



InnovAge
Participant/Employer
& Employee
ACES\$ Online Manual

Contents

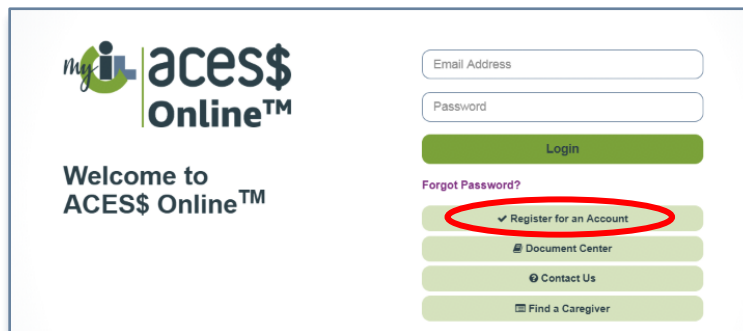
Register for an Account	2
Log In	6
ACES\$ Online Overview	6
View a Paystub (for Employees)	8
Create a Timesheet (Employees)	11
Create a Timesheet Template (Employees)	14
Apply a Timesheet Template (Employees)	15
Approve/Reject a Timesheet (Employers)	16
View Timesheet History	18
Understanding Timesheet Status.....	20
View and Download Documents.....	21
View Budgets	23
Technical Support	25
ACES\$ InnovAge Participant Care Contact Information.....	26
Secure Email	26

Register for an Account

To use ACES\$ Online, both the Employer and the Employee must have an account.

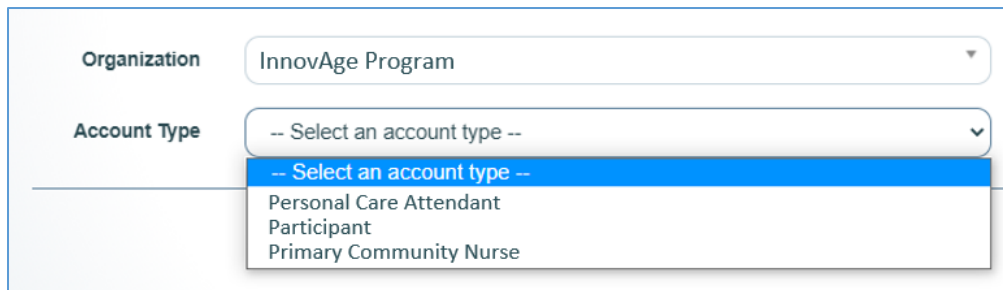
If the Employer is *not* the Participant, use all the Participant details and the Employer email.

1. Call ACES\$ at **1-833-400-2263** for your *ACES\$ Participant ID number*.
(Employees don't need an ID number and can skip this first step.)
2. Go to ACES\$ Online by typing **login.mycil.org** into your browser.
3. Click Register for an Account.



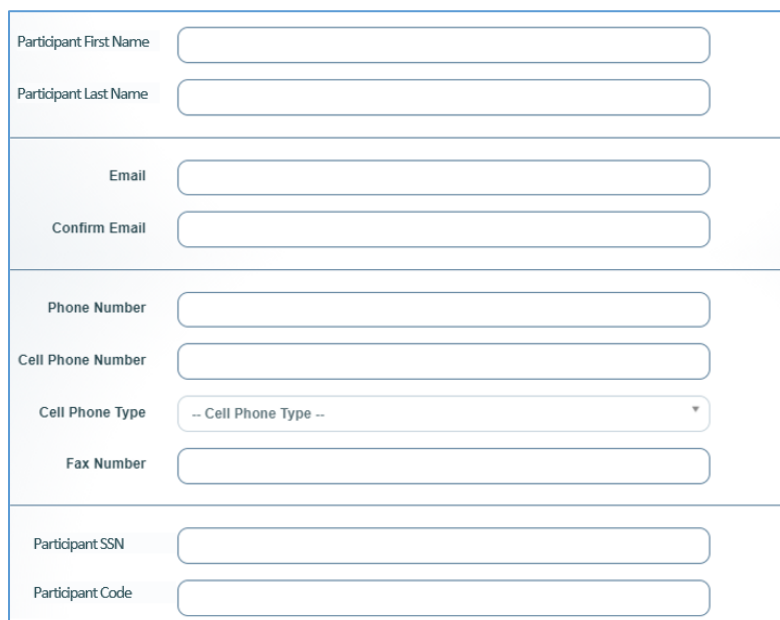
The screenshot shows the ACES\$ Online login interface. On the left, the logo 'aces\$ Online™' is displayed above the text 'Welcome to ACES\$ Online™'. On the right, there is a login form with 'Email Address' and 'Password' input fields, a green 'Login' button, and a 'Forgot Password?' link. Below these, a list of links is provided: '✓ Register for an Account' (circled in red), 'Document Center', 'Contact Us', and 'Find a Caregiver'.

4. Choose **InnovAge** from the *Organization* dropdown menu.
5. Choose your **Account Type** from the *Account Type* dropdown menu.



The screenshot shows two dropdown menus. The first is labeled 'Organization' and has 'InnovAge Program' selected. The second is labeled 'Account Type' and has '-- Select an account type --' selected. A blue highlight is visible on the dropdown menu for 'Account Type', showing the following options: -- Select an account type --, Personal Care Attendant, Participant, and Primary Community Nurse.

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



The screenshot shows a registration form with the following fields:

- Participant First Name
- Participant Last Name
- Email
- Confirm Email
- Phone Number
- Cell Phone Number
- Cell Phone Type (dropdown menu)
- Fax Number
- Participant SSN
- Participant Code

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 ACES\$ Online user's email address.

7. **Select and answer** three (3) 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**.

<input checked="" type="checkbox"/>	I hereby certify that the above information is true and correct to the best of my knowledge. I understand that false information may disqualify me for benefits.
If you have any questions please contact us at 833-400-2263 or email us at SupportINNO@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 instead of receiving mailed budget statements. We are doing this to reduce waste. If you prefer to have a paper copy, please check the box on the Budget screen.

