confirm Email | |

Phone Number	
Cell Phone Number	
Cell Phone Type	-- Cell Phone Type -- ▼
Fax Number	

| Case Manager Code | |
| Agency | -- Select an Agency -- ▼ |

Please note: **The email you use for the registration form:**

- Will be your login email for ACES$ Online.
- Will be the email address ACES$ Online uses to send the verification email to set your password.
- Cannot be the same as any other user.

7. **Select and answer** three different security questions. Security questions are NOT case sensitive.

Security Questions	In what city does your nearest sibling live?
Security Answer 1	dallas
Security Questions	What is the name of your favorite childhood friend?
Security Answer 2	friend
Security Questions	What was your childhood nickname?
Security Answer 3	buddy

8. **Check the certify box** and click **Register**.

I hereby certify that the above information is true and correct to the best of my knowledge. I understand I am representing myself as employed in the role of Case Manager / Service Facilitator for an accredited organization with respect to the functions of this website, and fraudulent use of this website may be legally actionable.

If you have any questions please contact us at (844) 500-3815 or email us at supportWY@mycil.org

Register

9. ACES$ Online will send you an email to set your password. If you do not see it, check your Spam folder. **Open** the email and

click on **Click here to verify and set your password** link.

Please note: The verification link is **only valid for *24 hours***.

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 ~~...~~ of receiving mailed budget statements. We are doing this to reduce waste. If you prefer to have a paper co~~...~~k the box on the Budget screen.

If you encounter any problems resetting your password, please co~~..~~act us at ~~...~~

CLICK HERE

10. Enter your **email address** and **password**, then enter your **password again** to set your password for ACES$ Online. Click **Reset Password**.

Your password must:

- Be at least eight (8) characters long
- Have at least one (1) upper-case letter
- Have one (1) number
- Have one (1) of the following special characters: ! @ # $ % ^ or &

11. You will see a confirmation message.
    Click the **Please click here to log in** link.
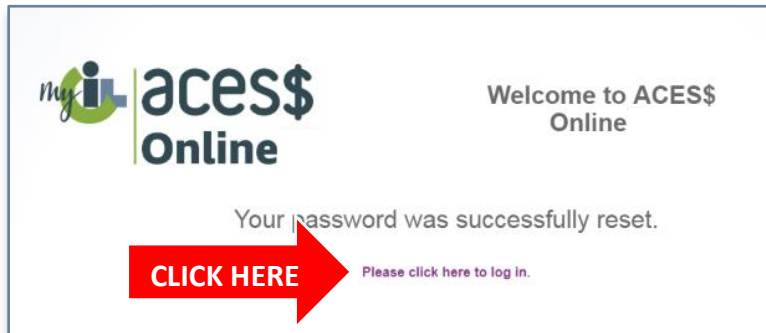
Log In

1. Go to ACES$ Online: **login.mycil.org**

2. Enter your **email address and password**.

3. Click **Login**.

ACES$ Online Overview

Case Managers can use ACES$ Online to:

- View the Attendant Directory
- View and download documents
- View EVV visits and past time
- View a Participant's budget
- View the payroll calendar
- View the Monthly Consumer Expenditure Summary
- View an Active Employees Report

You can access all of this from the navigation menu and through the clickable tiles on your dashboard.
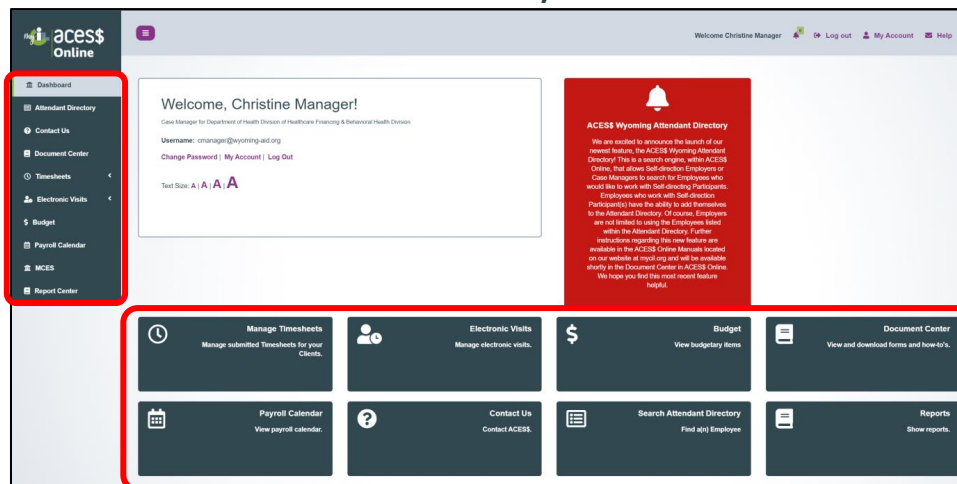
You'll see important announcements in the **red alert box**.

