



Welcome to

aces\$ Colorado

FINANCIAL
MANAGEMENT
SERVICES

You now have a choice in Financial Management Services (FMS) providers. We at ACES\$ hope that you will take the time to consider all your options and when you do, we hope you choose ACES\$.

WHO WE ARE & WHAT WE DO:

ACES\$ Financial Management Services, part of the NEPA Center for Independent Living, is a consumer-directed payroll management solution for Medicaid recipients and their caregivers. As a Center for Independent Living, we have decades of experience serving people with disabilities. **More than 55% of our own staff has a disability.** As such, we are uniquely in tune with the needs of our clients.

WHY CHOOSE US:

Some advantages of ACES\$ over other FMS providers include our exceptionally **quick enrollment process** for both clients and attendants. We are often able to meet with clients face-to-face, streamlining the process. An in-person enrollment guarantees that paperwork is completed correctly the first time and that the rest of the process is swift and efficient.

What sets us apart, what defines us, is our **outstanding customer service**. Our clients reach a live human being on their first call when they phone for assistance. More than 98% of our phone calls are answered immediately by an ACES\$ employee who can assist the caller. The other 2% of the time, when a call is missed, we return that call within minutes. We know how frustrating it is to be thrust into a world of automation so **it is our policy to be accessible to the people we serve**.

At ACES\$ we offer you a **choice of methods for quick timesheet completion and approval**. You can email, mail, fax, or use our online portal to complete your timesheets. Our online timesheets portal enables clients and case managers to access client budgets and timesheets in real time which allows you more time for other day-to-day tasks. We also offer a weekly **supplemental, off-cycle payroll**. This ensures that even if there is a delay or error in timesheet submission, attendants are paid by the end of the week once errors are corrected.

Enhancing your independence. It's what we do. It's who we are. We live it. And we truly believe, **we can be independent when we do it together**.



ACES\$ Financial Management Services

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www.MyCIL.org



ACES\$ offers you a choice between two FMS models: **Fiscal/Employer Agent** (F/EA) and **Agency with Choice** (AwC). We provide excellent support to our clients in both models so it is a matter of personal preference.

The **F/EA relationship** offers you, as the primary employer, **complete control** over the selection and management of your attendants as well as **more of your budgeted dollars going towards services and not administrative costs**.

The FMS provider, in this case ACES\$, becomes the employer agent with responsibility for paying consumer attendants and withholding taxes. You make the hiring and firing decisions. You determine your attendant's schedule around your needs. You decide the responsibilities of your attendant and train them. You evaluate your attendant's performance. You have a personal choice and active participation in developing your care and service plan.

The **AwC relationship** offers you more administrative support and less responsibility in hiring, firing, training, scheduling and evaluating your attendant. We form a **co-employer relationship** and ACES\$ assumes more direct responsibility for the attendant as the primary employer, providing guidance and support beyond payroll and tax withholdings. We become more involved with the hiring, firing and scheduling processes. Through our increased involvement you receive additional support for your attendant staff.

We are here to support you with either model. Please feel free to contact us with any questions.

For more information about ACES\$, please contact:

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