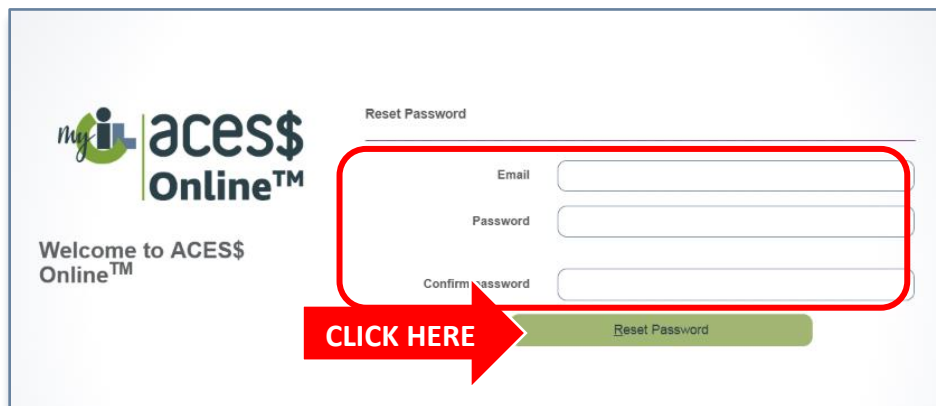
If you encounter any problems resetting your password, please contact us at 833-400-2263.

CLICK HERE

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

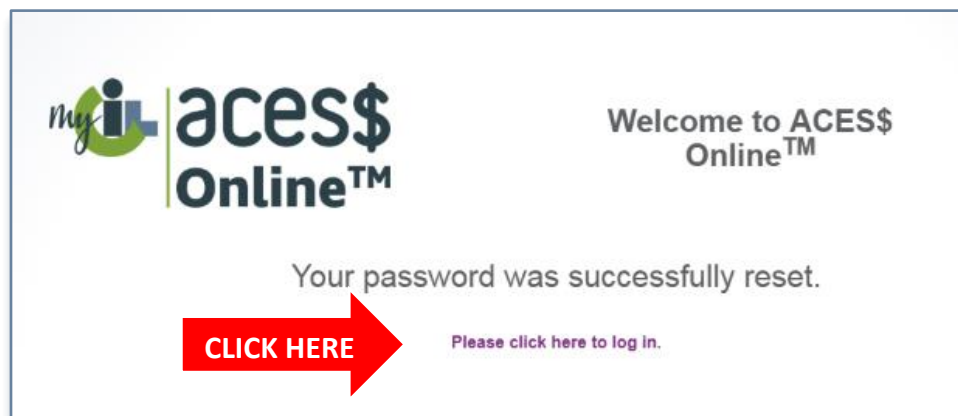
Your password must:

- Be at least eight (8) characters long
- Have at least one (1) upper-case letter
- Have one (1) number
- Have one (1) special character



The screenshot shows the 'Reset Password' form on the ACES\$ Online website. On the left is the logo 'my i access\$ Online™' and the text 'Welcome to ACES\$ Online™'. The form itself is titled 'Reset Password' and contains three input fields: 'Email', 'Password', and 'Confirm Password'. A red rounded rectangle highlights these three fields. Below the fields is a green button labeled 'Reset Password'. A red arrow points from the text 'CLICK HERE' to the 'Reset Password' button.

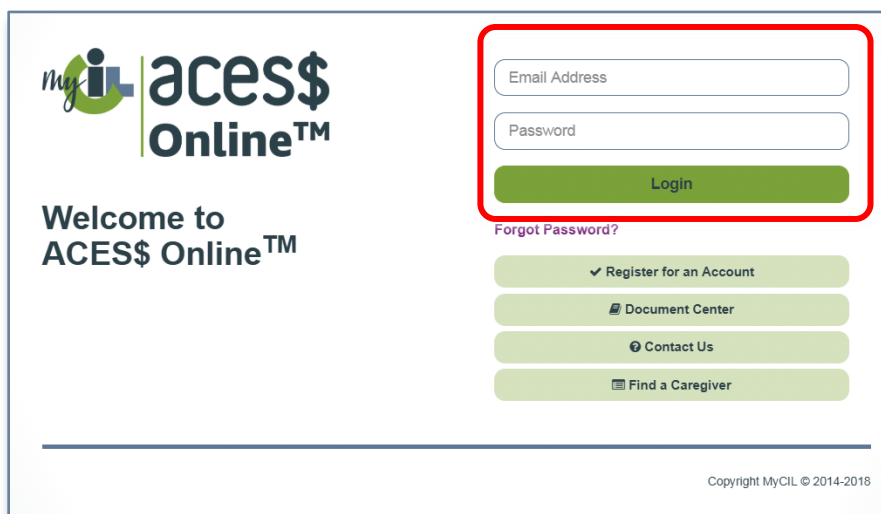
11. You will see a confirmation message.
Click the **Please click here to log in** link.



The screenshot shows the confirmation message on the ACES\$ Online website. At the top left is the logo 'my i access\$ Online™' and at the top right is the text 'Welcome to ACES\$ Online™'. In the center, it says 'Your password was successfully reset.' Below this message is a red arrow pointing to the right, with the text 'CLICK HERE' inside it. To the right of the arrow is a purple link that says 'Please click here to log in.'

Log In

1. Go to ACES\$ Online: login.mycil.org
2. Enter your email address and password.
3. Click Login.



my iL access\$ Online™

Welcome to ACES\$ Online™

Email Address

Password

Login

[Forgot Password?](#)

[✓ Register for an Account](#)

[Document Center](#)

[Contact Us](#)

[Find a Caregiver](#)