If there are no announcements,
you will not see this box.

Click **My Account** to:

1. Change your password and/or security questions.
    - You can also click **Change Password**.
2. Change your email (the email address you use to log in).

Welcome, Christine Manager!

Case Manager for Department of Health Division of Healthcare Financing & Behavioral Health Division

Username: cmanager@wyoming-aid.org

Change Password | My Account | Log Out

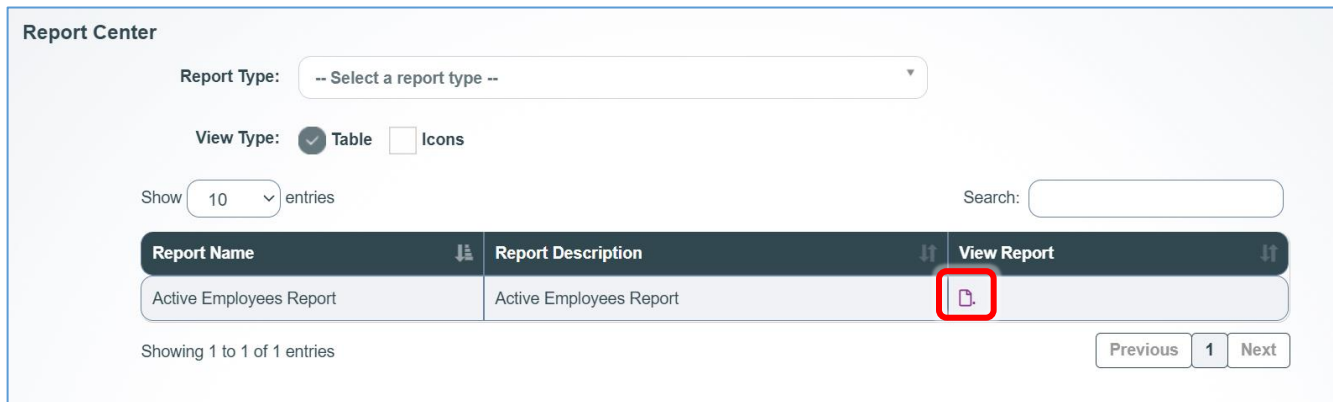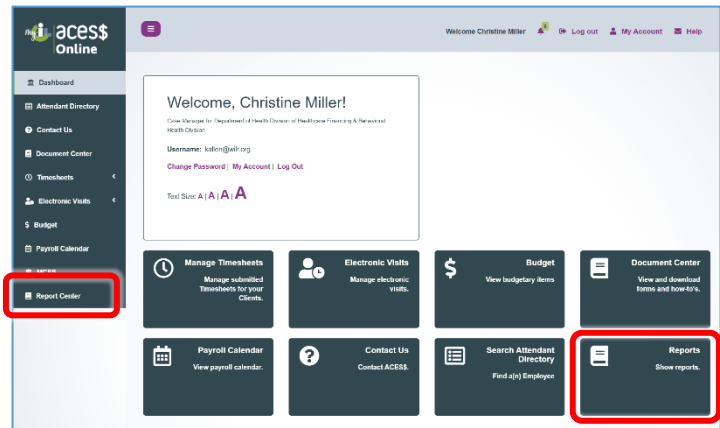Text Size: A | A | A | A

Click the **A** next to *Text Size* to make font larger or smaller.

View the Active Employees Report

Case Managers can view the Active Employees report in ACES$ Online by completing the following steps.

1. Log into ACES$ Online at login.mycil.org by following the Log In instructions.

2. Click **Reports** or **Report Center**.

3. Choose the **Page Icon**.

4. Choose the **Case Manager name** and the **Participant name** in order to load the list of active Employees.

The list of active Employees can be searched or sorted.

View the Payroll Calendar

Users can view the payroll calendar in ACES$ Online by completing the following steps.

