



Electronic Visit Verification (EVV) Frequently Asked Questions (FAQ) For Recipients & Providers



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ESP, TTS, and MISC. Questions:

Question: How do Recipients and Providers retrieve their Electronic Service Portal (ESP) user name or password?	
Answer:	ESP user visits www.etimesheets.ihss.ca.gov and selects 'Forgot User Name or Password'.

Question: How do Recipients and Providers update their telephone number, email, or address?	
Answer:	Provider completes and mails SOC 840 (10/12) form to IHSS Payment Unit #2350, P.O. Box 7988, San Francisco, CA 94120. Recipient informs IHSS Social Worker.

Question: How can Recipients and Providers change their Telephone Timesheet System (TTS) passcode?	
Answer:	TTS user can contact TTS (833) 342-5388 and select 'reset passcode' option. New passcode is effective immediately.

Question: How often can you regenerate/reset a TTS registration code?	
Answer:	There is no limit.

Question: What about security/quality control?	
Answer:	A letter is generated to let the Recipient know the registration code was changed.

Question: A TTS user is having issues using their cordless phone to call the TTS as the system won't recognize the tone.	
Answer:	This can be an issue with some cordless phones, as the tone is not being recognized by the system. Recipients have 3 options: Use another phone, sign-up for ESP, or enroll in TTS Accommodation line. Register for ESP at www.etimesheets.ihss.ca.gov or contact IHSS Social Worker to register for TTS Accommodation line. Providers with a cordless phone can use another phone or register for ESP.

Question: If a case is terminated and rescinded, is ESP or TTS account still active?	
Answer:	Yes. Recipients and Providers can still recheck ESP or TTS system and see or process timesheets for any eligible periods if Provider and/or Recipient are terminated.



Provider Questions:

Question: How do Providers enroll, change, or cancel direct deposit?	
Answer:	TTS user completes and mails SOC 829 (10/18) form to Provider Forms Processing Center, P.O. Box 1697, West Sacramento, CA 95691-6697. ESP users edit direct deposit information online at www.etimesheets.ihss.ca.gov

Question: How long does it take for a Provider to enroll in direct deposit? Do they have to be linked to a Recipient prior to signing up for direct deposit?	
Answer:	Yes, they should be an authorized Provider prior to signing up for direct deposit. Direct deposit takes up to 30 days. It requires a test transaction between State Controller's Office and bank prior to activation.

Question: Can Providers in a pending status register for the ESP or TTS?	
Answer:	The portal will accept Providers in "pending" status to register and they do not have to be linked to a Recipient in order to register.

Question: How will a Provider be notified once he/she enrolls?	
Answer:	The Provider will receive a letter. No e-mail is generated.

Question: How far back will Providers be able to submit a timesheet in the ESP or TTS?	
Answer:	As far back as the Implementation of CMIPS II.

Question: Can an individual be both an Authorized Representative and a Provider?	
Answer:	Yes. However, you must then have a Signatory to authorize timesheet on the Recipient's behalf, unless you are a spouse or parent of a minor child.

Question: Can travel time be claimed in the Electronic Service Portal?	
Answer:	Travel time currently continues to be in the paper/wet signature format. In the future, the ESP will be enhanced to process time travel electronically.



Question: Can a Provider still get a violation? What about Providers who work with multiple Recipients?

Answer: Yes. Nothing changes. Violations are not accrued until Recipient authorizes the timesheet. Prior to submitting a timesheet, a Provider will receive a warning for potential violations due to the maximum number of weekly hours being exceeded. However, the Provider will still have the option of submitting the timesheet. Labor law requires that you allow claiming of all hours worked.

Each timesheet on ESP is accepted individually. Once timesheet entries take the Provider over the maximum hours worked for a week, the Provider will get a pop up alert message. The Provider will then be able to complete the timesheet entry.

Question: When a Provider enters a timesheet on TTS, will the Recipient be notified? What if the Recipient doesn't answer their phone?

Answer: Yes. Telephone calls to notify Recipient begin starting at 9 AM and stop at 7 PM. Calls are only made during the workweek (No calls will be made on weekends or Holidays). The campaign calls every two hours for a maximum of five calls per day. If the phone reaches voicemail or the Recipient answers, the system will leave a message and stop calls for that day. The system will resume calls to the Recipient if on the following day the Recipient has not taken action on the Provider submitted timesheet. The system will continue to call Recipient until they authorize or reject timesheet.

If after several days the Recipient doesn't answer and doesn't take action on the timesheet, a task will be sent to the IHSS Social Worker. If the Recipient is also signed up on ESP, they will receive notification via e-mail.

Question: Can terminated Providers submit their timesheet early?

Answer: If the Recipient calls in to inform of Provider's termination and county takes action to end Provider segment, the timesheet (through the end of employment period) will be paid when entered, even if the pay period is not over. Per Labor Law, employees must be paid within 3 days.

Additionally, terminated Providers will be able to continue to look at payment status or timesheets in ESP. ESP access will not be terminated. If they begin working again as an IHSS Provider, eligible timesheets will be immediately available upon the county linking the Provider to a Recipient.

Question: How to process a Provider's electronic timesheet if a Recipient passes away or is on leave?

