



In-Home Supportive Services (IHSS) Electronic Visit Verification (EVV) Location Services

Frequently Asked Questions

Changes to the Electronic Visit Verification (EVV) System

The California Department of Social Services (CDSS) received guidance from the federal government advising CDSS that effective July 1, 2023, all non-live-in IHSS/WPCS providers will be required to check-in and check-out at the start and the end of each workday and identify if services are starting or ending in the home or the community.

What This Means

In order to be compliant with federal law and avoid federal penalties, effective July 1, 2023, the EVV systems have been updated to capture the location of IHSS/WPCS non-live-in providers when they check-in and check-out on each day they work when selecting “home”.

Key Points to Remember

- Beginning July 1, 2023, IHSS/WPCS providers who do not live with their recipient, referred to as Non-Live-In Providers, will be required to check-in and out at the beginning and end of each workday.
- There are NO changes for recipients. Recipients will still review and approve or reject their provider’s electronic timesheets using the Electronic Services Portal (ESP) or Telephone Timesheet System (TTS), just like they do today. There are no impacts to how recipients services are authorized or how they receive these services.
- There are NO changes for providers who live with their recipient. Live-In Providers are not required to check-in and check-out and will continue to complete and submit their IHSS electronic timesheets online through the ESP or the TTS.
- Non-Live-In Providers’ location or movements are not tracked throughout the day. The provider’s location will only be captured when checking-in or out and the provider selects “Home” to confirm the recipient is receiving IHSS authorized services in their own home.
- If a non-live-in provider works for multiple recipients, they must check-in and out for each recipient. It is okay for check-in and out times to overlap when providing services for multiple recipients.

- Non-live-In providers can easily enter their hours and minutes worked each day when they check-out, or on their IHSS electronic timesheet before they submit it to their recipient for approval as they do today.
- The EVV system will allow a provider to fix any errors to check-in and out information before they submit their timesheet for approval.
- Providers are still paid based on the number of hours and minutes worked, not the time between check-in and out.

Frequently Asked Questions

Q: Why do you have to change the EVV system?

A: Federal law requires EVV systems electronically capture the location of IHSS / Waiver Personal Care Services (WPCS) providers at the start and end of each workday to ensure the recipients are receiving services in their home. California must update the current EVV system to comply or financial penalties will continue to be assessed to the state by the federal government.

Q: How do I do this on a paper timesheet?

A: Since December 31, 2020, the use of electronic timesheets has been a condition of employment for IHSS providers.

Q: Is the government tracking us?

A: No, you will not be tracked. Geo-location will not be collected throughout the day or when a provider identifies as being in the “community.” Geo-location will only be electronically confirmed when you check-in at the start of each workday and check-out at the end of each workday when selecting “home”.

Q: Why are you doing this after we were told we would have no Global Positioning System (GPS) tracking?

A: Based on our IHSS stakeholder feedback not to utilize GPS, the California Department of Social Services (CDSS) submitted a plan to the federal Centers on Medicare/Medicaid Services (CMS) organization that required providers to enter their location into an electronic system rather than utilizing GPS. However, CMS has now determined that process does not meet the federal requirement that the provider’s location must be electronically captured at the beginning and end of services being provided for each workday. California was required to pay financial penalties beginning January 1, 2021, until the EVV system is compliant with federal law.

Check-in and Check-out

Q: Does this mean that providers must check-in and check-out throughout the day for every service they provide for the recipient?

A: No, providers will only have to check-in and check-out once per day for each recipient they work for. If a provider works for a recipient who receives both IHSS and WPCS, the provider must check-in and check-out each program separately.

Q: What if I make an error?

A: The system will allow you to fix any errors. Providers will still be able to review and update their timesheet before they submit their timesheet to their recipient for approval, just like you can do today.

Q: What happens if I forget to check-in and check-out?

A: You can check-in and check-out as soon as you can. You will be able to update the information when you fill out your timesheet entry at the Electronic Services Portal (ESP).

Q: Do I have to go back to the location if I forget to check-in and check-out?

A: No, you can update the check-in and check-out information in the ESP at the timesheet entry screen in the “start” and “end” time field.

Q: If I already checked out for the day, but must go back to the recipient’s home to provide additional services, do I just recheck-in and recheck-out?

A: Yes. The system will populate on your timesheet the very first time you checked in and the very last time you checked out for the night. The hours you input as hours worked are what you’re getting paid for, just like today.

Q: What if I work for multiple recipients?

A: Each day you will be required to check-in and check-out for each recipient you work for. The start times and end times can overlap. You will still need to make sure you capture the number of hours you work each day for each recipient just like you do today. You will still need to submit a timesheet for each recipient you work for. You will continue to be paid for the hours and minutes worked, not the time between check-in and check-out.

Q: What if I work in the home and the community in the same day? How would I check in and out?

A: You will check-in at the beginning of the first service you provided for the day, and you will check-out at the end of the last service you provided for the day. You will choose your location of either “home” or “community” depending on where you are at during the start time and end time of your workday. You do not need to check-in for each service, just once at the start, and, once at the end of the workday for each recipient.