1. Log into ACES$ Online at login.mycil.org.

2. Click **Payroll Calendar**.
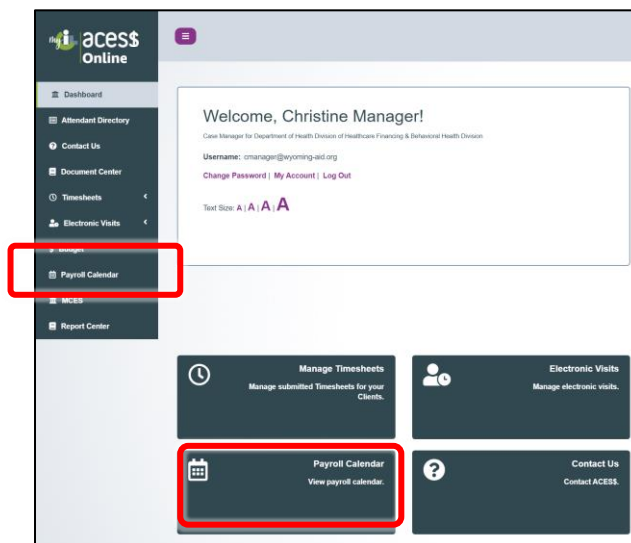
3. View the calendar. To download the full schedule, click on **View Full Payroll Calendar**.
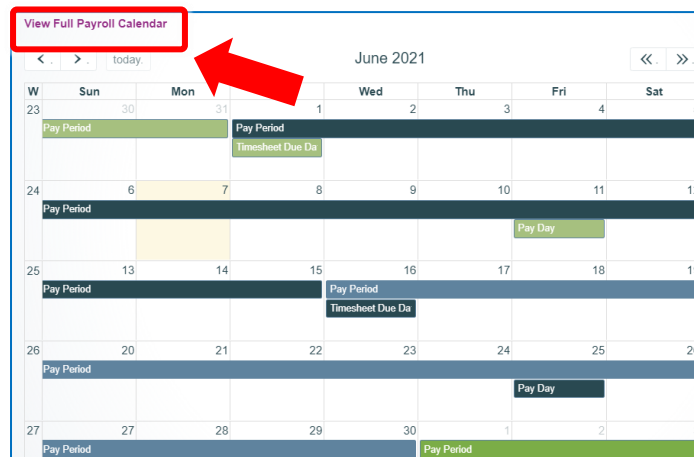
View Electronic Visits History

1. Log into ACES$ Online at **login.mycil.org** by following the *How to Log In* instructions.

1. From the dashboard, click **Electronic Visits** in the left navigation menu or the **Electronic Visits** tile.

2. Click **View Old EVV Visits**.

3. You can *narrow the search* criteria by **Participant's Name, Year** and **Pay Period**.

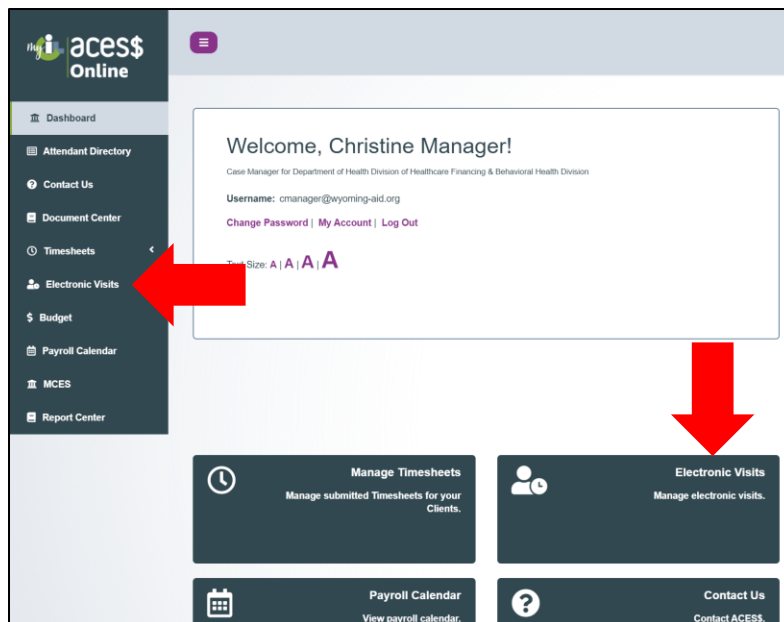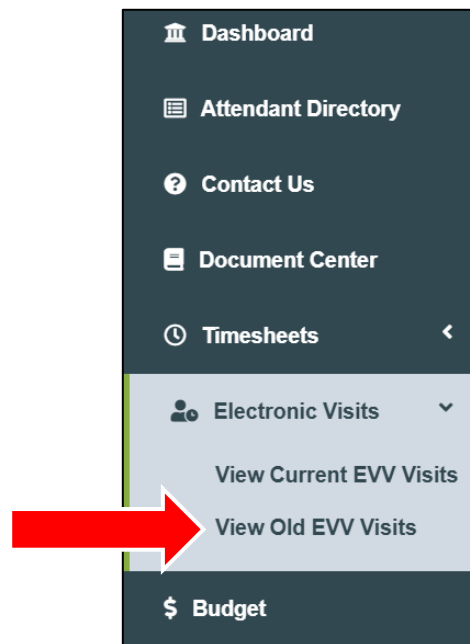4. After you set your search criteria, click **Search**.

