Washington *Participant* Manual

Contents

Register for an Account

1. Call ACES$ at **1-888-224-0115** or email **SupportGoodServiceWA@mycil.org** for your *ACES$ Participant ID number*.

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

3. Click Register for an Account.

4. Choose your organization from the *Organization*
dropdown menu:
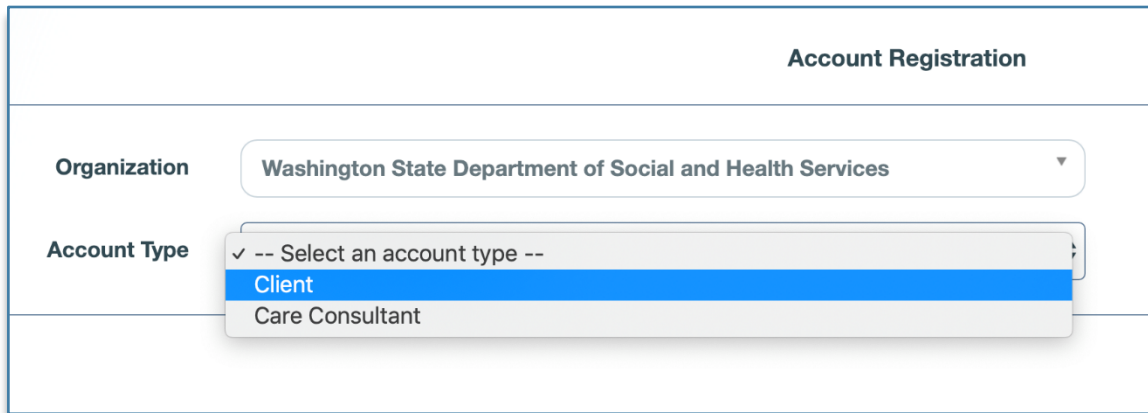
For *New Freedom*, choose
Washington State Department of Social and Health Services

For *Veteran Directed Home and Community Based Services*,
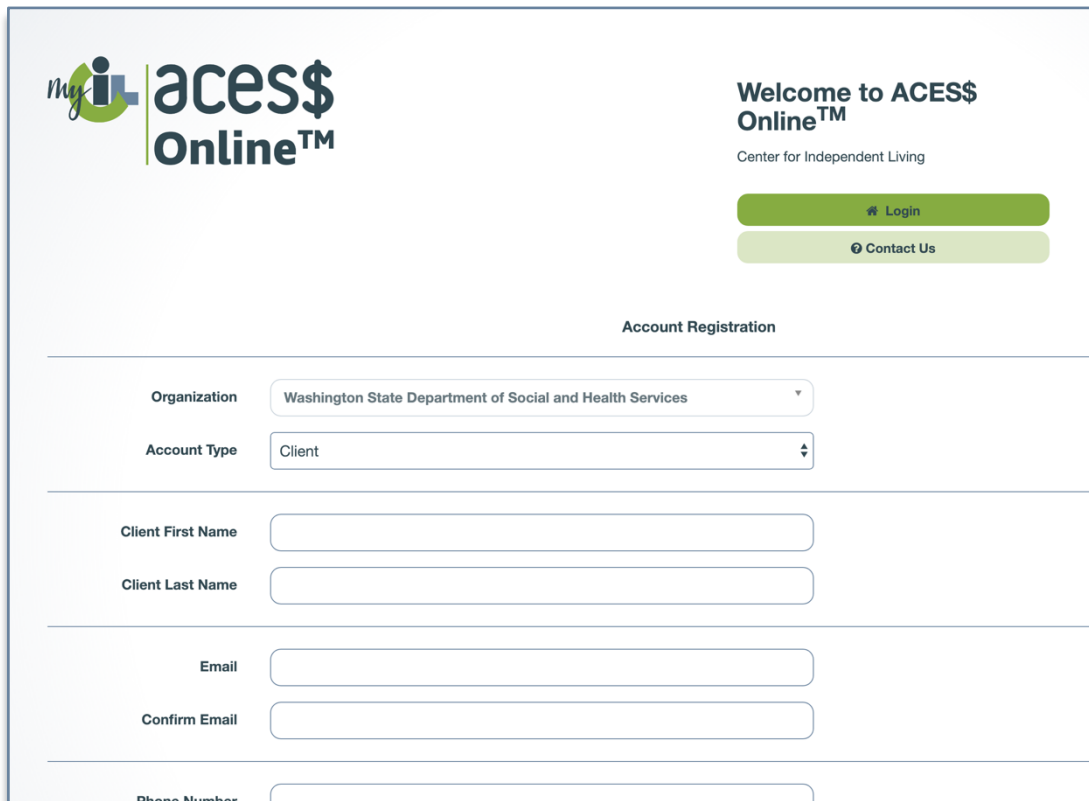choose **Washington Veteran Directed Home Services Program**

5. Choose **Client** from the *Account Type* dropdown menu.

6. **Complete each section** of the registration form. Security questions are NOT case sensitive.

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™ sends your verification email to set your password.
- Cannot be the same as any other user.