Copyright MyCIL © 2014-2018

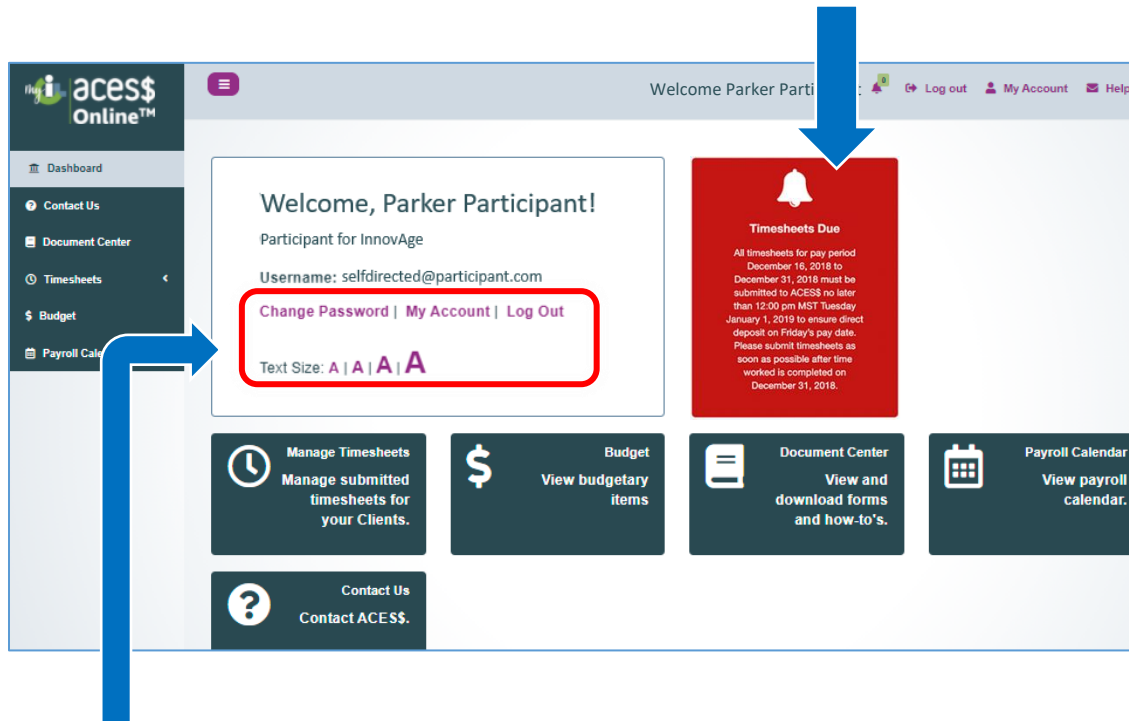
ACES\$ Online Overview

Participants and Employees can use ACES\$ Online to:

- View and download documents
- Approve or submit timesheets
- View scheduled payroll and paystubs (Employees only)
- View important information, including contact details, budgets and payment schedules

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 aren't any announcements, you won't see this box.



Click **My Account** to change your:

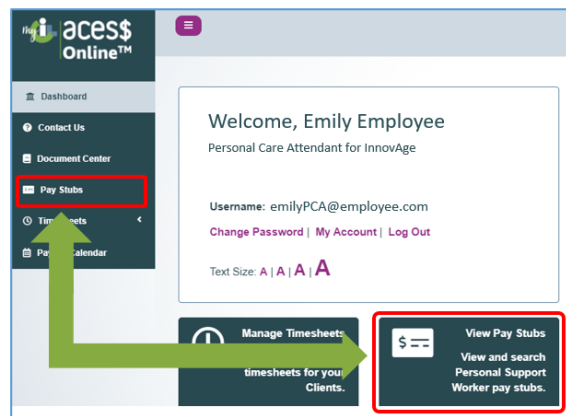
- Password and/or security questions.
 - You can also click **Change Password**.
- Change your email (the email address you use to log in).

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

View a Paystub (for Employees)

Employees can view their paystubs 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 **Pay Stubs**.
3. Choose the **Participant, year, and pay period**.
4. Click **Search**.



Enter Search Criteria:

Member:	<input type="text" value="Please select a Member"/>	Caregiver:	<input type="text" value="CAREGIVER, CHRIS"/>
Year:	<input type="text" value="2021"/>	Pay Period:	<input type="text" value="Please select a Pay Period"/>

5. To print, click **Print**. Click **Timesheet** to view the timesheet associated with the pay stub. Otherwise scroll down to view the full pay stub.

Caregiver Pay Stub Report

6. View the full **Pay Stub** details.

Employee ID:	1234556	Check No.	V1234523
Employee Name:	EMPLOYEE, EMILY	Period End:	5/15/2021

Earnings	Rate	Hours	Curr. Amount	Code	YTD Amount
Wages	\$14.00	40	\$560.00	Wages	\$5,236.00

Taxes	Current Amount
FIT	\$21.63
SS	\$34.72
MC	\$8.12
060501 AMITY TWP LST	\$2.17
SUTA-PA	\$0.33
SWT-PA	\$17.19
060501 AMITY TWP RES	\$5.60

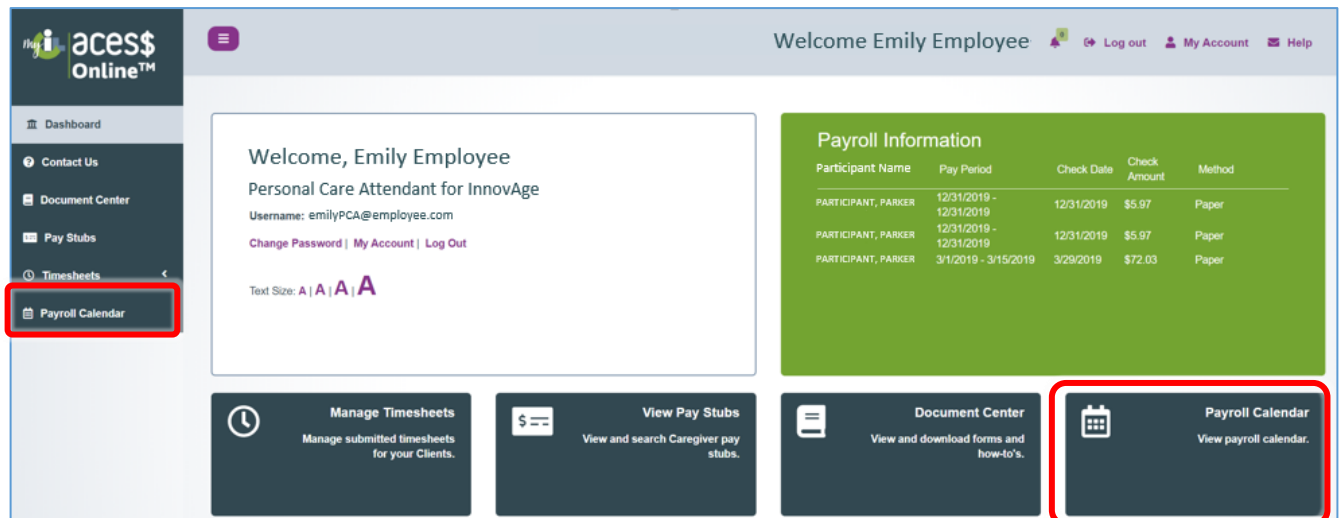
Deduction Code	Current Amount
----------------	----------------