View Old Electronic Visits			^
Participant:	Please select a Participant ▾	Employee:	EMPLOYEE, EARL ⌄
Year:	Please select a Year ⌄	Pay Period:	Please select a Pay Period ⌄
	Search		

5. View the shift status in the **Status** column.
   To view task codes, click **View**.

| Date Of Service	Clock In	Clock In Location	Clock Out Date	Clock Out	Clock Out Location	EVV Compliant	Source	Adjustment Reason	VISIT ID	Service Type	Task Codes	Status	Duration
2021-05-24 (Mon)	4:57 PM		2021-05-24 (Mon) 2021-05-27 (Thu)	7:30 PM 4:20 PM		Exception	Mobile w/Edit	Forgot to check-in/check-out		Respite Individual ⌄	View	Accepted	2hr 32min
2021-05-27 (Thu)	4:29 PM		2021-05-27 (Thu)	6:43 PM		Valid	Mobile w/Edit			Respite Individual ⌄	View	Accepted	2hr 15min

Understanding Time Statuses

- **UNCONFIRMED** – Employee has not submitted shift to Employer.

- **PENDING** – Shift has been sent to the Employer. Shift is pending the Employer's acceptance or rejection.

- **REJECTED** – Employer has rejected the shift. The employee can either edit and resubmit, or self-reject the shift.

- **SELF-REJECT** – The Employee deleted the shift.

- **ACCEPTED** – The Employer has approved the shift. Once converted into a timesheet it will be processed.

- **UNVERIFIED** — The Employer *approved* the EVV shift, and the timesheet, including all accepted shifts, is with ACES$ for processing.

- **KICK OUT**— There is an *issue* with the EVV shift(s). Please contact ACES$ Participant Care at **1-844-500-3815** for more information.

- **OK** — ACES$ has *processed* the EVV shifts and will run them with the next payroll.

- **POSTED** — ACES$ has run payroll for these EVV shifts and *scheduled payment* for processing.

View and Download Documents

1. Log into ACES$ Online at **login.mycil.org** by following the *How to Log In* instructions.

2. From the dashboard, click **Document Center** in the left navigation menu or click the **Document Center tile**.
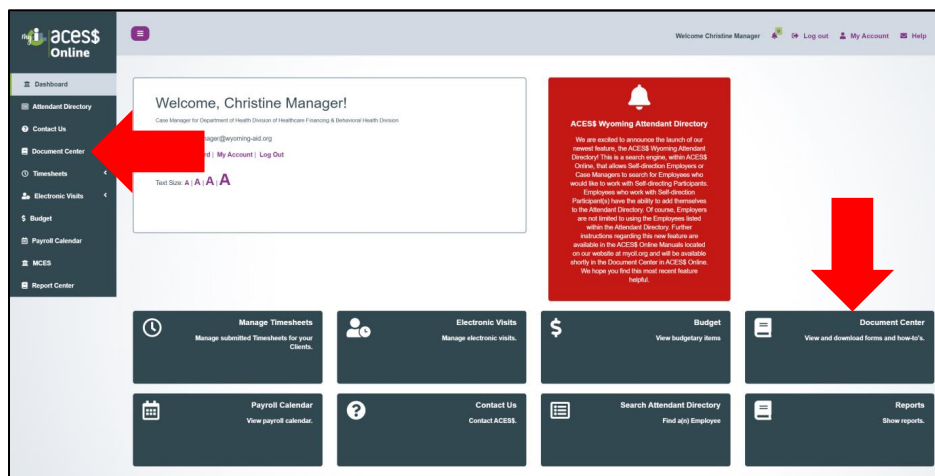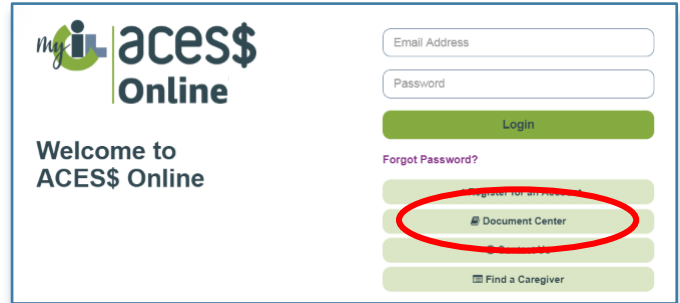

3. Then, you'll be able to view all the forms and documents.

4. **Click on the document icon** to download the document. Once you download it, you can save or print it.