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

8. ACES$ Online™ will send you an email to set your password. Open the email and click on the **Click here to verify and set your password** link. *Please note:* The verification link is **only valid for** *24 hours*.
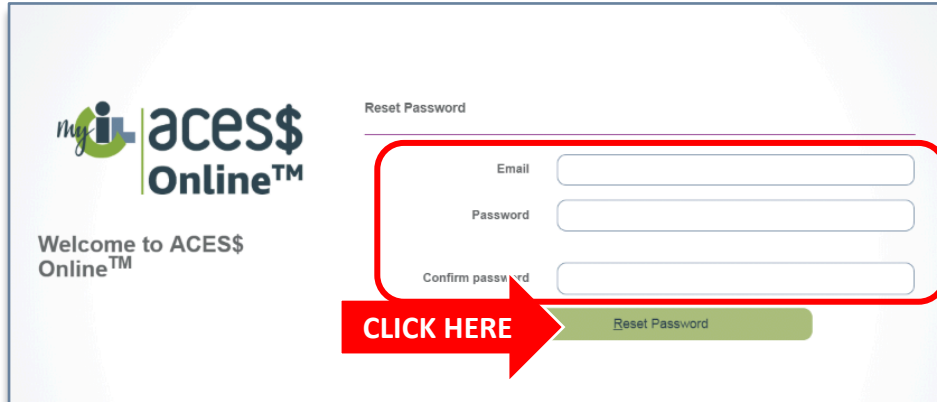
9. Enter your **email address** and **password**, then enter your **password again** to set your password for ACES$ Online™. Click **Reset Password**.

   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) special character
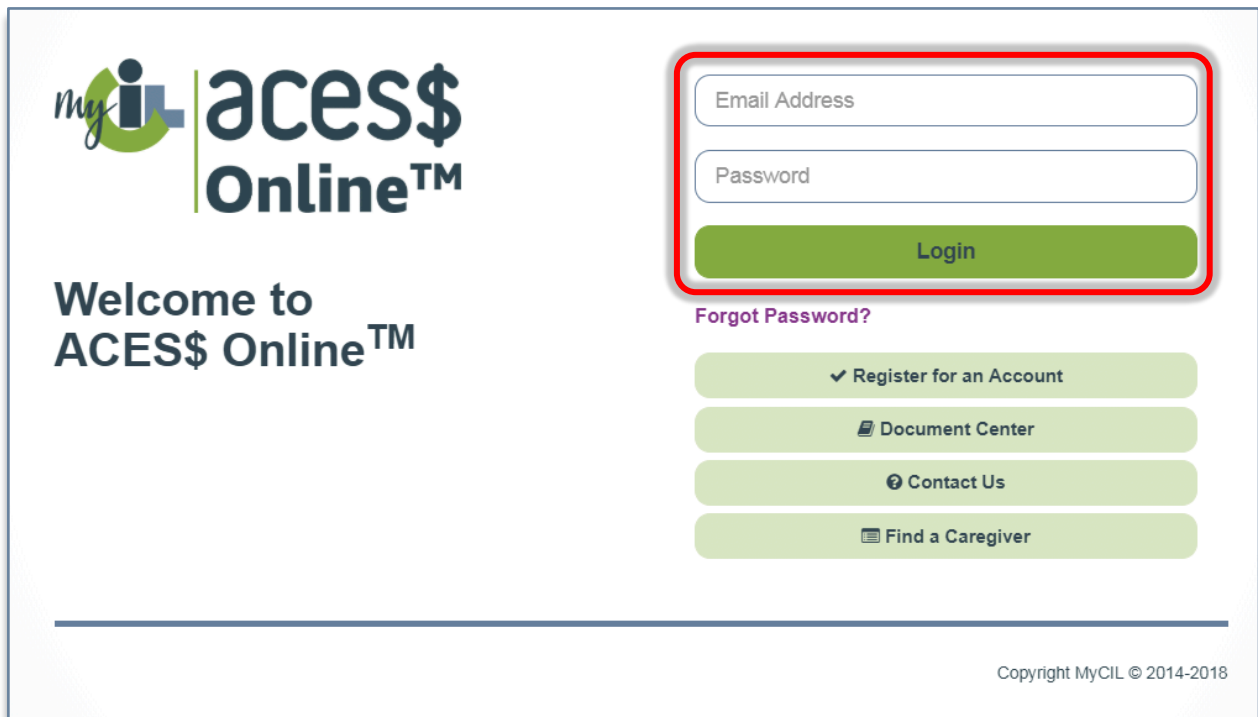
10. You will see a confirmation message. Click the **Please click here to log in** link.

