

# WELCOME TO THE ELECTRONIC VISIT VERIFICATION OVERVIEW OF LOCATION CHECK-IN & CHECK-OUT FOR NON-LIVE-IN IHSS/WPCS PROVIDERS

Presented By:

California Department of Social Services (CDSS)

CMIPS & Systems Enhancement Branch

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# What We Will Cover

- Changes to the EVV System
- Introduce EVV System Updates
- Check-In/Check-Out using the Telephone Timesheet System (TTS)
- Timesheet Adjustments

# Changes to the EVV System

The federal Centers for Medicare & Medicaid Services (CMS) requires the EVV system to electronically confirm the geo-location of In-Home Supportive Services (IHSS) and Waiver Personal Care Services (WPCS) providers at the start and end of each workday.

The EVV system has been updated to ensure compliance with the federal requirement. Effective July 1, 2023, all IHSS/WPCS providers who do not live with the recipient they work for, or Non-Live-In IHSS/WPCS providers, are required to geographically check in and out from the location where services are provided. These individuals will identify if they are providing services in the “community” or in the recipient’s “home.”

The EVV changes will only impact non-live-in providers. Live-in providers and recipients are **not** affected by this change.

# EVV System Updates

- EVV System Updates: TTS and ESP
- New IHSS EVV Mobile App
- Non-Live-In IHSS/WPCS Providers can check-in/check-out of each workday using any of the following options:
  - TTS
  - ESP
  - IHSS EVV Mobile App

# What This Means

- Geo-location will only be electronically confirmed at the time a provider checks-in and checks-out when selecting 'home.'
- Geo-location **will not** be collected throughout the day or when a provider identifies as being in "the community" when they check-in or out.
- TTS will electronically confirm geo-location when the provider uses the recipient's landline telephone and calls TTS to check-in and check-out.

# What This Means (continued)

- At *the start and end time of each workday*, providers who do not live with the recipient they are providing services for are required to check-in and check-out using the new IHSS EVV Mobile Application, ESP, or TTS.
- Non-live-in providers who provide IHSS and WPCS services to a recipient that is associated with both IHSS and WPCS programs, will be required to check-in & check-out for both programs separately.
- There are no penalties if a provider makes a mistake during check-in & check-out. Providers can fix entries all the way up to when they submit their timesheet to their recipient for approval.

# ELECTRONIC VISIT VERIFICATION LOCATION CHECK-IN/CHECK-OUT

## TELEPHONE TIMESHEET SYSTEM

**Check-In**

(833) DIAL-EVV or (833) 342-5388

**Let's Get Started!**

# TTS: Check-In

To check-in using the TTS option, Non-Live-In IHSS/WPCS Providers must:

- Use recipient's landline telephone to access the TTS by dialing: **(833) DIAL-EVV** or **(833) 342-5388**.
- Be registered with the TTS and login with your 9-digit provider number and 4-digit passcode.





# TTS: Dialing In

**(833) DIAL-EVV or (833) 342-5388**

After you have dialed the phone number, the TTS will give you the following prompts:

Thank you for calling the IHSS Telephone Timesheet System.  
Please select your preferred language from the following options, you may make your selection at any time.

For English, press '1'

For Spanish, press '2'

For Armenian, press '3'

For Chinese, press '4'

# TTS: Recipient/Provider Selection

After you have selected your preferred language, the TTS will prompt you to select if you are a recipient or provider.

As a provider, on your telephone keypad, press '2'.



# TTS: Main Menu

You will be taken to the Main Menu. The TTS will give you the following prompt:

This is the Main Menu. Please select from the following options. You may make your selection at any time:

Press '1' to Log in

Press '2' to Reset your passcode

Press '3' for Registration

# TTS: Logging In

To Log in to your TTS account:

Press '1' on your telephone keypad.



# TTS: Provider & Passcode Number

After selecting the log in option, the TTS will give you the following prompts to enter your 9-digit provider number and 4-digit passcode:

Please enter your 9-digit provider number followed by the pound (#) key. Your provider number is located on any provider paperwork you have received.

Using your telephone keypad, please enter your 4-digit passcode followed by the pound (#) key.

# TTS: Activity Menu

After you have successfully logged in to your account, you will be taken to the Activity Menu. The TTS will give you the following prompts:

Welcome to the Activity menu.

Press '1' to enter time for today

Press '2' to enter time for a previous day

Press '3' to review a timesheet history

Press '4' to submit a timesheet for recipient review

Press '5' to review and take action on a rejected timesheet

➤ Press '6' to check-in for a recipient

Press '7' to check-out for a recipient

➤ To check-in for a recipient, Press '6'.

# TTS: Recipient Selection

You will be taken to the Recipient Selection option. The TTS will give you the following prompt:

Would you like to check in for <Your recipient's name>?  
Press '1' for Yes or  
Press '2' for No

# TTS: Recipient Selection (continued)

To check-in for your selected recipient:

Press '1' for Yes.



If your selected recipient is associated with both IHSS and WPCS programs and you provide both IHSS and WPCS services to them, you will be required to check-in for both programs separately.