Current Totals	
Earnings	\$560.00
Deductions	\$0.00
Taxes	\$89.76
Net Pay	\$470.24

View the Payroll Calendar

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

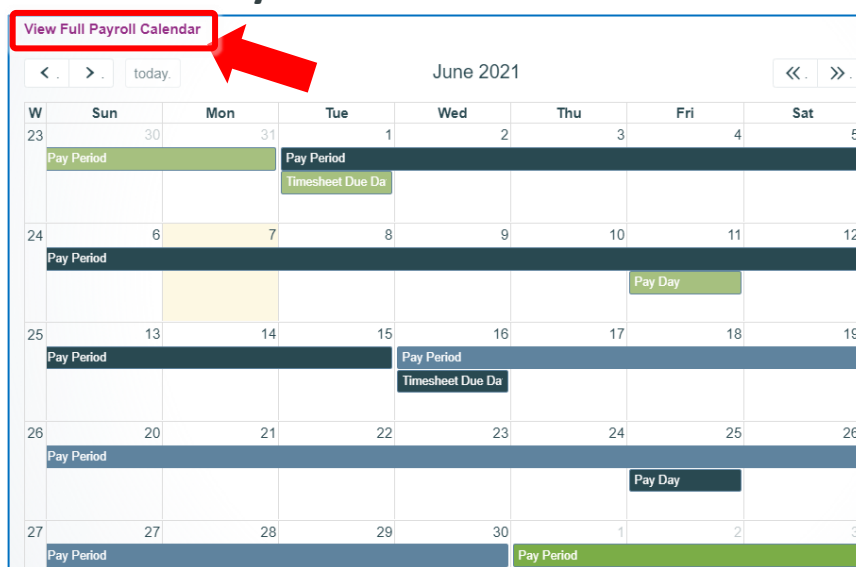
1. Log into ACES\$ Online at login.mycil.org.
2. Click **Payroll Calendar**.



The screenshot shows the ACES\$ Online dashboard for Emily Employee. The sidebar on the left has a red box around the 'Payroll Calendar' link. The bottom navigation bar also has a red box around the 'Payroll Calendar' button. The main content area shows a welcome message and a payroll information table.

Participant Name	Pay Period	Check Date	Check Amount	Method
PARTICIPANT, PARKER	12/31/2019 - 12/31/2019	12/31/2019	\$5.97	Paper
PARTICIPANT, PARKER	12/31/2019 - 12/31/2019	12/31/2019	\$5.97	Paper
PARTICIPANT, PARKER	3/1/2019 - 3/15/2019	3/29/2019	\$72.03	Paper

3. View the calendar. To download the full schedule, click on **View Full Payroll Calendar**.



The screenshot shows the 'View Full Payroll Calendar' page for June 2021. A red arrow points to the 'View Full Payroll Calendar' button in the top left corner. The calendar displays pay periods and timesheet due dates.

W	Sun	Mon	Tue	Wed	Thu	Fri	Sat
23	30	31	1	2	3	4	5
Pay Period		Pay Period					
		Timesheet Due Da					
24	6	7	8	9	10	11	12
Pay Period		Pay Day					
25	13	14	15	16	17	18	19
Pay Period		Pay Period					
		Timesheet Due Da					
26	20	21	22	23	24	25	26
Pay Period		Pay Day					
27	27	28	29	30	1	2	3
Pay Period		Pay Period					

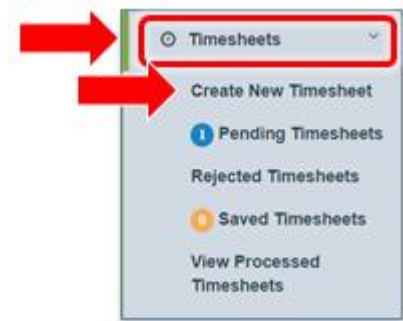
Create a Timesheet (Employees)

Employees can create a timesheet in ACES\$ Online by completing the following steps.

Please note: **Only Employees have the ability to create timesheets** — Employers, Participants, and Primary Community Nurses cannot create timesheets.

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

2. From the dashboard, click **Timesheets** in the left navigation menu and then **Create New Timesheet**.



3. Select the **Participant** and **Pay Period** from the dropdown menus.

A screenshot of the 'Create Timesheet' form in ACES\$ Online. The form has a dark header bar with the title 'Create Timesheet' and an upward arrow. Below the header, there are four input fields: 'Member:' with a dropdown menu showing 'PARTICIPANT, PARKER'; 'Caregiver:' with a dropdown menu showing 'EMILY EMPLOYEE'; 'Pay Period:' with a dropdown menu showing '4/16/2021 - 4/30/2021'; and 'Template:' with a dropdown menu showing 'Select Timesheet Te...'. At the bottom right of the form, there are two buttons: a green 'Apply Template' button and a red 'Delete Template' button.

Enter the **time in and time out** for each day. ACES\$ Online will automatically add up the hours worked for each row and total them at the bottom of the timesheet.

Begin Date of Service	Time In 1	Time Out 1	Time In 2	Time Out 2	Time In 3	Time Out 3	Time In 4	Time Out 4	Pay Rate	Services	Total Hours	Total Amount
4/16/2021 (Friday)	1:30 PM	3:30 PM	--	--	--	--	--	--	\$ 14.00	Services	2.00	\$ 28.00
4/17/2021 (Saturday)	1:00 PM	1:00 PM 4:30 PM 4:45 PM	--	--	--	--	--	--	\$ 14.00	Services	0.00	\$ 0.00
4/18/2021 (Sunday)	--	5:00 PM 5:15 PM 5:30 PM	--	--	--	--	--	--	\$ 14.00	Services	0.00	\$ 0.00

4. Click **Services** and choose up to four.

Then click **Save**.

5. Once the timesheet details are complete, **check the box** to certify the information is correct. NOTE: Checking this box is a legal acknowledgement and serves to prevent fraud.