Log In

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

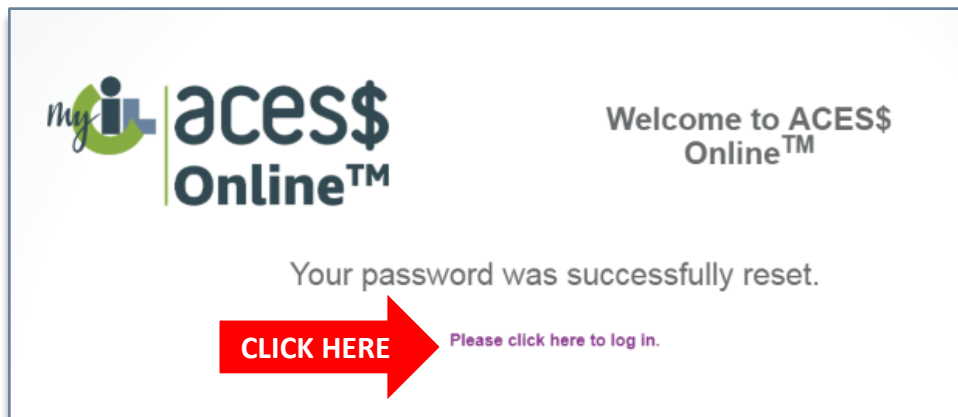2. Enter your **email address and password**.

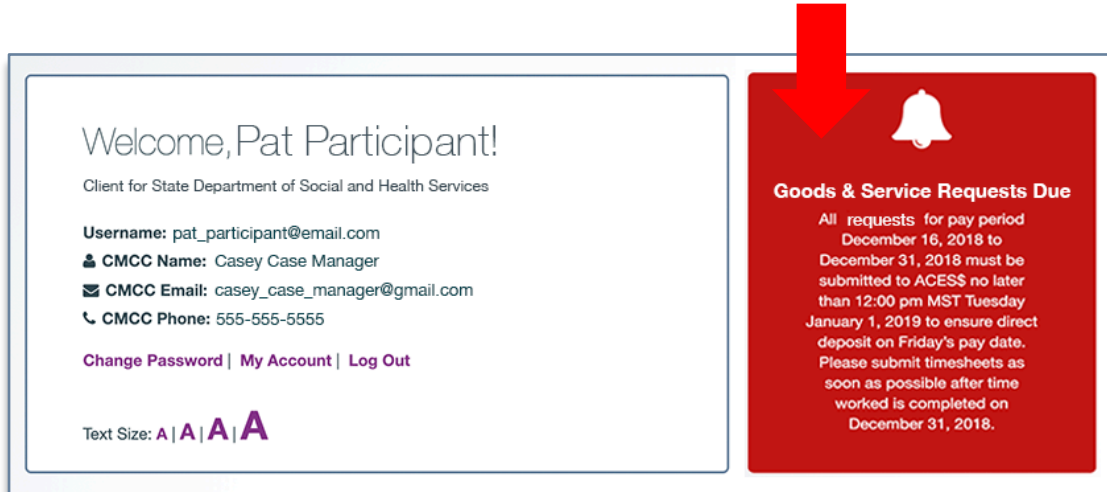3. Click **Login**.

ACES$ Online™ Overview

You can use ACES$ Online™ to:

- Create and view Goods & Services requests
- View and print monthly budgets and expenditures
- View and download documents
- View important information, including contact details, invoice due dates and payment schedules

You can access all of this from the navigation menu and through the clickable tiles on your dashboard.

On your dashboard, you'll see any
important announcements in the **red alert box**.
If there aren't any announcements, you won't see this box.

Welcome, Pat Participant!

Client for State Department of Social and Health Services

Username: pat_participant@email.com
👤 **CMCC Name:** Casey Case Manager
✉ **CMCC Email:** casey_case_manager@gmail.com
📞 **CMCC Phone:** 555-555-5555

Change Password | My Account | Log Out

Text Size: A | A | **A** | **A**

🔔

Goods & Service Requests Due

All requests for pay period
December 16, 2018 to
December 31, 2018 must be
submitted to ACES$ no later
than 12:00 pm MST Tuesday
January 1, 2019 to ensure direct
deposit on Friday's pay date.
Please submit timesheets as
soon as possible after time
worked is completed on
December 31, 2018.

If you have a *designated representative*, you'll see their
information in a box next to yours on the dashboard.

Welcome, Pat Participant!

Client for State Department of Social and Health Services

Username: pat_participant@email.com
👤 **CMCC Name:** Casey Case Manager
✉ **CMCC Email:** casey_case_manager@gmail.com
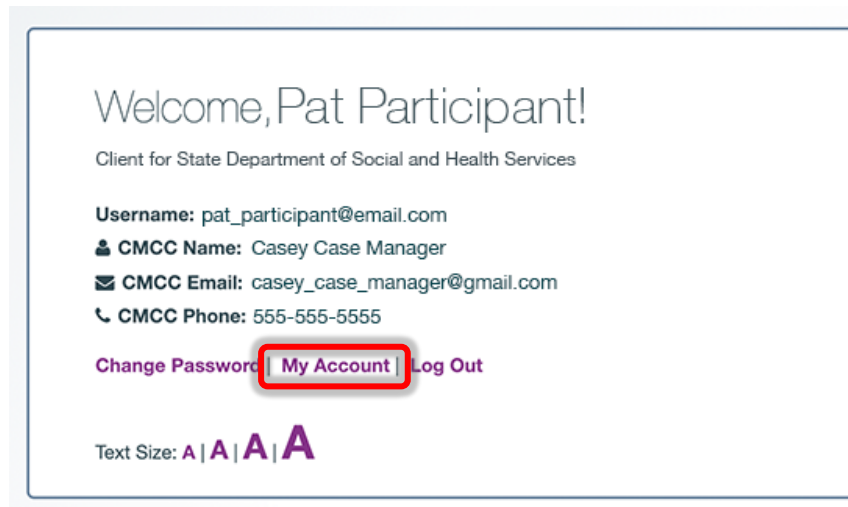📞 **CMCC Phone:** 555-555-5555