# TTS: Location Selection Home or Community

Next, you will be taken to the Location selection option. The TTS will give you the following prompt:

Please choose the location you are checking in from.  
Press '1' for Home or  
Press '2' for Community

# TTS: Check-In Confirmation

The TTS will ask you to verify if your check-in entry is correct or if you would like to edit the entry with the following prompt:

You are checking in for:

- Recipient's name
- Recipient's case number
- Program Type: IHSS or WPCS
- Location: Home or Community

If this is correct, press '1', or press '2' to edit this entry.

# TTS: Check-In Confirmation (continued)

To confirm the check-in information is correct:

Press '1' for the selected recipient.



Your check-in has been saved! You will return to the Activity menu.

# ELECTRONIC VISIT VERIFICATION LOCATION CHECK-IN/CHECK-OUT

## TELEPHONE TIMESHEET SYSTEM

**Check-Out**

(833) DIAL-EVV or (833) 342-5388

**Let's Get Started!**

# TTS: Activity Menu

After you have successfully logged in to your TTS account, you will be taken to the Activity Menu. The TTS will give you the following prompt:

Welcome to the Activity menu.

Press '1' to enter time for today

Press '2' to enter time for a previous day

Press '3' to review a timesheet history

Press '4' to submit a timesheet for recipient review

Press '5' to review and take action on a rejected timesheet

Press '6' to check in for a recipient

➤ Press '7' to check out for a recipient

➤ To check-out for a recipient, Press '7'.

# TTS: Recipient Selection

You will be taken to the Recipient Selection option. The TTS will give you the following prompt:

Would you like to check-out for <Your recipient's name>?  
Press '1' for Yes or  
Press '2' for No

# TTS: Recipient Selection (continued)

To check-out for your selected recipient:

Press '1' for Yes.



If your selected recipient is associated with both IHSS and WPCS programs and you provide both IHSS and WPCS services to them, you will be required to check-out for both programs separately.

# TTS: Location Selection Home or Community

Next, you will be taken to the Location selection option. The TTS will give you the following prompt:

Please choose the location you are checking out from.  
Press '1' for Home or  
Press '2' for Community



# TTS: Check-Out Confirmation

The TTS will ask you to verify if your check-out entry is correct or if you would like to edit the entry with the following prompt:

You are checking-out for:

- Recipient's name
- Recipient's case number
- Program Type: IHSS or WPCS
- Location: Home or Community

If this is correct, press '1', or press '2' to edit this entry.

To confirm the check-out information is correct, press '1'.

# TTS: Check-Out Confirmation (continued)

TTS will ask you to enter your hours that were worked for the day with the following prompt:

Please enter your hours worked as a two-digit number. For example, if you worked four hours, you would enter '04'. Enter your hours worked followed by the pound (#) key.



TTS will list the hours you've entered and ask if they are correct or if you would like to edit the entry.

# TTS: Check-Out Confirmation (continued)

If you confirm that the hours entered are correct, the TTS will ask you to enter your minutes with the following prompt:

Please enter your minutes worked as a two-digit number. For example, if you worked thirty minutes you would enter '30'. Enter your minutes worked followed by the pound (#) key.



TTS will list the minutes you've entered and ask if they are correct or if you would like to edit the entry.

# Timesheet Adjustments



## **What if I forget to check-in and/or check-out?**

Just check-in as soon as you remember. If you forget to check-out the system will populate a 11:59 pm end time on your timesheet. You are able to adjust your start time and end time on your timesheet any time before submission by selecting option #2 (Entering Time for a Previous Day) from the activity menu option in TTS.

## **What if I checked-out and I go back to work?**

You are able to check-in and check-out again. The system will capture the earliest check-in time and latest check-out time.

## **What if I submitted my timesheet to my recipient and notice an error?**

This is not any different than it is today. Your recipient is able to reject your timesheet for adjustments any time prior to approving it.

## **Do I have to go back to the recipient's home if I forgot to check-out?**

No, you can just check-out as soon as you remember or correct it before submitting your timesheet.

## **There are no penalties for providers if you make a mistake during check-in or check-out.**

**If a provider no longer work for a recipient and the recipient shows up as one of their active recipients, the provider should contact their Local County IHSS Office for further assistance.**

# THINGS TO REMEMBER

- Providers will electronically submit their timesheets the same way they do today, through the ESP and/or the TTS.
- Providers are still paid for hours worked not time between your check in and out.
- There are no penalties for making an error. Providers can fix entries all the way up to when they submit their timesheet to their recipient for approval.
- For TTS, the provider must use the recipient's landline telephone when calling in TTS to check-in and check-out.

# THINGS TO REMEMBER (continued)

- Geo-location will only be electronically confirmed at the time the provider checks-in and checks-out from the recipient's home.
- Geo-location will not be collected throughout the day or when a provider identifies as being in "the community" when they check in or out.
- The check-in and check-out information will auto-populate on the provider's electronic timesheet.
- **There are no impacts to recipients.** Does not change recipient's services or how you provide them.
- **Live-in providers are not required to check-in or check-out.**

# THANK YOU FOR ATTENDING

**For additional information and resources:**

<http://www.cdss.ca.gov/inforesources/ESPhelp>

**IHSS Service Desk for Electronic Services Portal and  
Electronic Timesheets:**

**(866) 376-7066**

Monday to Friday 8:00am – 5:00pm

**Electronic Services Portal (ESP):**

[www.etimesheets.ihss.ca.gov](http://www.etimesheets.ihss.ca.gov)

**Telephone Timesheet System (TTS):**

(833) DIAL-EVV or (833) 342-5388