Answer: Provider should notify IHSS Social Worker of the Recipient's status or whereabouts.



Question: How do Providers make corrections to incorrectly submitted ESP/TTS timesheets?

Answer: The Provider should inform Recipient of the errors and ask Recipient to reject the timesheet at the end of the pay period so that the Provider can make corrections and resubmit.

Question: How do Providers prevent submitting ESP and TTS with incorrect hours?

Answer: The Provider should review all time entries thoroughly for each work week.

For ESP users, only select 'Submit Timesheet' when all information are correctly entered. If "Submit Timesheet" is selected and corrections are needed, select 'Cancel'.

For TTS users, after entering and saving time entries, the TTS asks users to sign and submit timesheet following a declaration statement. TTS users can cancel the timesheet submission by pressing "2".

The screenshot shows a timesheet submission interface. At the top, there is a 'Save' button and a status bar indicating 'PREVIOUSLY CLAIMED HOURS: 00h 00m' and 'WORKWEEK TOTAL: 05h 00m'. Below this, the interface displays 'Workweek 3' with a table of days and hours worked. The table has columns for 'HOURS WORKED' and 'START TIME'. The days listed are SUNDAY (12 Jul), MONDAY (13 Jul), TUESDAY (14 Jul), WEDNESDAY (15 Jul), THURSDAY (16 Jul), FRIDAY (17 Jul), and SATURDAY (18 Jul). Each day has input fields for hours and minutes, and a 'Select' button. A 'Please Note' dialog box is overlaid on the interface, containing the following text: 'Please Note: This timesheet is being submitted before the end of the pay period. This timesheet will be processed on the first business day of the upcoming pay period.' Below the text are two buttons: 'Continue Submitting Timesheet' and 'Cancel'. The 'Cancel' button is circled in red. At the bottom of the interface, there is another 'Save' button, a status bar indicating 'PREVIOUSLY CLAIMED HOURS: 00h 00m' and 'WORKWEEK TOTAL: 00h 00m', and a 'Submit Timesheet' button. The 'TIMESHEET TOTAL: 05h 00m' is also visible at the bottom left.



Question: How do Providers enter time electronically?

Answer: Hours and Minutes entry requires 4 digits, e.g., 4 hours and 30 minutes = 0430

Question: How do Live-in Providers and Providers rendering Protective Supervision services enter time for services rendered off and on throughout the day?

Answer: Enter 12:00 AM for the start time and 11:59 PM for the end time is acceptable for each daytime is worked

Question: How do Providers serving multiple shifts in the same day enter time?

Answer: Enter start time for the first service rendered and enter end time when the last service completes.
For example, start time of 08:00 AM for the first service rendered and last service time completed at 09:30 PM for the end time of one recipient **and start time of 01:00 PM for the first service rendered** and last service time completed at 05:00 PM for the end time of another recipient.

Question: How do Providers access unclaimed time?

Answer: ESP users can access Supplemental Timesheet online www.etimesheets.ihss.ca.gov
TTS users can contact the IHSS Social Worker or Payment for a Supplemental Timesheet print-out.



Recipient Questions:

Question: What resources are available for Recipients who need assistance with EVV?	
Answer:	Recipients can designate a Timesheet Signatory on the SOC 839 (6/18) form.

Question: What happens if a TTS Recipient's phone number is disconnected?	
Answer:	TTS won't reach Recipient to notify of pending electronic timesheets to review and approve. Therefore, Recipients should notified their IHSS Social Worker of any changes in their telephone, email, and/or address.

Question: Does the phone calling the Recipient to inform that they have a timesheet to approve identify as State TTS and when does the Recipient receive the phone call?	
Answer:	Yes, the caller I.D. shows the same phone number as the Recipient uses to call TTS. If the Provider submits after business hours, the Recipients will get a call the next day. Otherwise, they will get a call every two hours up to five times per day.

Question: What protects a Recipient from a Provider registering as the Recipient?	
Answer:	A letter is sent to Recipients once they register letting them know they have registered on the ESP portal. If they have not, they may call the Help Desk at 866-376-7066 or IHSS Social Worker.

Question: Will a Recipient be able to access EVV if their case is terminated?	
Answer:	Yes. They will remain active and may still view past history. Additionally, if the case is rescinded, the registration and log-in remains the same.

Question: What happens when the Recipient is deceased and a timesheet must be approved?	
Answer:	Provider or family member should contact the IHSS Social Worker with the death date and IHSS will follow up.

Question: Can Recipients and Providers share the same email address? What if Recipient doesn't have an email address? May they use Provider's e-mail account?	
Answer:	There is no policy or law that prevents it and the system allows Recipients and Providers from using the same email address. However, it is discouraged. Each will receive notifications and alerts and it can get confusing. Each should create their own email address, and remember to keep private (not share) the individual user names and passwords.



Question: What if Recipient doesn't agree with time submitted?

Answer: Recipient has the choice to reject the timesheet in TTS or ESP.

Question: What if a Recipient or Provider's contact information changes?

Answer: Recipient notify IHSS Social Worker.
Provider should notify payment unit 415-557-6200 or ihsspaymentunits@sfgov.org