Change Password | My Account | Log Out

Text Size: A | A | **A** | **A**

Designated Representative Information

Name: Daughter and son-in-law Jane and John Doe
Address: 123 A Street
City: City
State: WA
Zip Code: 000
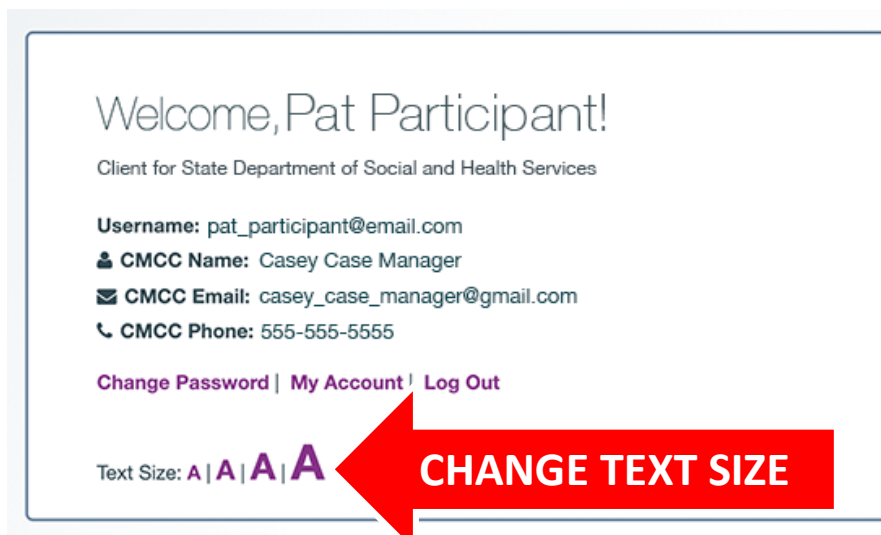**Phone # :** 000000000
Email: designated_rep@email.com

You can access your ACES$ Online™ account details under your name.

Click **My Account** to:

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

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

CHANGE TEXT SIZE

Navigate Goods & Services

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

2. From the dashboard, click **Goods And Services** in the left navigation menu.

3. From the left navigation menu, you can select:
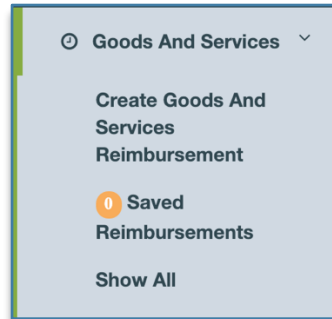
- **Create Goods And Services Reimbursement** — Create a new Goods & Services request for reimbursement.

- **Saved Reimbursements** — View saved reimbursements you created but have not submitted. The number to the left of the option shows how many saved reimbursements you have.

- **Rejected Reimbursements** — If you have any rejected reimbursements, you will have the option to view them. The number to the left of the option shows how many rejected reimbursements you have.

- **Show All** — View detailed information about your reimbursement history by selecting the month you'd like to view.

Submit a Goods & Services Request Online

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

2. From the dashboard, click **Create Goods And Services Reimbursement** in the left navigation menu under **Goods And Services** or the click the **Goods And Services tile**.

3. Complete the *Reimbursement Details*.

Purchase Date — The date you *purchased* the good/service.

Choose Service/Items — Select from this pre-populated list, which is based on previously approved service/items.

Invoice Number — Enter the *invoice* or *purchase number*, if applicable.

Quantity — Select the *amount* of goods/services you purchased.

Cost Per Unit — Enter the cost per unit in *USD*.

Tax — Enter the tax applied to the purchase. ACES$ Online™ automatically populates the *Total* field by calculating (Quantity X Cost Per Unit) + Tax.

Note: The **Vendor** and **Type of Request** fields are pre-populated with the data the care consultant entered.