What Did You Do?
(Choose up to four)

- ☐ Grooming
- ☐ Shower
- ☒ Sponge Bath
- ☒ Toileting/Incontinent Care
- ☐ Meal Prep
- ☐ General Housekeeping
- ☐ Laundry
- ☐ Mobility
- ☐ DME
- ☐ Socialization
- ☐ Assist with Dressing
- ☐ Companionship
- ☐ Escort

Close Save

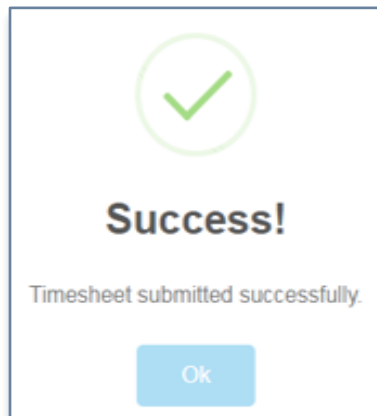
☒ I, PARKER PARTICIPANT, certify that I provided a service or item on the date(s) listed above. I have confirmed with my Employer, and we are both in agreement for the stated hours above. I understand that payment for this service or item will be from Federal and State funds, and that any false claims, statements, documents, or concealment of material facts may be prosecuted under applicable Federal and State Laws.

6. Click one of the following:

Save Submit Save As Template Print

- **Save** – Save the timesheet and return later to submit.
- **Submit** – Send the timesheet to the Employer for approval.

- **Save As Template** – Save the timesheet hours as a default template for future use.
 - **Print** – Print a copy of the timesheet.
7. Once you submit the timesheet, **wait for the Success confirmation**. Do NOT click *refresh* or *back* while it's processing. The Employer will receive an email to let them know there is a timesheet pending in their account.



Create a Timesheet Template (Employees)


1. **Create a timesheet** by following the *How to Create a Timesheet* instructions.
2. Enter the **hours** and **services**.
3. Select **Save as Template**.



4. Enter a **name for the template** and click **OK**.

Template Name

Please enter a name to describe this template.

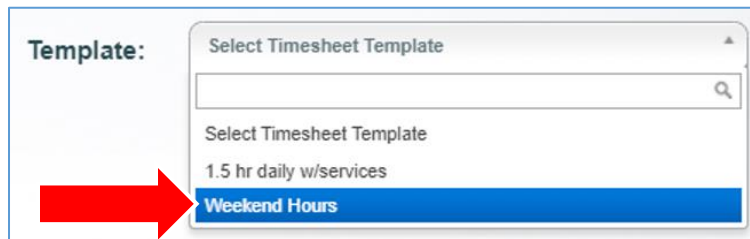


Saved!

Successfully saved the timesheet as a template with the name [Weekend Hours].

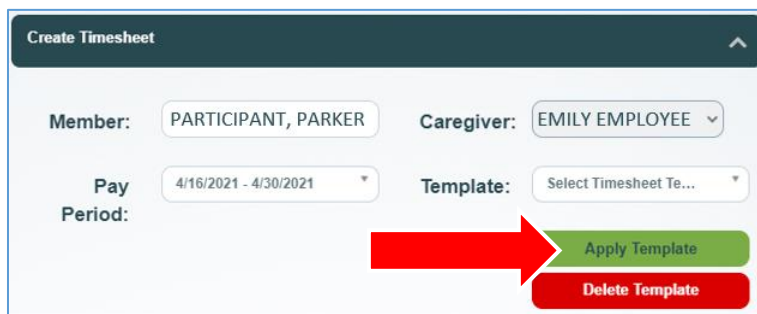
Apply a Timesheet Template (Employees)

1. **Create a timesheet** by following the *How to Create a Timesheet* instructions.
2. Select the **Timesheet Template** from the dropdown menu.



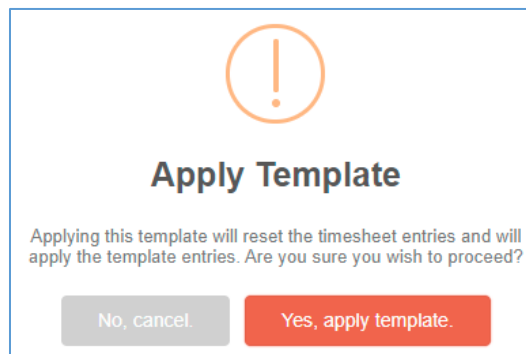
The screenshot shows a 'Template:' label next to a dropdown menu. The dropdown menu is open, displaying 'Select Timesheet Template' at the top, followed by a search bar, and then two options: '1.5 hr daily w/services' and 'Weekend Hours'. A red arrow points to the 'Weekend Hours' option, which is highlighted in blue.

3. Click **Apply Template**.



The screenshot shows the 'Create Timesheet' form. It includes fields for 'Member:' (PARTICIPANT, PARKER), 'Caregiver:' (EMILY EMPLOYEE), 'Pay Period:' (4/16/2021 - 4/30/2021), and 'Template:' (Select Timesheet Te...). Below these fields are two buttons: 'Apply Template' (green) and 'Delete Template' (red). A red arrow points to the 'Apply Template' button.

4. Click **Yes, apply template** on confirmation screen.

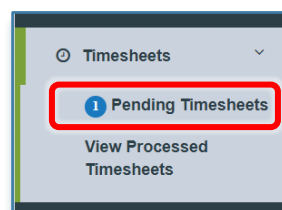
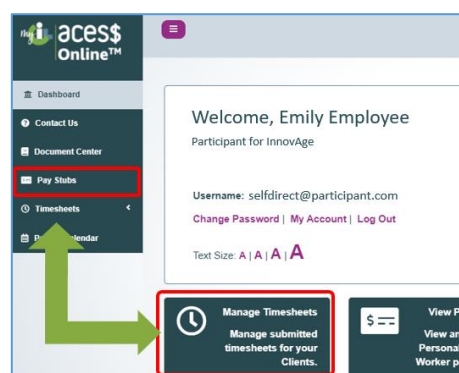


The screenshot shows a confirmation screen with a large orange exclamation mark icon at the top. Below the icon is the title 'Apply Template'. The text reads: 'Applying this template will reset the timesheet entries and will apply the template entries. Are you sure you wish to proceed?'. At the bottom are two buttons: 'No, cancel.' (gray) and 'Yes, apply template.' (red). A red arrow points to the 'Yes, apply template.' button.

Approve/Reject a Timesheet (Employers)



Employers can approve or reject a PCA's timesheet in ACES\$ Online by completing the following steps.

1. Log into ACES\$ Online at login.mycil.org by following the *How to Log In* instructions.
2. Click **Timesheets** in the left navigation menu or the **Manage Timesheets** tile.
3. Click **Pending Timesheets**.
4. Select **View** next to the timesheet you want to review.



