



**IHSS**  
IN-HOME SUPPORTIVE SERVICES  
TELEPHONE TIMESHEET SYSTEM



# **Electronic Visit Verification IHSS Telephone Timesheet System Non-Live-In Provider Check In/Out**

For additional assistance please contact the IHSS Service Desk  
at (866) 376-7066 Monday through Friday from 8am to 5pm



The EVV System has been updated into the existing In-Home Supportive Services (IHSS) Telephone Timesheet System (TTS) and Electronic Services Portal (ESP) to electronically confirm geo-location when providers check-in and check-out of each workday. You can check-in and check-out of each workday using any of the following system: *TTS, ESP, IHSS EVV Mobile App*.

This guide describes how to check-in and check-out using the **TTS**.

### **Things to know before you check-in and check-out:**

- **At the start and end of each workday**, providers who **do not** reside in the same household as the recipient(s) they work for, or non-live-in providers, are required to check-in and check-out by entering the Location (*Home or Community*), and Program Type (*IHSS or WPCS – if applicable*).
- **Your location is not being tracked throughout the day**. Geo-location will only be electronically confirmed at the time a provider checks in and checks out when selecting 'home.'
- TTS users ***must*** check-in and check-out from the **recipient's landline phone**. If the recipient does not have a landline phone, the provider must use ESP or the IHSS EVV Mobile Application. Using a cell phone to call in the TTS will not electronically confirm the location.
- 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 an error is made during check-in and check-out**. Providers can fix entries all the way up to when they submit their timesheet to their recipient for approval.
- 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 check-in and check-out.
- **There are no impacts to recipients**. The check-in/check-out requirement does not change recipient's services or how you provide them.

### ***Let's Get Started!***

To access the TTS, use a land line telephone and dial **(833) DIAL EVV or (833) 342-5388**.

### **TTS Login**

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'***

Select your preferred language by using your telephone keypad.

Next, the TTS will prompt you to select if you are a recipient or provider.

***Press '1', if you are a recipient,***

***Press '2', if you are a provider.***

Since you are a provider, **Press '2'**.



You will now 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**

To login to your TTS account, **Press '1'**.



After selecting the log in option, the TTS will give you the following prompts:

***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.***

After you log into your account, you will be taken to the Activity Menu. The TTS will give you the following prompts:

***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.***

## Daily Check-In

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



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.***

To check-in for your selected recipient, **Press '1' for Yes.**

**Note:** 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.

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.***

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.***

To confirm the check-in information is correct, **Press '1'**. Your check-in has been saved! You will return to the Activity menu.

**Congratulation!** You have successfully checked in for this recipient. If you work for multiple recipients in the same household and/or different household, you will repeat the previous steps to check-in when you begin the first IHSS service of the day for the next recipient.

When you are ready to check-out for the end of your workday, you will begin the check-out process following the *Daily Check-Out* steps below.

### **Daily Check-Out**

To check-out for a recipient, you will need to login to the TTS again by following the steps listed under the *TTS Login* section. After you log into 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'**



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

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

To check-out for your selected recipient, **Press '1' for Yes.**

**Note:** 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.

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.***

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'**.

The 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.***

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

The TTS will list the minutes you've entered and ask if they are correct or if you would like to edit the entry. If you confirm that the minutes entered are correct, the TTS will save your entry and you will return to the Activity Menu.

**Congratulations!** You have successfully checked out for this recipient. If you work for multiple recipients in the same household and/or different household, you will repeat the previous steps to check-out when you begin the last IHSS service of the day for the next recipient.

### **Timesheet Adjustments**

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

You can 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.

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

**What if I need help?**

Providers are able to reach the IHSS Service Desk 1-866-376-7066 Monday through Friday, 8am to 5pm, excluding holidays.