4. Upload an image of the receipt. Note: To complete a reimbursement request, ACES$ *requires* a receipt.

- Use an accepted file format: JPEG/JPG, PNG, TIFF/TIF, BMP or PDF
- If you are requesting ACES$ completes the purchase, include an image (screenshot) of the shopping cart or quote with item details and price.
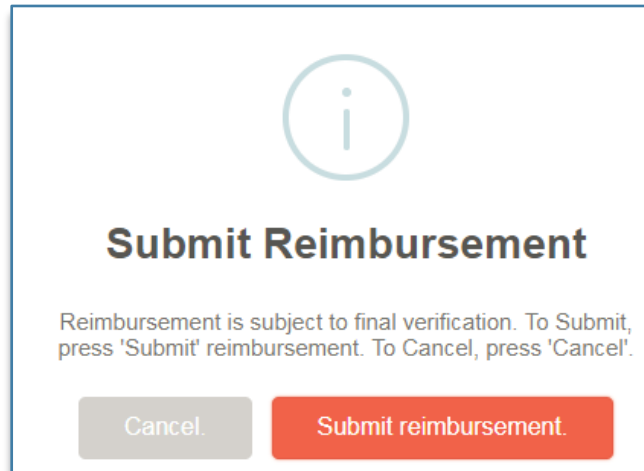
5. Check the box to certify the authenticity of the Goods & Services request. NOTE: Checking this box is a legal acknowledgement and serves to prevent fraud.

I, _____, hereby certify that I purchased the service or item listed on the date(s) above. I understand that payment for this service or item will be from Federal and State funds, and that any false claims, statements, documents, or concealment of material facts may be prosecuted under applicable Federal and State Laws.

Submit

6. Choose:

Save   Submit

- **Save** — To submit the request later. NOTE: You will need to upload the receipt image again.

- **Submit** — To send the request to ACES$ for review.

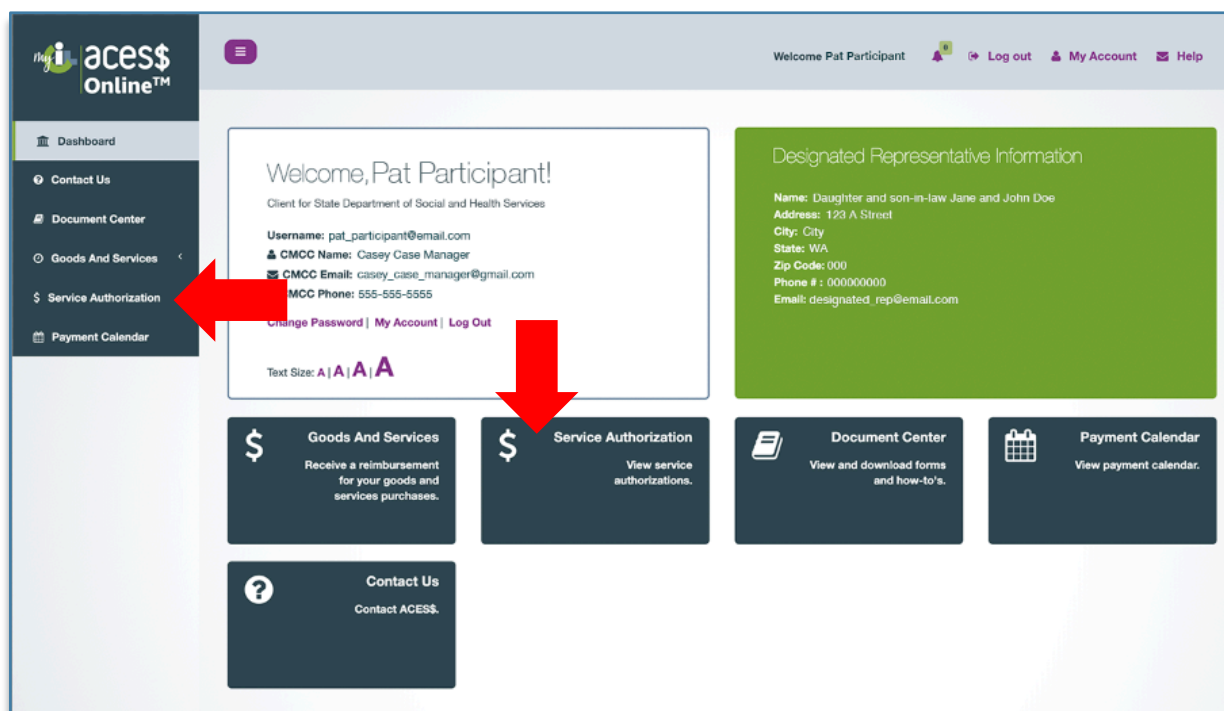7. If you choose **Submit**, click the **Submit reimbursement** button.

Submit Reimbursement

Reimbursement is subject to final verification. To Submit, press 'Submit' reimbursement. To Cancel, press 'Cancel'.

Cancel.   Submit reimbursement.

8. Once you submit the reimbursement, **wait for the *Success* confirmation**. Do NOT click *refresh* or *back* while it's processing.

Success!

Timesheet submitted successfully.

