

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

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 for you. Currently, your provider enters the hours worked when they submit their timesheets. With the implementation of EVV, your provider will be required to include the following additional information:

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

What this means to you as a recipient:

EVV will not change the amount of service hours you receive, or how those services are performed. EVV will replace the current paper timesheet process in your county, and you will be required to approve your provider's timesheet one of the following ways:

- **Online** use the existing Electronic Services Portal (ESP) at: www.etimesheets.ihss.ca.gov. The ESP supports any device with internet access, including smartphones, tablets laptops and computers to allow you to electronically approve your providers 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 approve your provider's IHSS/WPCS timesheets using a land-line or mobile telephone.

NOTE: If you already use the ESP or TTS to approve your provider's 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 and how to enroll (if you are not already using the ESP or TTS). 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 or TTS, you can enroll NOW, and get the immediate benefits that include:

- By enrolling NOW, you can approve electronically submitted timesheets and your provider will get paid faster.
- ESP or TTS will let you know a timesheet is waiting for approval by sending you an email or calling you.
- The system will not let your provider submit a timesheet with errors which makes it easier for you to review and may prevent potential violations of the workweek hour limit.

To enroll in ESP you must:

- Have access to use a tablet, smartphone, laptop or computer,
- Have internet access, and a valid email address.
- Register at: www.etimesheets.ihss.ca.gov

To enroll in TTS you must:

- Have access to use a cellphone or land line telephone,
- Contact your county and request 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 or TTS you can visit the CDSS website at:

www.cdss.ca.gov/inforesources/ESPhelp

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