Timesheets						
Show 10 entries		Search:				
Select Timesheet	Participant ID	Participant Name	Pay Period	Personal Care Attendant	Status	
View	H000	PARKER PARTICIPANT	10/1/2018 - 10/15/2018	EMILY EMPLOYEE	PENDING	
Showing 1 to 1 of 1 entries						
		Previous 1 Next				

5. **Review the timesheet** for accuracy including the dates, time in/out, service type, total hours, and the total billed amount.
6. Once you're ready to approve/reject, **check the box** to certify the information provided. NOTE: Checking this box is a legal acknowledgement and serves to prevent fraud.



I, PARKER PARTICIPANT, hereby certify that I received a service or item on the date(s) listed above. I have confirmed with my Personal Care Attendant, EMILY EMPLOYEE, and we are both in agreement for the stated hours 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.

7. Click one of the following:

Approve

Reject

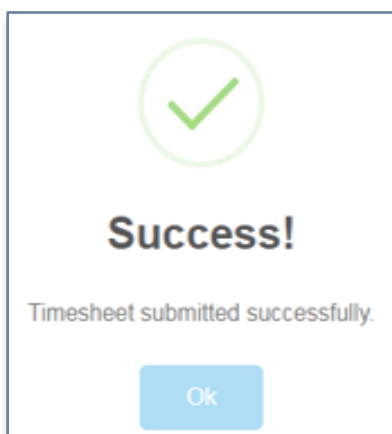
Print

- **Approve** – Send the timesheet to ACES\$ for review and processing.
- **Reject** – Send the timesheet back to the Employee.
Employers must enter a reason when rejecting a timesheet.
- **Print** – Print a paper copy of the timesheet.

8. Once submitted, **wait for the Success confirmation.**

Do NOT click *refresh* or *back* while it's processing.

ACES\$ Online will send a confirmation once the timesheet is approved.



View Timesheet History

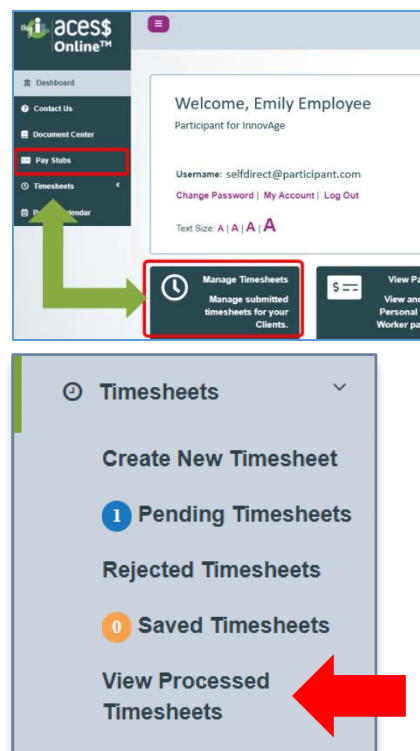
1. Log into ACES\$ Online at login.mycil.org by following the *How to Log In* instructions.
2. From the dashboard, click **Timesheets** in the left navigation menu or the **Manage Timesheets** tile.
3. Click **View Processed Timesheets**.
4. You can *filter the search criteria* based on your role:

If you are a *Participant or Employer*, you can filter the search criteria by:

- **Pending** – Timesheets waiting for your review and approval or rejection.
- **History** – Timesheets you have approved and ACES\$ has processed.

If you are an *Employee*, you can filter the search criteria by:

- **Saved** – Timesheets you created but have not sent to the Employer for review.
- **Pending** – Timesheets you submitted, and the Employer needs to review.



- **Rejected** – Timesheets the Employer rejected, and you need to update.
- **History** – Timesheets the Employer approved and ACES\$ has processed.

The screenshot shows the 'aces\$ Online' dashboard. On the left is a sidebar with navigation links. The main area is titled 'Filters & Search'. It includes a section 'Select which timesheets to view:' with four radio buttons: 'Saved', 'Pending', 'Rejected', and 'History'. The 'History' radio button is selected and highlighted with a red box. Below this are input fields for 'Consumer' (set to 'CONSUMER, CLIENT - G000'), 'Year' (set to '2018'), 'Personal Support Worker' (set to 'WORKER, WENDY'), and 'Pay Period' (set to 'All Pay Periods'). A green 'Search' button is at the bottom.

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

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

This screenshot shows the 'Filters & Search' section with more criteria filled in. The 'History' radio button is still selected. The 'Participant' dropdown is set to 'PARTICIPANT, PARKER - G123'. The 'Personal Care Attendant' dropdown is set to 'EMILY EMPLOYEE'. The 'Year' dropdown is set to '2021'. The 'Pay Period' dropdown is set to '2/16/2021 - 2/28/2021'. A blue 'Search' button is at the bottom.

7. To view a timesheet, click the **View** next to the timesheet. The timesheet status appears in the last column.

Timesheets

Show10entries

Search:

Select Timesheet	Participant ID	Participant Name	Pay Period	Personal Care Attendant	Status
View	H000	PARKER PARTICIPANT	10/1/2018 - 10/15/2018	EMILY EMPLOYEE	PENDING

Showing 1 to 1 of 1 entries

Previous

1

Next

Understanding Timesheet Status

DRAFT — the Employee *saved* the timesheet but *has not submitted it* for approval/rejection.

DELETED — the Employee *removed* the timesheet.

PENDING — the Employer *needs to approve or reject* the timesheet.

REJECTED — the Employer *denied* the timesheet. The Employer must include a reason why.

UNVERIFIED — the Employer *approved* the timesheet, and *it is with ACES\$* for processing.

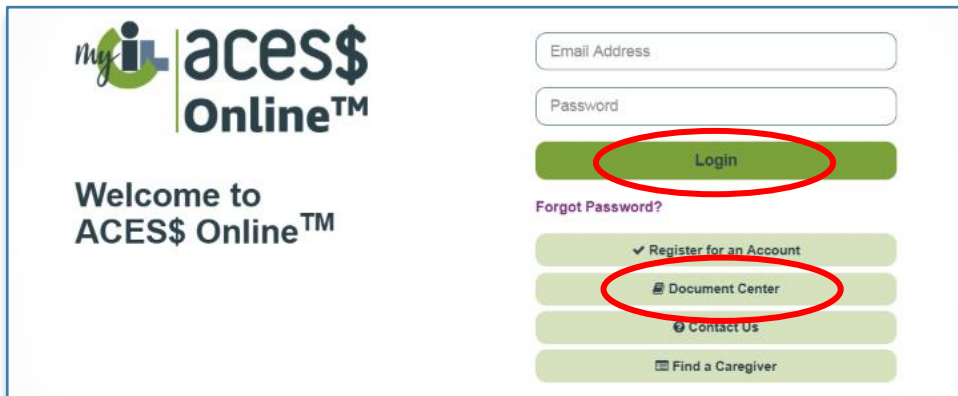
KICKOUT— there *is an issue* with the timesheet. Please contact ACES\$ Participant Care at **1-833-400-2263** for more information.