Ok
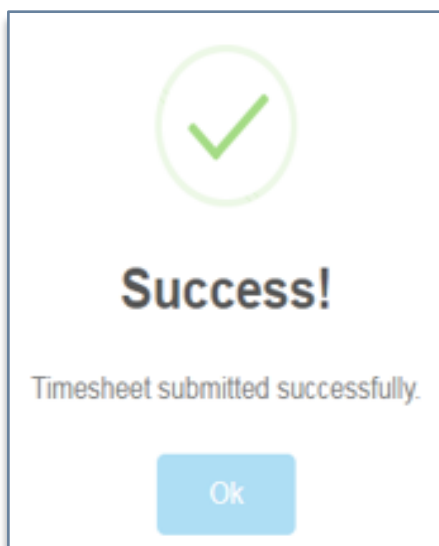
View and Print a Budget

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

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

3. Select a **month**.

Note: ACES$ offers online statements as an environmentally friendly measure. If you prefer to have a *paper copy* mailed to you, **uncheck the box** and click **Save**.

4. You can view the monthly budget **starting balance, amount used**, **current balance** and **total remaining**.

5. On the middle of the page, you can also view:
- **Budget Allocations**
- **Total Monthly Expenditures**
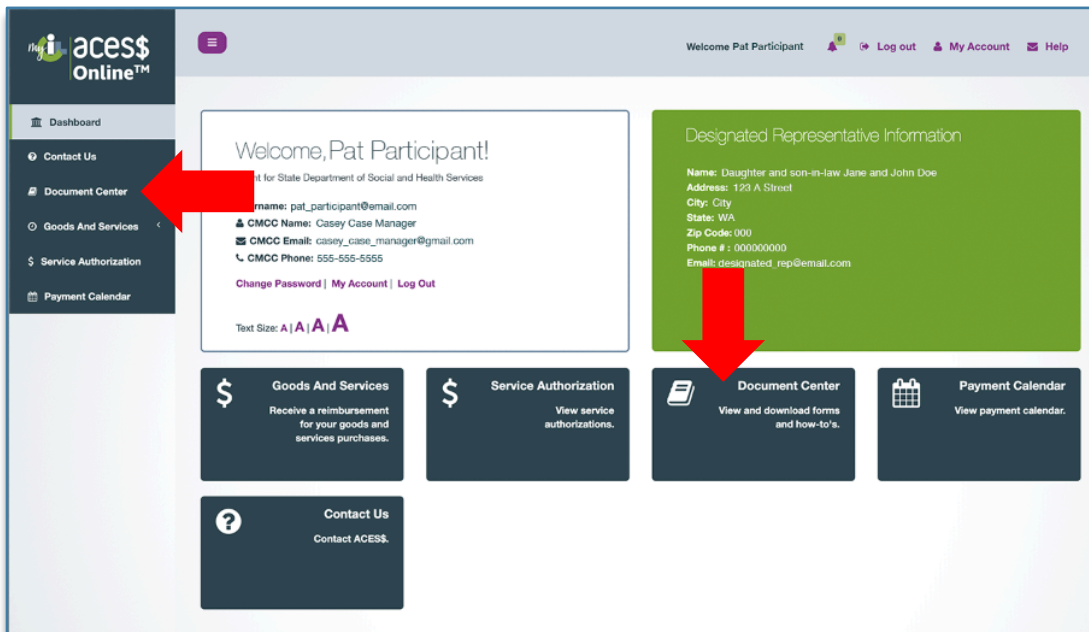- **Monthly Goods & Services Budget**
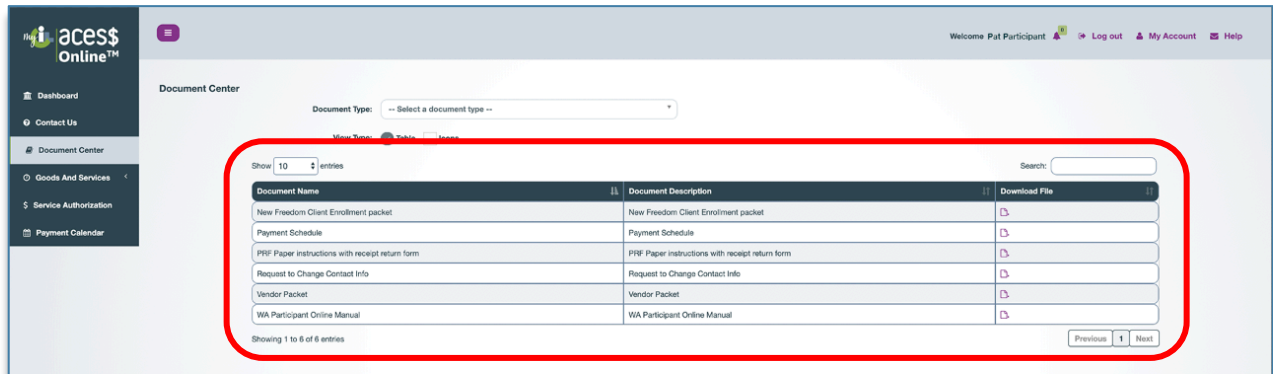
6. To print your budget, click **Print Budget**.
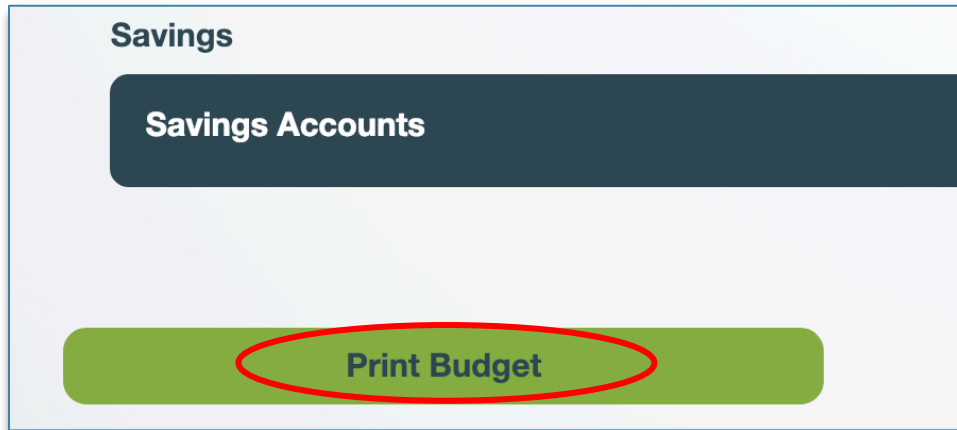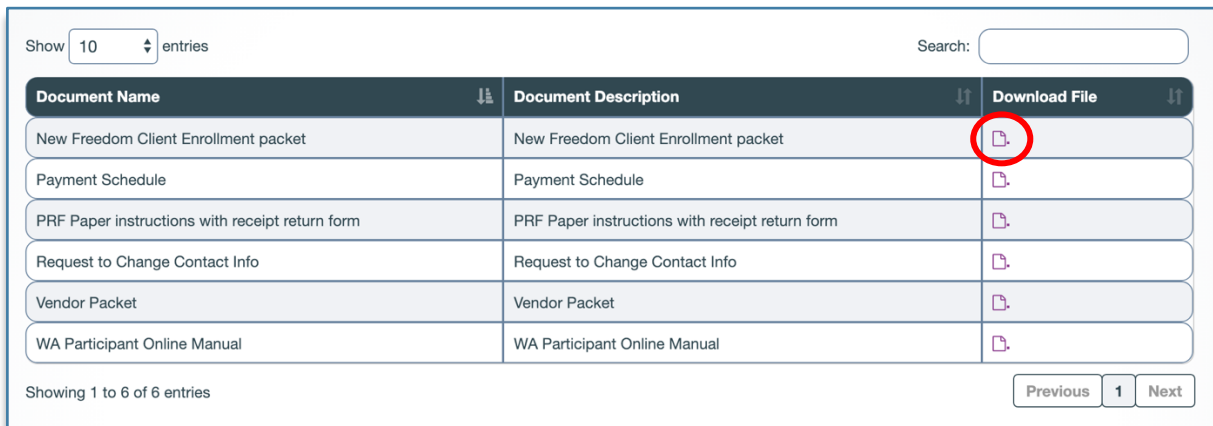
View and Download Documents

