

# ATTENTION: IHSS RECIPIENTS & PROVIDERS

## PAPER TIMESHEETS WILL NOT BE AVAILABLE



Starting July 1, 2020, you **MUST** begin using the Electronic Services Portal (ESP) or Telephonic Timesheet System (TTS) to submit, review, and approve timesheets.



**TO AVOID DELAYS IN YOUR PROVIDER PAYMENTS, DON'T WAIT UNTIL THE LAST MINUTE- ENROLL NOW!**

To register for Electronic Timesheets, go to:

<https://www.etimesheets.ihss.ca.gov/login>

To register for Telephonic Timesheets, call the TTS at (833) 342-5388 or contact your IHSS Social Worker

For more information, please contact the IHSS Help Desk at (866) 376-7066

Training videos can be found on YouTube:

<https://www.youtube.com/watch?v=jYW5BDUaoXI>

# Electronic Visit Verification (EVV) Frequently Asked Questions

Question	Answer		
<b>What is changing in In Home Supportive Service (IHSS)?</b>	Beginning July 1, 2020, Providers in Stanislaus County will no longer receive paper timesheets. Providers and recipients will have to submit/approve timesheets electronically (online) using the Electronic Service Portal or telephonically, using the Telephone Timesheet System.		
<b>What is Electronic Visit Verification (EVV)?</b>	EVV is a federal mandate that requires Medicaid - funded programs to collect additional information regarding service delivery. EVV will require IHSS Providers to include the following information with regards to working their IHSS hours: <ul style="list-style-type: none"> <li>• Start Time</li> <li>• End time</li> <li>• Location of where service were Provided</li> </ul>		
<b>What is the Electronic Services Portal (ESP)?</b>	ESP is a self- service portal on the internet that allows Providers and Recipients to self-register, enroll, submit electronic timesheets, review & approve timesheets and check Payment status. <b>NOTE: a current EMAIL address for both the Recipient and Provider is required to register/enroll.</b>		
<b>How do I register to begin using Electronic Timesheets?</b>	Go to the following website to set up an account, select the <b>“New User Registration”</b> link, and follow the online prompts: <a href="https://www.etimesheets.ihss.ca.gov">https://www.etimesheets.ihss.ca.gov</a> <b>If you require technical assistance, please call the IHSS Service Desk at (866) 376-7066.</b>		
<b>Can a recipient and provider use the same email address to register in ESP?</b>	Yes, recipient and provider may use the same email. CDSS does have plans to change these instructions; therefore, it is recommended that different emails be used.		
<b>What is the Telephone Timesheet System (TTS)?</b>	TTS allows for timesheet review, rejection or approval by landline or mobile phone for both <b>Blind Visually Impaired (BVI)</b> and <b>Non-BVI recipients</b> . In May 2020 recipients and providers will have the option to enroll in TTS if they are unable to access ESP.		
<b>Can users have both ESP and TTS?</b>	Yes, recipients and providers may opt to use both features of electronic portal in submitting timesheets (online) or via the Telephone Timesheet System		
<b>Can prospective providers register in ESP during pending status?</b>	No, the provider must have been approved through IHSS and have a Provider ID number prior to signing up		
<b>What information should be provided for registration?</b>	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> <li>✓ First Name</li> <li>✓ Last Name</li> <li>✓ Date of Birth</li> <li>✓ 9-digit Provider Number (if you are a provider)</li> </ul> </td> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> <li>✓ 7-digit Case Number (if you are a recipient)</li> <li>✓ Active Email Address</li> <li>✓ Last four digits of your Social Security Number</li> </ul> </td> </tr> </table>	<ul style="list-style-type: none"> <li>✓ First Name</li> <li>✓ Last Name</li> <li>✓ Date of Birth</li> <li>✓ 9-digit Provider Number (if you are a provider)</li> </ul>	<ul style="list-style-type: none"> <li>✓ 7-digit Case Number (if you are a recipient)</li> <li>✓ Active Email Address</li> <li>✓ Last four digits of your Social Security Number</li> </ul>
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<b>How do I register to begin using Telephone Timesheet (TTS)?</b>	<ul style="list-style-type: none"> <li>✓ Please call your assigned social worker, or the IHSS office at <b>(209) 558-2637</b></li> <li>✓ You will need to select a 4-digit Recipient Authentication Number (RAN) when you enroll</li> <li>✓ Once you complete your enrollment your Provider(s) are notified</li> </ul>		
<b>ESP and TTS is very difficult for me to navigate. Can my provider and/or relative approve and submit my Electronic Timecard?</b>	In order for you to designate an authorized representative to sign and submit your electronic timesheet, you must complete and return the <b>Authorized Representative Form Part C, Timesheet Signatory (SOC 839)</b> to either the Adult & Aging Services Lobby or your assigned IHSS Social Worker		
<b>What number do I call to process my timesheets using TTS? Is it the same number BVI recipients use to approve timesheets?</b>	There are now two TTS lines: <ul style="list-style-type: none"> <li>• TTS (non-BVI): 1-833-DIALEV (1-833-342-5388)</li> <li>• Accommodations TSS (BVI): 1-844-576-5445</li> </ul>		