



IHSS
IN-HOME SUPPORTIVE SERVICES
TELEPHONE TIMESHEET SYSTEM



Electronic Visit Verification

IHSS Telephone Timesheet System

Non-Live-In How to Complete My Timesheet

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



Providers can complete their time enter hours worked daily, and for previous days using the IHSS Telephone Timesheet System (TTS). This guide describes daily time entry for **Non-Live-In IHSS/WPCS Providers** using the **TTS**.

Things to know before you begin the daily time entry process:

- Non-Live-In Providers are providers who **do not** reside in the same household as the recipient(s) they serve.
- Non-Live-In Providers are required to complete the EVV mandated fields: **Start Time & Location, End Time & Location, and Hours/Minutes Worked** on their timesheets for each day worked.
- Providers will be asked if they live with their recipient the first time you enter time for that specific pay period.
- You can update and correct your electronic timesheet before submitting your timesheet for review.
- Providers will electronically submit their timesheets the same way they do today, through the TTS and/or the ESP.
- Providers are still paid for hours worked, not the time between check-in and check-out.

Let's Get Started!

To access the TTS 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.”

Following each prompt, use your keypad to enter the information requested.

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 Login
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.”

It is important to keep your passcode secure and do not share your passcode.

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 Time Entry

To enter your hours worked for today **Press ‘1’.**



Next the TTS will ask you:

**“Would you like to enter time worked today for <Your recipients name>?
Press 1 for Yes, or press 2 for No.”**

If you press 1 for yes and you provide services for BOTH IHSS and WPCS for

the same recipient, you will need to enter time for both IHSS and WPCS for each day for this recipient.

Time Entry Helpful Tips

All of the hours and minutes entered into the TTS must be in four-digit format (HH:MM). The following will help you with hours and minutes:

- Hours entered cannot be more than 24 hours in one day.
- Minutes entered cannot be more than 59 minutes.
- The time of day should be in a twelve-hour time format (am/pm).
- There are 60 minutes in one hour. For example, 75 minutes should be entered as 01 hour and 15 minutes.

Sample of 75 minutes:

01 hour



15 minutes



The TTS will ask you:

“Do you live with this recipient Press 1 for Yes or Press 2 for No.”

Once you press 2 for “No” the TTS will say:

“To enter time for this date press 1. If you do not want to enter time for this date press 2.”



If you press 1 the TTS will say:

“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 read the hours you entered and ask if they are correct or if you would like to edit the entry. If the hours entered are correct the TTS will say:

“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 read the minutes you entered and ask you if they are correct, or if you would like to edit the entry. If the minutes entered are correct the TTS will say:

“Please enter the time you started services <HH:MM> as a four-digit number. The entry should be in a twelve-hour time format. For example, if you started performing services at nine fifteen you should enter 0915. Please enter your start time followed by the pound key.”

For example: nine fifteen, pound (#) key.

Hour: 09

Minutes: 15



The TTS will read the start time you entered and ask you if it is correct or if you would like to edit the entry. If the start time entered is correct the TTS will ask you to choose if the start time was in the AM or PM. The TTS will read the start time entry and ask you:

“Press 1 if the entry is correct or Press 2 to edit the entry.”

Next the TTS will ask you to enter the time you completed your services.

“Please enter the time you completed services <HH:MM> as a four-digit number. The entry should be in twelve-hour time format.

For example, if you finish performing services at ten o’clock you should enter 1000. Please enter your end time followed by the pound key.”

The TTS will read the end time you entered and ask you if it is correct or if you would like to edit the entry. If the end time entered is correct the TTS will ask you to choose if it was in the AM or PM. The TTS will read the end time entry and ask you:

“Press 1 if the entry is correct or Press 2 to edit the entry”

Then the TTS will say:

“Please choose the location where services were performing. Press 1 for home, press 2 for community, or press 3 for both”

The TTS will read the location you entered and ask you if it is correct, or if you would like to edit the entry. If the location entered is correct the TTS will read your completed daily time entry and ask if you want to save the entry, or if you want to cancel the entry.

Once your daily time entered has been saved, the TTS will return you to the Provider Activity Menu. From the Provider Activity Menu, you can enter time for a different day.

Submitting your Completed Timesheet for Recipient Approval

Next, you will need to sign and submit your timesheet for recipient review and approval. You may not key ahead in this section.

The TTS will read you the following statement:

“I declare that the information on this timesheet is true and correct. I

understand that any false claim may be prosecuted under Federal and State laws, and that if convicted of fraud I may also be subject to civil penalties.”

After you have listened to the statement above you will need to confirm that you understand and submit your timesheet for recipient approval.

The TTS will say:

“To confirm you want to sign and submit this timesheet, please press 1. To cancel the timesheet, submit action, press 2”.

Once your time entered has been submitted the TTS will return you to the Provider Activity Menu. From the Provider Activity Menu, you can enter time for a different day.

After confirming that you want to sign and submit this timesheet, the TTS will say:

“Please enter your 4-digit passcode to confirm your electronic signature.”

You must then enter your 4-digit passcode followed by the pound key on your phone.

When you have successfully submitted your timesheet for recipient review, the TTS will say:

“Your timesheet has been successfully submitted for recipient review. Your recipient will be notified.” The TTS will then say, **“If you would like a printed copy of this timesheet for your records please press 1.”** The TTS will say, **“A copy of this completed timesheet will be mailed to you after it is approved and processed. If this timesheet is rejected by your recipient, you will need to request a printed copy again after you resubmit it. You will now be returned to the Activity Menu or you may hang up at any time.”**

If you do not indicate that you would like a copy of your timesheet mailed to you, the TTS will say, **“Your entry was not recognized. You will now be returned to the Activity Menu or you may hang up at any time.”**

The TTS will notify the recipient that your timesheet was submitted and awaiting the recipient approval.

Reminders

- Have your provider number handy and know your passcode.
- Remember to keep your passcode secure and do not share your passcode.
- Respond quickly to the TTS prompts or the TTS may end the call and you will need to call back and start over.
- You may key ahead.
- You will be paid for the number of authorized hours you enter in the Hours/Minutes Worked section.
- If you work for multiple recipients on the same day, it is possible the worked hours may overlap.
- Hours Worked entry cannot be greater than 24-hours for one day.
- Just like now, you will complete a timesheet for each recipient you work for.
- For ease of use, we recommend daily time entry into the TTS. However, you have the ability to enter time for your TTS timesheets daily, weekly or at the end of the pay period.
- If you work for both IHSS and WPCS recipients, you will have a separate time sheet for each program.