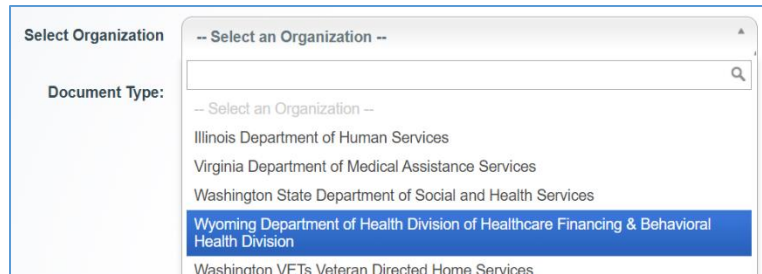# View and Download Documents without Logging In

1. Go to ACES$ Online by typing **login.mycil.org** into your browser.

2. Click **Document Center**.

3. Choose Wyoming Department of Healthcare Financing & Behavioral Health Division from the *Organization* dropdown menu.

4. View all the forms and documents. To download, **click on the document icon**. Once you download it, you can save or print it.

View Budget

1. Log into ACES$ Online at **login.mycil.org** by following the *How to Log In* instructions.

2. From the dashboard, click **Budget** in the left navigation menu or the **Budget tile**.

3. Select a **date range** and a **Participant**.

4. You can view the **Starting Balance**, **Amount Used** and **Current Balance** for the selected month.

August Monthly Budget

$ Starting Balance
2709.40

🏛 Amount Used
2655.83

👍 Current Balance
53.57
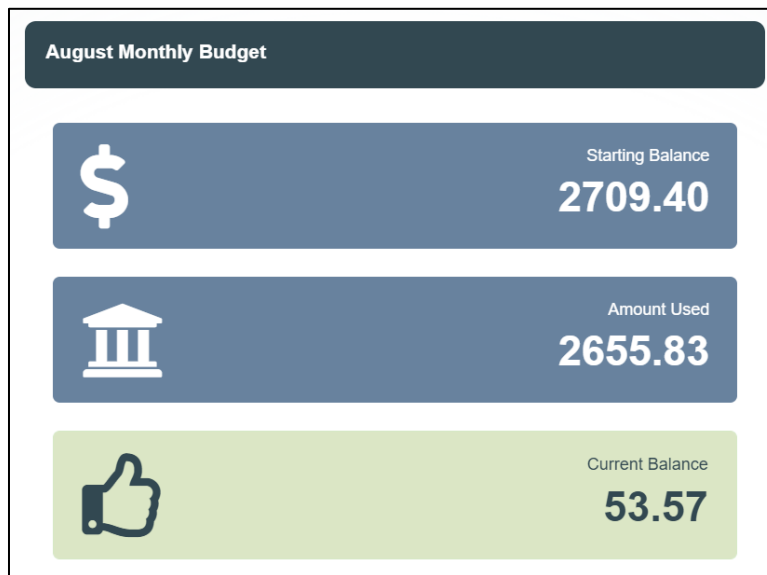
Scroll down for a breakdown by month, pay period, and employee.