OK — ACES\$ has *processed* the timesheet and will run it with the next payroll.

POSTED — ACES\$ has run payroll for this timesheet and *scheduled payment* for processing.

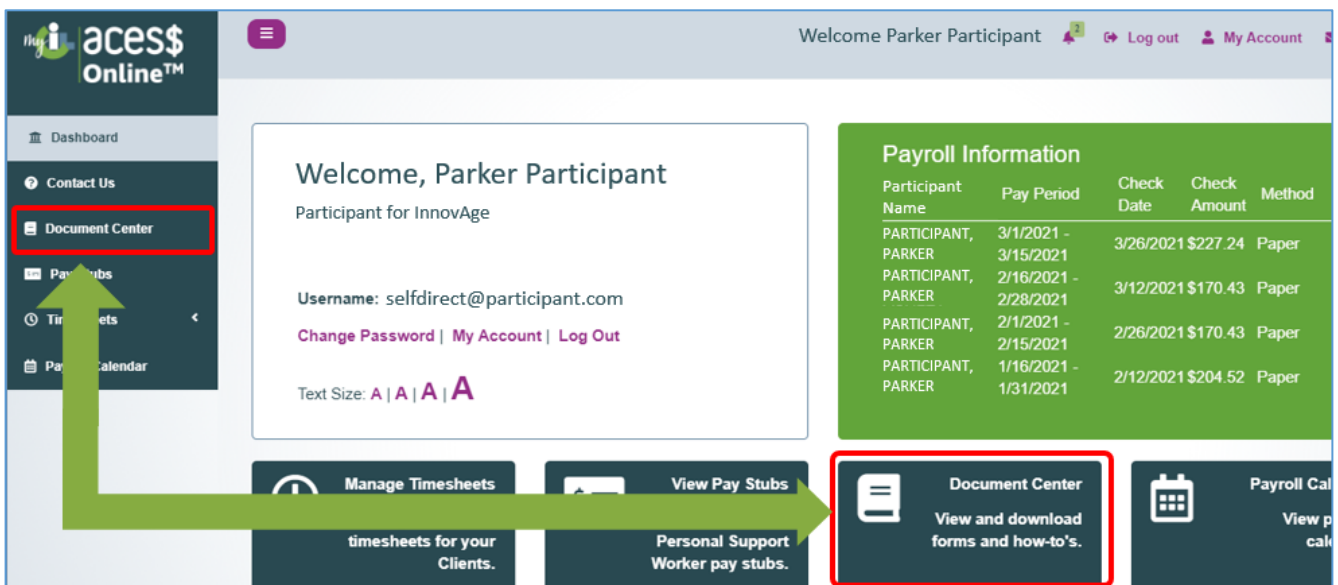
View and Download Documents

1. Go to ACES\$ Online at login.mycil.org.
2. To view documents without logging in, click **Document Center** and skip to step 4.
To view after logging in, enter your credentials and click **Login**.



The image shows the ACES\$ Online login page. On the left, there is a logo with 'my' and a person icon, followed by 'aces\$ Online™'. Below the logo, it says 'Welcome to ACES\$ Online™'. On the right, there are input fields for 'Email Address' and 'Password'. Below these fields is a green 'Login' button, which is circled in red. Below the 'Login' button is a link for 'Forgot Password?'. Below that are four more buttons: 'Register for an Account' (with a checkmark icon), 'Document Center' (with a document icon and circled in red), 'Contact Us' (with a speech bubble icon), and 'Find a Caregiver' (with a person icon).

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











The image shows the ACES\$ Online dashboard for a user named Parker Participant. The top navigation bar includes the ACES\$ Online logo, a hamburger menu icon, and links for 'Welcome Parker Participant', 'Log out', and 'My Account'. The left sidebar contains a navigation menu with 'Dashboard', 'Contact Us', 'Document Center' (highlighted with a red box and a green arrow pointing to the bottom right), 'Pay stubs', 'Timesheets', and 'Payroll Calendar'. The main content area has a 'Welcome, Parker Participant' section with the text 'Participant for InnovAge', 'Username: selfdirect@participant.com', and links for 'Change Password', 'My Account', and 'Log Out'. Below this is a 'Payroll Information' table. At the bottom, there are four tiles: 'Manage Timesheets', 'View Pay Stubs', 'Document Center' (highlighted with a red box and a green arrow pointing to it from the sidebar), and 'Payroll Calendar'.

Participant Name	Pay Period	Check Date	Check Amount	Method
PARTICIPANT, PARKER	3/1/2021 - 3/15/2021	3/26/2021	\$227.24	Paper
PARTICIPANT, PARKER	2/16/2021 - 2/28/2021	3/12/2021	\$170.43	Paper
PARTICIPANT, PARKER	2/1/2021 - 2/15/2021	2/26/2021	\$170.43	Paper
PARTICIPANT, PARKER	1/16/2021 - 1/31/2021	2/12/2021	\$204.52	Paper

4. Click on the **document icon** to the right to download the document. Once downloaded, it can be saved or printed.

Show 10 entries

Search:

Document Name	Document Description	Download File
2020 Federal W-4	2020 Federal W-4	
Employee-Caregiver Enrollment Packet	Employee-Caregiver Enrollment Packet	
Federal W-4	2020 Federal W-4	
How to Register for ACES\$ Online: Video	Video: how to Register for ACES\$ Online	
PASL Timesheet and Instructions	PASL Timesheet and Instructions	
Senior LIFE Member Enrollment Packet	Senior LIFE Member Enrollment Packet	
Senior Life Payroll Calendar	Senior Life Payroll Calendar	
Senior LIFE Training Manual	Senior LIFE Training Manual	