Q: What if I need help?

A: CDSS will ensure that you have the training resources you need to make this change. We will make sure there are lots of training materials available online and will be scheduling online training classes, just like we did for the EVV implementation. Additionally, you will be able to contact the IHSS Service Desk for assistance at (866) 376-7066, Monday through Friday, 8:00 am to 5:00 pm, excluding holidays.

EVV Mobile App

Q: Is the EVV Mobile App required?

A: Providers are not required to use the mobile app, it is optional. The EVV Mobile App is an additional tool that is available for providers to use to conveniently check-in/check-out.

Q: Can I submit my timesheets using the EVV Mobile App?

A: No. Providers will electronically submit their timesheets the same way they do today, through the Electronic Services Portal (ESP) and/or the Telephone Timesheet System (TTS).

Q: Can I check-in with the EVV Mobile App and check-out with ESP or TTS?

A: Yes.

Q: What is the advantage of the EVV Mobile App?

A: The app is easily accessible, and it can conveniently check-in/check-out and auto-populate your hours to your electronic timesheet, and you can choose the location (either home or community).

Q: Does the data have to be “on” to use the mobile app? In other words, do you need internet access?

A: To download the EVV Mobile App onto your mobile device, you will need internet access. After downloading the app, you *do not need* internet connection to use the app. The check-in/check-out information will be stored and updated once you have internet connection.

Q: Will the EVV Mobile App be available in other languages? What languages are available?

A: The EVV Mobile App will be available in the four threshold languages: English, Armenian, Spanish, and Chinese. The EVV Mobile App is free.

Q: Is it a requirement to enter my hours worked on the EVV Mobile App? Do I now have to enter it every day?

A: No. Entering your hours daily is not a requirement during check-in/check-out. This option is made available for providers who prefer to fill in their hours at that moment instead of waiting to the end of the workweek. You will have time to enter your check-in/check-out entries later when you fill out your timesheet if you choose.

Q: When will the EVV Mobile App be available to be downloaded?

A: The new, free EVV Mobil App can be downloaded on July 1, 2023.

Q: Can I download the EVV Mobile Application early?

A: No. The EVV Mobile App will be available in the app stores on July 1, 2023. The app stores will not allow the EVV Mobile App to be downloaded before it goes-live on July 1, 2023.

Q: Are we going to have to keep changing our password like the current system makes us do?

A: Since you are using the same ESP username and password to log into the EVV Mobile App, updating your password will remain as done today. When you update your ESP password, it will also update on the EVV Mobile App.

Q: Will the EVV Mobile App make you login each time when you check-in and check-out?

A: Depending on your device’s data/memory storage, you may need to login each time to check-in and to check-out.

Q: How long does it take for EVV Mobile App entries to update on your ESP timesheet?

A: It usually just takes a few minutes to update information from the EVV Mobile App onto your timesheet.

Home or Community

Q: Do I check-in/out from the “home” or “community” when I start or end IHSS services for the recipient at my (provider’s) home?

A: Regulations require that the IHSS is completed in the *recipient’s own home*. Services that may occur in the “community” include grocery shopping, errands, picking up medications, laundry, or medical accompaniment---all other IHSS **must** be conducted in the recipient’s own home, or you live in the same home. Your IHSS workday starts at the time you complete the first service and does not include commute time.

Q: What if I start each day in the community?

A: Regulations require that IHSS be completed in the recipient’s own home, or you live in the same home, so the majority of IHSS Services would take place in the recipient’s own home. The only IHSS services that may be considered “community” are shopping, errands, medical accompaniment, and in some cases, laundry may be permitted.

IHSS non-live-in providers should not check-in before they arrive at the recipient’s home unless completing certain IHSS services and are not paid for their commute time. Continually checking-in/out from the “community” may flag the case for additional follow-up.

Q: What if I take care of the recipient at my home during the day and take them home at night?

A: IHSS regulations require that services must be performed in the recipient’s own home. The only services that can be provided in the “community” are grocery shopping, errands, picking up medications, laundry, or medical accompaniment all other IHSS **must** be conducted in the recipient’s own home. If there are circumstances where personal care services are being provided somewhere other than the recipient’s home, providers should reach out to their social worker at the county IHSS office.

Travel

Q: What happens if I travel out of country with my recipient...How will I check-in/out?

A: Just like today, recipients must be current residents living in the State of California to receive IHSS. Recipients are required to contact their social worker at the county IHSS office as soon as they are planning a trip out of the United States. When outside of the United States, IHSS can only be provided with county approval under the regulations regarding out of country travel outlined in Manual of Policy and Procedures (MPP) 30-770.46-.46(b).

Q: What happens if I travel with my recipient outside of the State of California?