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 **Documents 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

You will need the ACES$ Participant ID number.
It is a four-digit number that starts
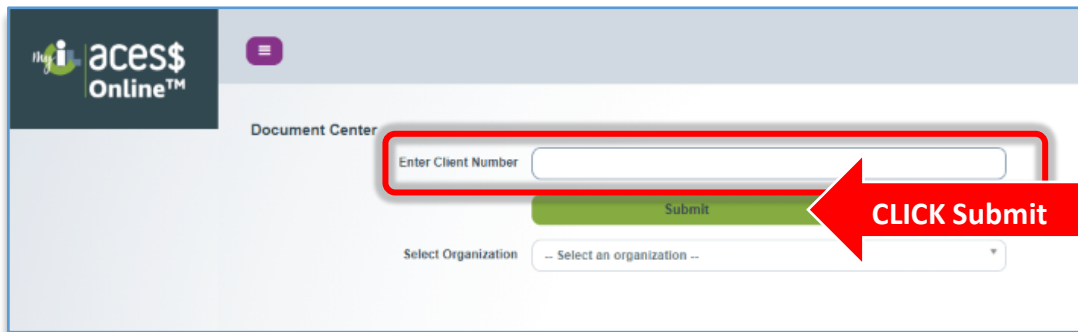with a letter and doesn't have any spaces.
If you don't have it, call ACES$ at **1-888-224-0115** or email
SupportGoodServiceWA@mycil.org.
You will need the Participant HIPAA information to obtain the
ACES$ Participant ID number. Without it, we cannot provide it.

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

2. You do *NOT* need to log in.

3. Click **Document Center**.

4. Enter the **ACES$ Participant ID** number and click **Submit**.

5. Choose your organization (either **Washington State Department of Social and Health Services** or **Washington Veteran Directed Home Services Program**) from the *Organization* dropdown menu.

