

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

This letter informs you that **Electronic Visit Verification (EVV)** will be implemented in your county beginning July 1, 2020.

### **What is Electronic Visit Verification:**

EVV is a federal law that requires electronic record of certain information about the IHSS and/or WPCS services performed. Once EVV is implemented, you will be required to include the following new information, in addition to the hours you worked, when you submit your timesheets:

- **Start Time** - The time you began the first IHSS/WPCS service for your recipient that day,
- **End Time** - The time you completed the last IHSS/WPCS service for you recipient that day, and,
- **Location** - Where the services were performed that day, in the recipient's home, in the community (anywhere other than the recipient's home) or both.

### **What this means to you as a provider:**

EVV will replace paper timesheets in your county, and you will be required to submit your timesheets one of the following ways:

- **Online** using the existing Electronic Services Portal (ESP) at: [www.etimesheets.ihss.ca.gov](http://www.etimesheets.ihss.ca.gov). The ESP supports any device with internet access, including smartphones, tablets, laptops and computers to allow you to electronically submit your IHSS/WPCS timesheets.
- **By phone** using the Telephone Timesheet System (TTS). If you do not have access to the internet or do not want to use the internet, TTS is an automated telephone system that allows you to submit your IHSS/WPCS timesheets using a land line or mobile telephone.

**NOTE: If you already use the ESP to submit your timesheets you do not need to register again.**

## What happens next:

In about a month you will receive another letter letting you know what to do. The letter will include easy to follow instructions for both ESP and TTS. You can choose which option is best for you.

If you are not already enrolled in ESP, you can enroll NOW, along with your recipient, and get the immediate benefits that include:

- By enrolling NOW, you can submit and get your timesheets approved electronically and **get paid faster**, especially if you use direct deposit.
- Your timesheet gets processed faster – **NO MORE MAIL TIME, LOST OR DAMAGED TIMESHEETS, OR POSTAGE FEES.**
- The system will not let you submit a timesheet with errors and will let you know if you are in danger of receiving a violation for going over the workweek hour limit.
- You can check timesheet and payment status online - **NO MORE PHONE CALLS AND WAITING ON HOLD.**
- You can enroll in direct deposit and submit your sick leave claims online.

To enroll in ESP you must:

- Be a current IHSS or WPCS provider,
- Have access to use a tablet, smartphone, laptop or computer,
- Have internet access, and a valid email address.

To access the ESP website, go to: [www.etimesheets.ihss.ca.gov](http://www.etimesheets.ihss.ca.gov)

You can still enroll and submit timesheets through ESP, even if your recipient doesn't want to use the internet. Your recipient can use the TTS to approve your timesheets by contacting their county and requesting a passcode, which is also called a Recipient Authentication Number (RAN).

## If you need help:

There are lots of places for you to find help. For more information about how to enroll in and use ESP you can visit the CDSS website at:

[www.cdss.ca.gov/inforesources/ESPhelp](http://www.cdss.ca.gov/inforesources/ESPhelp)

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