Budget Allocations ⌃

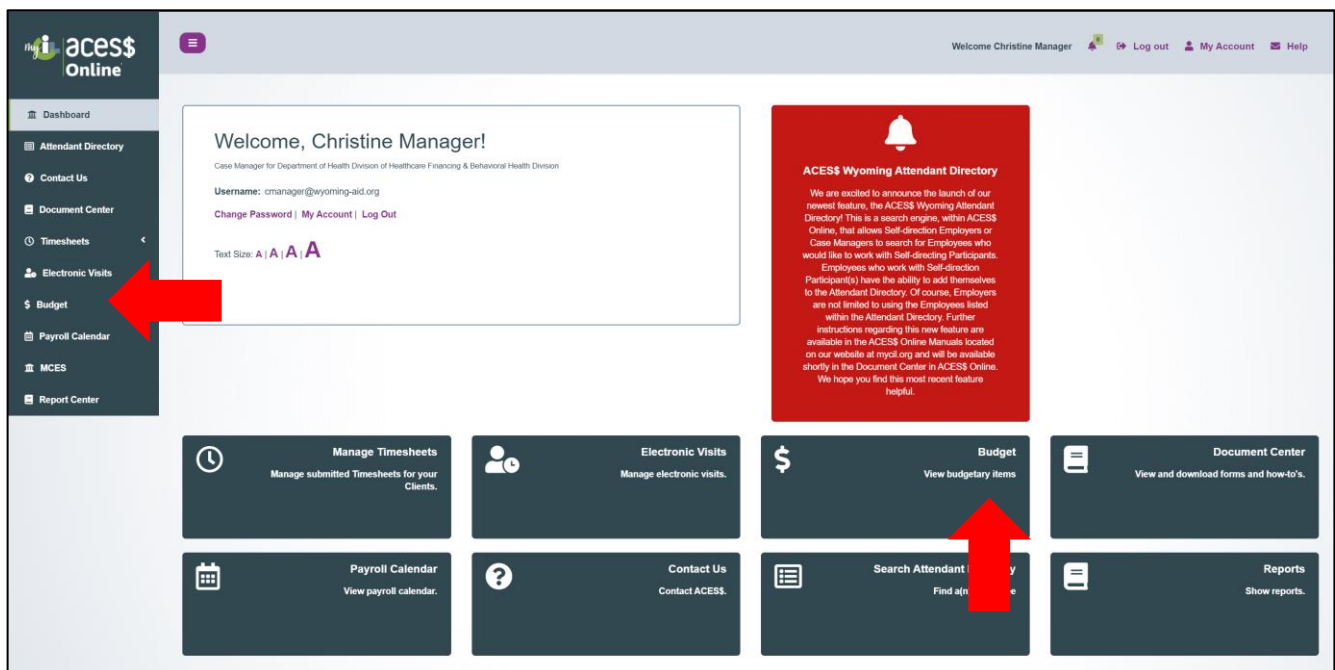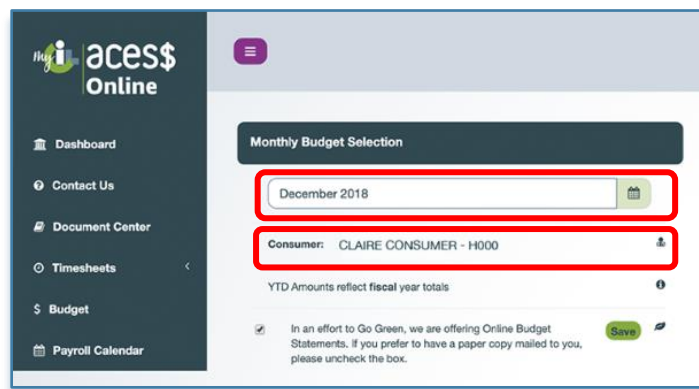| Budget Service Type	Billing Level	Units	Unit Rate	Total
	Level 1	1507100.0	$0.01	$15,071.00

Total Monthly Expenditures ⌃

Pay Period	Allocation	Approved Hours	Approved Amount	Billed Hours	Billed Amount	Remaining Amount	Percent Utilization
5/1/2021 - 5/31/2021	$15,071.00	0.00	$0.00	4.75	$137.02	$14,933.98	0.91%

Employee Monthly Expenditures ⌃

Employee	Pay Period	Pay Rate	Hours	Paid Amount
WENDY WORKER	5/16/2021 - 5/31/2021	$28.85	4.75	$137.02

View Monthly Consumer Expenditure Summary (MCES)

1. Log into ACES$ Online at **login.mycil.org** by following the *How to Log In* instructions.
2. Choose **MCES** from the menu.
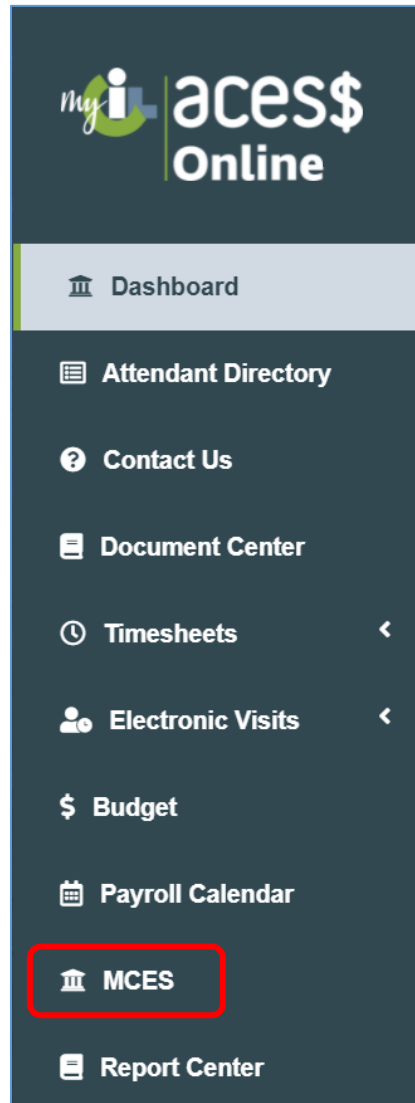
3. Choose the **Participant** and the **Activity Month** from the dropdown boxes.

