

November 5, 2018

Dear Service Facilitator:

You currently provide services to one or more members of Magellan Complete Care of Virginia's (MCC of VA) Consumer Direction Services. The Department of Medical Assistance Services (DMAS)' Fiscal/Employer Agent (F/EA) contract with Public Partnerships, LLC (PPL) expires 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 chose ACES\$ because they offer more services to help coordinate care, such as:

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

They also have a dedicated call center right here in Virginia. Since they have experience working with the Virginia Consumer-Directed Services program, they understand how best to help our members.

Your clients will be able to continue seeing you without interruption. We will be transitioning all of our members' data from PPL to ACES\$. We're excited about our new partnership with ACES\$ and look forward to providing these new features that will make things easier for you and your client.

If you have any questions or concerns, please call ACES\$ at 1-833-955-4545 from 8 a.m. to 5 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