A: Just like today, recipients must be current residents living in the State of California to receive IHSS. Recipients are required to contact their social worker at the county IHSS office as soon as they are planning a trip out of the state. If a provider is temporarily traveling with the recipient and plans to provide IHSS for the recipient during the trip, the recipient must contact their social worker at the county IHSS office and let them know of the travel plans. Regulations concerning IHSS while temporarily outside the State of California are outlined in Manual of Policy and Procedures (MPP) 30-770.4-.444.

Q: What happens if I (provider or recipient) move temporarily/permanently move out of California?

A: You will need to immediately notify your county IHSS office. IHSS cannot be provided outside of the State of California.

Q: What happens if I travel out of the area with the recipient and cannot call the TTS from the recipient's landline phone to check-in/check-out?

A: All out of area travel must be approved by your social worker at the county IHSS office. The EVV Mobile App and ESP can be used while traveling with the recipient for the purposes of providing IHSS only when your social worker at the county IHSS office has pre-approved the travel. If you are a TTS User and cannot use the recipient's landline, you can use the EVV Mobile app, ESP, or call into the TTS and select "community" for approved IHSS that are performed outside the recipient's home.

Q: Can providers use the EVV Mobile App or ESP to check-in or check-out when out of the area?

A: All out of area travel must be approved by the county IHSS office. The EVV Mobile App and ESP can only be used when traveling with the recipient for the purposes of providing IHSS and your social worker at the county IHSS office has pre-approved the travel. Providers should select "community" when checking in or out when providing IHSS outside of the recipient's home using the EVV Mobile app, ESP or TTS.

Location

Q: Can I start my day in the 'community' and check-out from 'home'?

A: Yes

Q: If I stop off at the grocery store on my way to the recipient, is that 'home' or 'community'?

A: Community.

Q: Why are there only the options of "home" or "community" and there is no longer the option of "both".

A: Because check-in/out gathers your geo-location in real time. You can't be in the home and community at the same time.

Q: Do I check-in from the "home" or "community" when I start services for the recipient at my home?

A: Regulations require that the IHSS is completed in the recipient's own home. Services that may occur in the community include grocery shopping, errands, picking up medications, laundry, or medical accompaniment---all other IHSS **must** be conducted in the recipient's home. Please remember your IHSS workday starts at the time you complete the first service and does not include commute time.

Am I a Live-in Provider or a Non-Live-in Provider?

Q: I am a provider who lives in the same home as the recipient(s) I work for. Am I a live-in provider?

A: The EVV changes effective July 1, 2023 do not impact IHSS/WPCS live-in providers. Providers are asked if they live with the recipient they work for at the start of each pay period and can make the appropriate selection, or providers who live in the same home as the

recipient(s) they work for can complete and submit a Live-in Provider Self-Certification form (SOC 2298) which can be found on the CDSS website at <https://www.cdss.ca.gov/inforesources/ihss/live-in-provider-self-certification>; or, log-in to your Electronic Services Portal ([ESP](#)) account and select Financial >>Live-in Provider>>Live-in Provider Certification

Q: I completed a SOC 2298 form, but no longer live with the recipient I work for. What do I do?

A: You can complete a Live-in Provider Self-Certification Cancellation form (SOC 2299). Find more information on the CDSS website at <https://www.cdss.ca.gov/inforesources/ihss/live-in-provider-self-certification>.

You can also cancel your live-in status from your Electronic Services Portal ([ESP](#)) account and select: Financial >>Live-in Provider>>Live-in Provider Certification *Cancellation*

Q: Where can I find information about Live-In Provider Self-Certification?

A: Live-in Provider information, including the Live-in Provider Self-Certification form (SOC 2298), is available at: <https://www.cdss.ca.gov/inforesources/ihss/live-in-provider-self-certification>

Q: I am a recipient. The provider spends a couple nights at my house each week. Is this provider considered a live-in provider?

A: No.

Q: The recipient and I live together, but we keep getting notifications about the EVV change as if we don't live together.

A: Unless there is a Live-in Provider Self-Certification form (SOC 2298) on file you will continue to receive these notifications. At the start of each pay period, you can self-certify that you live with the recipient and you will no longer receive the EVV changes for non-live-in providers. Find more information at: <https://www.cdss.ca.gov/inforesources/ihss/live-in-provider-self-certification>

Additional Resources

1. A link to the 'EVV Location Services Provider Training' webinar schedule is posted at <https://www.cdss.ca.gov/inforesources/ihss/ihss-providers/resources/evv-training>. Training webinars will continue throughout the year and the schedule will be updated.
2. IHSS Timesheet Signature Authorization Requirement [ACL-19-115](#)
3. For general assistance with the EVV check-in and check-out, the Electronic Services Portal Website, or the IHSS Telephone Timesheet System, please contact the IHSS Service Desk at (866) 376-7066, Monday through Friday from 8:00 am to 5:00 pm, excluding holidays.
4. Electronic Services Portal Website www.etimesheets.ihss.ca.gov
5. Telephone Timesheet System (833) DIAL-EVV or (833) 342-5388
6. IHSS EVV Email Address: EVV@DSS.ca.gov

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