Monthly Consumer Expenditure Summary

Select Client:

[▼]

Activity Month: October 2021 📅

PETE PARTICIPANT
2100 STREETSVILLE LANE
CHEYENNE, WY
Participant ID: ABC1

SEP Agency: Wyoming Agency ℹ
Case Manager: Christine Miller
Case Manager Phone: 3075551212
Case Manager Email: cmiller@wyomingaid.org

The MCES will appear with details of that month's spend.

Monthly Allocation: $2,663.80
Monthly Expenditure: $2,550.05
Total Hours: 168.75
Monthly Balance: $113.75
% Utilized: 95.73%
Annual Amount: $0.00

Service Category Transactions

Service Category: Long Term Care/CCW

Service Period	Employee	Relative	# Hours	Rate	Cost To You	Employee Gross Pay	Employer Upcharge	Total Dollars
09/01/2021 - 09/15/2021	EMILY EMPLOYEE	No	84.00	$13.62	$15.11	$1,144.08	$125.28	$1,269.36
09/16/2021 - 09/30/2021	EMILY EMPLOYEE	No	84.75	$13.62	$15.11	$1,154.30	$126.40	$1,280.69
Totals			168.75		$30.22	$2,298.38	$251.68	$2,550.05

View the Attendant Directory

1. Click **Attendant Directory** in the left-hand menu or the bottom tile.
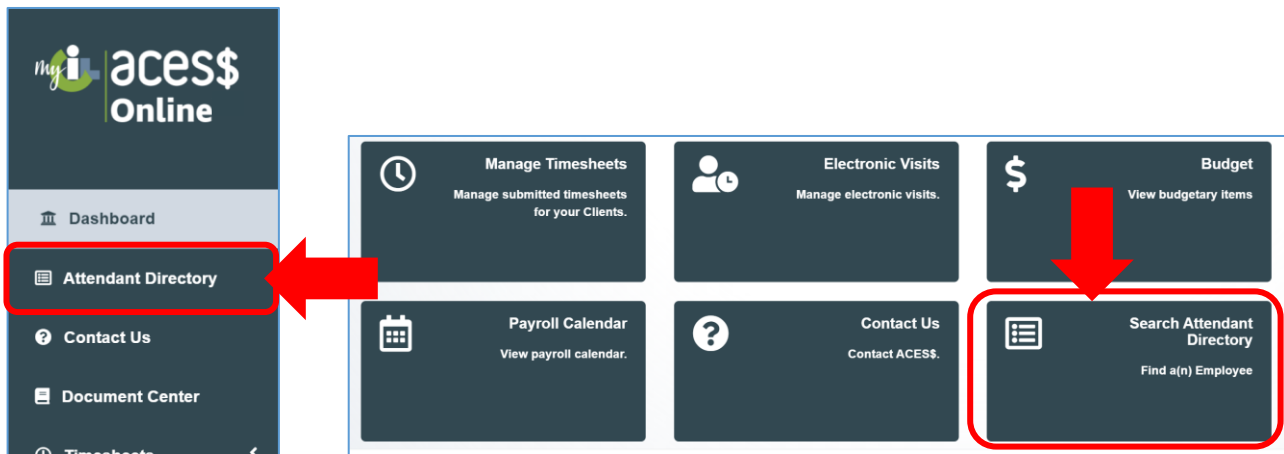
2. Filter the search by employee **name**, **experience**, and/or **county**.
3. Click **Search** to load a list of employees.
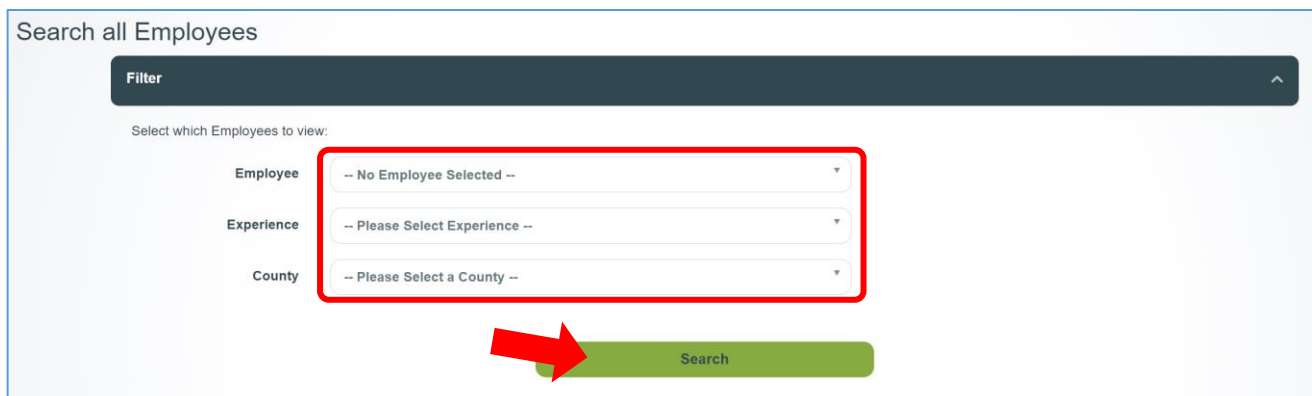
4. Click **View** to load the full details about an employee.
   Note: Details are added by employees and are not vetted or verified by ACES$.

