

January 20, 2023

TO: Non-Live-In, In-Home Supportive Services (IHSS) and Waiver Personal Care Services (WPCS) Non-Live-In Providers

This letter is to inform you of changes to the IHSS/WPCS Electronic Visit Verification (EVV) system for providers who **do not** live with their recipient(s) that will begin on July 1, 2023. You are receiving this notice because the California Department of Social Services (CDSS) has identified that you do not live with at least one recipient you provide services to.

What is changing for Non-Live-In Providers?

California must make changes to the current EVV system to comply with federal law. Currently, non-live-in providers enter start time, end time, and location on their timesheets at the end of each pay period. Providers will continue to have the ability to self-certify that they live with a recipient by indicating their status at the beginning of each pay period or by submitting an SOC 2298 to their county.

Beginning July 1, 2023, IHSS/WPCS providers, who **do not** live with their recipient, will be required to:

1. Check-in at the beginning of each shift in real time; and
2. Check-out at the end of each shift in real time; and
3. Identify their location when checking in or out as either at the recipient's home or in the community.

Live-in providers are not required to use EVV.

What this means for you as a provider:

Beginning July 1, 2023, you will have to check-in and check-out in real time at the beginning and at the end of each shift you work for an IHSS/WPCS recipient you don't live with. Live-in providers are not required to check-in and check-out at the start and end of each shift.

Over the next few months, CDSS will be developing three ways for you to be able to check in and out. You will have the option of checking in/out using a mobile application or "app", the current Electronic Services Portal (ESP) website or the Telephone Timesheet System (TTS) using a landline phone. You will

continue to electronically submit your timesheets the same way you do today, through the ESP and/or TTS.

This does not change how your recipient approves your timesheet, how you perform IHSS/WPCS services or how services are authorized.

What happens next:

At this time, there is no action needed on your part. You will continue to electronically enter and submit your timesheets just like you do today. The new requirement will go into effect July 1, 2023.

Over the next few months you will receive additional letters letting you know about the new IHSS EVV mobile app and changes being made to ESP and TTS, and how to use each option. CDSS will provide easy-to-follow training materials and conduct online webinar trainings for providers on how to check in and out and easily fix any errors. You can choose whichever option(s) that works best for you.

We will keep you informed of any updates. For more information about EVV please visit the CDSS website at:

www.cdss.ca.gov/inforesources/ESPhelp

If you have questions about EVV please submit them to the IHSS EVV Mailbox at EVV@dss.ca.gov.

You can also contact the IHSS Service Desk at 1-866-376-7066.