

November 5, 2018

Dear Member:

Thank you for being a member of Magellan Complete Care of Virginia (MCC of VA). The Department of Medical Assistance Services (DMAS)' Fiscal/Employer Agent (F/EA) contract with Public Partnerships, LLC (PPL), ends on December 31, 2018. As of January 1, 2019, MCC of VA will contract with ACES\$ for our member's F/EA services. This letter tells you more about the change and what you will need to do before January 1, 2019.

We know how important this service is to you. We are working hard to make this change as easy as possible. None of the F/EA services you have now will go away. You will get all the same services from ACES\$ that you get from PPL. You can keep your current Service Facilitator. To make things easier for all, we are combining payroll calendars. This means we will no longer have Schedule A and Schedule B payrolls. Everyone will be on the same payroll calendar effective January 3, 2019. ACES\$ will send additional information on the schedule changes in the coming weeks.

We chose ACES\$ because they offer more services that help you manage your care team, such as:

- Top-notch customer service and response times
- An online account that allows you to:
 - View your personal data
 - Track hours, attendants and timesheets in real time
 - Access a library of online information
- Improved notification process for both you and your attendants

They also have a dedicated call center right here in Virginia. Since they have a 30-year background in independent living and Consumer-Directed Services, they understand how best to help you.

You will get an ACES\$ welcome packet in the mail toward the end of November. It will have all the information you need. Please complete the forms and tasks listed and return to ACES\$ by December 7, 2018.

If you have any questions or need help completing the packet, please call ACES\$ at 1-833-955-4545 from 8 a.m. to 8 p.m. Monday through Friday, local time. You can also visit www.mycil.org or send an email to SupportVA@mycil.org for assistance.

Sincerely,

Magellan Complete Care of Virginia

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