



**IHSS**

IN-HOME SUPPORTIVE SERVICES

TELEPHONE TIMESHEET SYSTEM



# **Electronic Visit Verification**

## **IHSS Telephone Timesheet System**

### **Provider Registration**

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



To register for the IHSS Telephone Timesheet System (TTS) dial (833) DIAL-EVV or (833) 342-5388 and you will hear the following message:

**“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.**

Next, the TTS will ask you to identify if you are a provider or recipient.

The TTS will say **“If you are a recipient, please press ‘1’, if you are a provider, please press ‘2’.”**

Since you are the provider, you will press ‘2’



You will now be taken to the Main Menu.

Then the TTS will say **“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”**

Since you want to register for TTS, press 3



For the next section you will need to have the following information available and ready.

- Your 6-digit Registration code.
  - Your registration code was previously mailed to you. If you cannot locate it, please contact your local county office.
- Your provider number.
  - Your provider number should be 9-digits and can be located on your paystub.
- Date of Birth.

Next, the TTS will prompt you:

**To Continue, press 1.”**

**To return to the main menu, press 9.**

If you do not have a Registration Code, please press 0 for assistance.

If you press 0 you will be transferred to the IHSS Service Desk.

The TTS will say “Using your telephone keypad, please enter your 6-digit registration code followed by the pound key. Your registration code was mailed to you at an earlier date.”

Then the TTS will say “Please enter your 9-digit provider number followed by the pound (#) key.”

Your provider number can be located on your pay stub or provider specific information mailed to you from IHSS.

The TTS will say “Please enter your date of birth followed by the # key. Your date of birth should be entered as a 2-digit month, 2-digit day and 4-digit year. For example, if your birthday is May 12, 1976, then you would enter 05121976. Please enter your date of birth followed by the # key.”

For example: May 01, 2019

Month: May

Day: 01

Year: 2019#



If you enter any incorrect numbers, the TTS will let you know the information is incorrect and ask you to re-enter the numbers.

If you enter the numbers incorrectly again, the TTS will ask you to press 0 for assistance. You will be transferred to the IHSS Service Desk.

Once you enter the correct numbers you will hear the following message:

**“Your information has been confirmed. Now you will create your passcode. Your passcode will be a 4-digit number that you will use each time you log into the IHSS Telephone Timesheet System. Using your telephone keypad, enter the 4-digit number that you want to use as your passcode followed by the pound key.”**

Remember to keep your passcode secure and do not share your passcode with anyone.

Once you complete the passcode section you will hear:

**“Congratulations! Your registration is complete, and you are now registered to use the IHSS Telephone Timesheet System. You will now be taken to the Main Menu to log in or you may hang up to end this call.”**

You can now use your passcode and navigate through the TTS to enter your time worked and submit your timesheet to the recipient for review, approval, or rejection.

Remember as a provider you can also do the following in TTS:

- Enter your hours worked on your telephone timesheet
- Review your telephone timesheet
- Submit your timesheet for recipient review, and recipient approval or rejection