Showing 1 to 8 of 8 entries

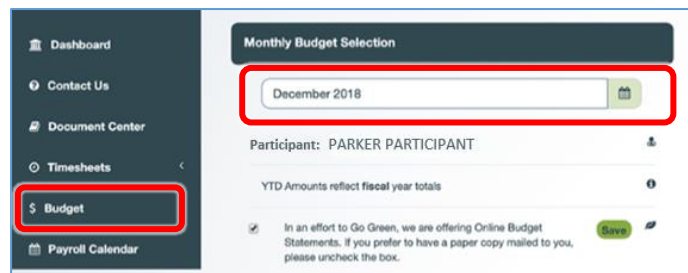
Previous 1 Next

View Budgets

(For Employers, Participants, and Primary Community Nurses)

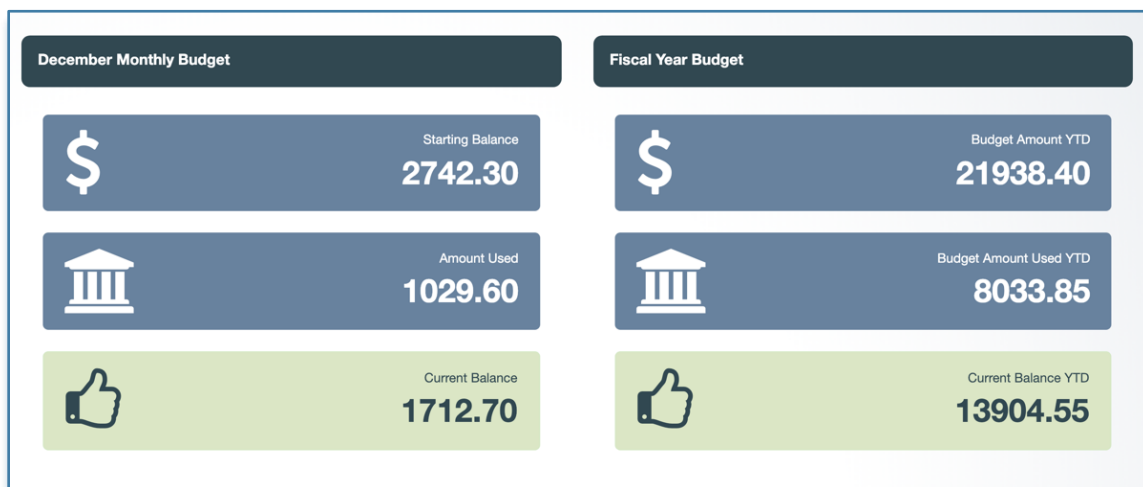
1. Log into ACES\$ Online at login.mycil.org by following the *How to Log In* instructions.

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



3. Select a **month**.

4. View the **Starting Balance**, **Amount Used** and **Current Balance** for the selected month and fiscal year.



5. You can also view **Budget Allocations**, **Totally Monthly Expenditures**, and **Employee Monthly Expenditures** broken down by pay period.

Budget Allocations

Budget Service Type	Billing Level	Units	Unit Rate	Total
	Level 1	125000.0	\$0.01	\$1,250.00

Total Monthly Expenditures

Pay Period	Allocation	Approved Hours	Approved Amount	Billed Hours	Billed Amount	Remaining Amount	Percent Utilization
5/1/2021 - 5/31/2021	\$1,250.00	0.00	\$0.00	40.00	\$644.00	\$606.00	51.52%

Personal Care Attendant Expenditures

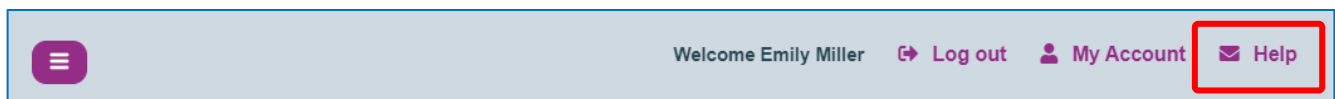
Personal Care Attendant	Pay Period	Pay Rate	Hours	Paid Amount
EMILY EMPLOYEE	5/1/2021 - 5/15/2021	\$16.10	40.00	\$644.00

Technical Support

If you have a *technical support* question, follow the steps below to contact the ACES\$ IT team directly.

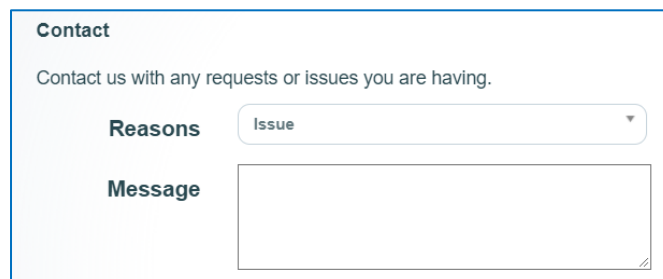
You can direct all other questions to Participant Care.

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



The screenshot shows a top navigation bar with a hamburger menu icon on the left. In the center, it says "Welcome Emily Miller". To the right of the welcome message are links for "Log out", "My Account", and "Help". The "Help" link, which includes an envelope icon, is highlighted with a red rectangular box.

2. Select a **Reason** for contact.
3. Type a **Message** detailing what occurred, what support you need, and any other helpful information.



The screenshot shows a "Contact" form. At the top, it says "Contact us with any requests or issues you are having." Below this, there is a "Reasons" label next to a dropdown menu currently showing "Issue". Below the dropdown is a "Message" label next to a large text input area.

4. Check **Email a Copy to Yourself** to receive a copy of message to your account email. (Optional)

5. Click **Submit**.



The screenshot shows the bottom of the "Contact" form. It features a checkbox labeled "Email a Copy To Yourself?" which is highlighted with a red box. Below the checkbox are two buttons: "Clear" and "Submit". A large red arrow with the word "SUBMIT" in white capital letters points towards the "Submit" button.

ACES\$ InnovAge
Participant Care Contact Information

Toll-free: **1-833-400-2263** • Email: supportINNO@mycil.org

ACES\$ InnovAge

1142 Sanderson Avenue, Scranton, PA 18509
Fax Documents: 1-866-312-3755

Secure Email

Participants, Employees, and Primary Community Nurses can send information and enrollment packets through secure email.

To sign up for ACES\$ secure email, please email your request to secureINNO@mycil.org.

You will receive an email back from Proofpoint Essentials with instructions on how to enroll in ACES\$ secure email.