Employees Search Results

The Attendant Directory is provided by ACES$ as a tool to assist participant directing Employers in locating individuals who are qualified to provide services as Employees. All listings and information provided within the Directory is self-entered by individuals who have successfully enrolled to provide services(s) through Self-direction. Neither ACES$ nor the Home and Community Based Waiver Program provide direct oversight of the information being provided within the Directory, verify or confirm the accuracy of experience listed, or promote the use of a listed individual over the Employer's choice of employee not listed within the directory.

Show [10 ∨] entries   Search: [   ]

Last Name	First Name	Age	County	State	Zip Code	
EMPLOYEE	EMILY	30	WASHAKIE	WY	82401	View

Employee Details

Employee Detail - EMILY EMPLOYEE

|	
First Name	EMILY
Last Name	EMPLOYEE
Age	30
Home Phone	3075551212
Work Phone	
Fax	
City	WORLAND
State	WY
About Me	I have 14 years of experience working with a family member who has a disability. I'm polite and caring, and I love pets!

County Able to Serve
- Big Horn

Experiences
- Has experience supporting people with intellectual/developmental disabilities
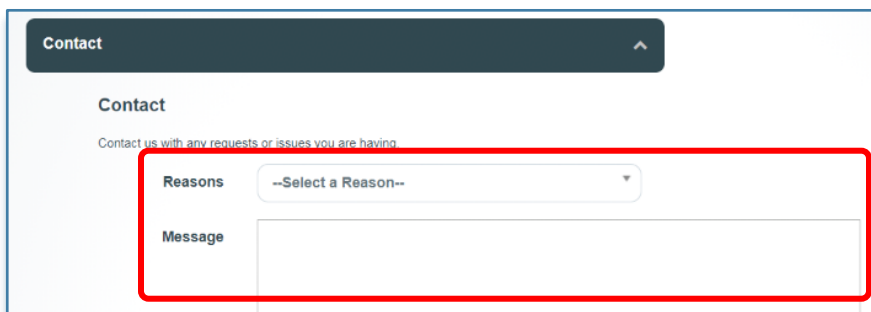- Has provided assistance with meal preparation

Technical Support

If you have a *technical support* question, follow the steps below to contact the ACES$ IT team directly.
You can direct all other questions to Participant Care Services.
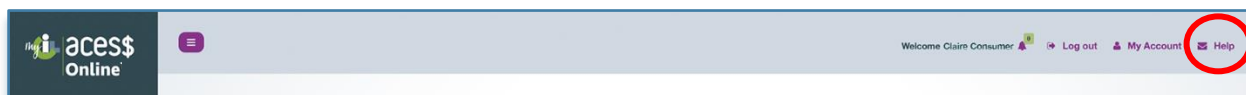
1. Click **Help** in the top right corner to send a message directly to the ACES$ IT team for tech support.
2. **Select a reason** for contacting the ACES$ IT team.

3. **Write a message** detailing what occurred, what support you need, and any other information to help IT understand the issue.

4. Optional: Click **Email a Copy to yourself** to receive a copy.

5. Click **Submit**.

ACES$ Wyoming
Participant Care Contact Information
Toll-free: **1-844-500-3815** • Email: **supportWY@mycil.org**

ACES$ Wyoming

202 E. 18th St.
Cheyenne, WY 82001

Secure Email

To sign up for ACES$ secure email,
send your request to **secureWY@mycil.org**.
You will receive an email back from **ProofPoint Essentials**
prompting you to create a secure email account.