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

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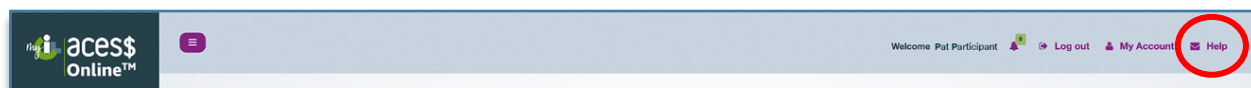
Technical Support

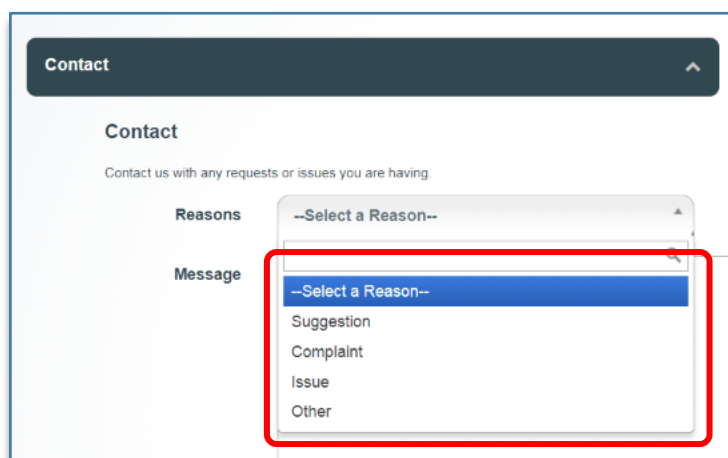If you have a *technical support* question, follow the steps below to contact the ACES$ IT team directly.
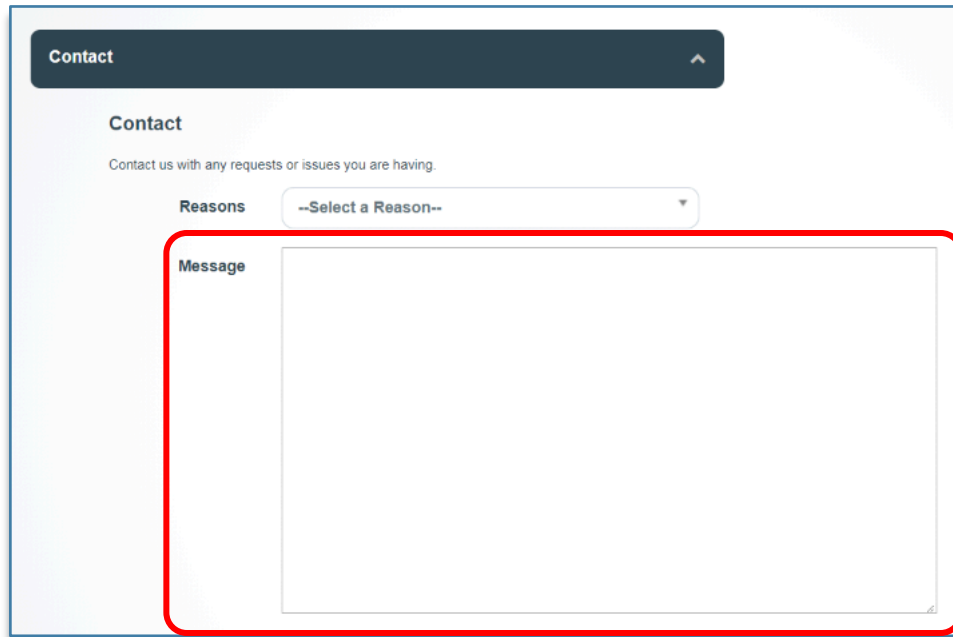
You can direct all other questions to Participant Service.

1. Click **Help** in the top right corner to send a message directly to the ACES$ IT team for tech support.

2. **Select your reason** for contacting the ACES$ IT team.
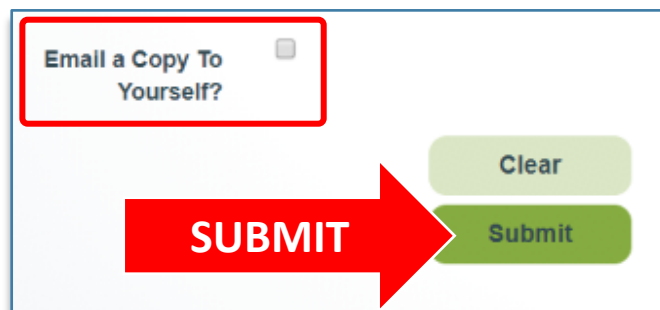
3. **Write a message** detailing what occurred, what support you need, and any other information to help IT understand the issue.

4. Click **Email a Copy To Yourself** to receive a copy of your help request. This is optional.

5. Click **Submit**.

ACES$ Washington
Participant Care Contact Information
Toll-free: **1-888-224-0115** • Email: **supportWA@mycil.org**

ACES$ Washington
1142 Sanderson Avenue

Scranton, Pennsylvania 18509

Fax Documents: 1-888-224-3270

Secure Email
You can send information and enrollment packets through secure email.

To sign up for ACES$ secure email,
email your request to **secureWA@mycil.org**.
You will receive an email back with instructions
on how to enroll in ACES$ secure email.