

# IVR Steps For Employees

## Checking in/out From Participant's Phone

**STEP 1:** Call **1-833-832-1468** from the Participant's phone.

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

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

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

Note: If you are not calling from the Participant'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 1–4**. Once the PIN is entered, press 1 to clock out or 2 to clock in for a second Participant. Press 1 and select the Task Code(s) when prompted. Once you select Task Code(s), the system ends the shift.

**Please see below for Employer shift confirmation steps.**

## For Employers

### Confirming an Employee Shift

**STEP 1:** Employee calls **1-833-832-1468** from the Participant's phone.

**STEP 2:** Employee enters their **Employee ID and PIN**, task codes and clocks out.

**STEP 3: Shift Confirmation** Employer will need to enter the Participant 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 1-833-832-1462**, or they may **verify the visit in ACES\$ Online** at [www.login.mycil.org](http://www.login.mycil.org).

# 2024 Pay Schedule

Only Employer-Approved Visits Will Be Paid

Pay Period	Timesheet Due Date	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 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\$ Wyoming



## Questions? We're Here to Help!

### Contact Participant Care

**Toll-free:** 1-844-500-3815

**Email:** supportWY@mycil.org

**Fax Documents:** 1-877-226-8836

202 E. 18<sup>th</sup> Street

Cheyenne, WY 82001

[www.mycil.org](http://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 **1-844-500-3815** 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 employees can send information and enrollment packets through secure email. To sign up for ACES\$ secure email, email your request to [secureWY@mycil.org](mailto:secureWY@mycil.org). You will receive an email back with instructions on how to enroll in ACES\$ secure email.



## Submit and Monitor Employee Visits

### Register on the ACES\$ Online Portal

To use EVV, both Employers and Employees must register on the ACES\$ Online portal. Visit [login.mycil.org](http://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, Reject and Approve Visits

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

## 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 **Participant** 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.** Enter task codes and select **End Shift**.

**Step 3.** 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.



Visit [www.mycil.org/resources/wy-evv](http://www.mycil.org/resources/wy-evv)  
for detailed instructions on how to start, end, approve and edit shifts.