

To: Participants and Personal Support Workers

Here are some more helpful hints for this new payroll process:

1. Make sure the Personal Support Worker is placing the last **FIVE(5)** numbers of their Social Security Number in the boxes on the time sheet
    - a. Some errors included so far are...
      - i. Receiving time sheets with Participants Social Security Number entered instead of Personal Support Workers
      - ii. Receiving Time Sheets that only have four numbers entered
      - iii. Receiving Time Sheets that have zero's entered (in lieu of actual Social Security Numbers)  
**\*\*\*None of the above time sheets will be processed**
  2. Please don't call and ask "Have you received my time sheet". That will slow down EVERYBODY'S timesheet processing.
  3. Please try to fax during non-peak times (5:00pm through 7:30am) to avoid a busy signal for you.
  4. To prevent fraud and to comply with IRS and DHS guidelines ACES\$ cannot process a timesheet until we receive ALL valid paperwork, including correct Participant, Personal Support Worker and Service Authorization; Checks will NOT be processed
  5. Checks dated 7/27/07 were mailed 7/25, 7/26 and 7/27 dependant on when valid paperwork was received.....You may not get your check exactly on 7/27/07
    - a. ACES\$ does not have control over the U.S. mail
  6. No Direct Deposits were processed on 7/27/07; printed checks were processed due to a concept known as a "Pre-Note" where the bank insists on validating before it makes the deposit. Subsequent paychecks should all be direct deposit if you elected it.
  7. When ACES\$ receives ALL appropriate paperwork, checks for prior periods may be processed on the next payroll cycle if they are valid and within the Service Authorization Plan;
  8. Children's Waiver:
    - a. ACES\$ must receive a clear returned record from the Illinois CANTS Division for the Child Abuse Form that your PSW submitted in order for a check to be processed
- Together, we can, and do, make a difference.