IHSS
IN-HOME SUPPORTIVE SERVICES

Electronic Visit Verification – Provider Factsheet

Telephone Timesheet System (TTS)

How to Register in TTS:

a. Dial **(833) DIAL-EVV** or **(833) 342-5388** for TTS.
b. Press **3** for Registration.
c. Enter your 6-digit registration code (which was mailed to you), your 9-digit provider number, and your date of birth.

NOTE: If you do not have your Registration Code, you can contact your county IHSS office or the IHSS Service Desk at (866) 376-7066 for assistance. Agents are available at the help desk Monday – Friday from 8am to 5pm.

d. Create your 4-digit passcode by entering it on your keypad.

PASSCODE:_____

NOTE: YOU SHOULD NEVER SHARE YOUR PASSCODE WITH ANYONE.

How to Submit Timesheets in TTS:

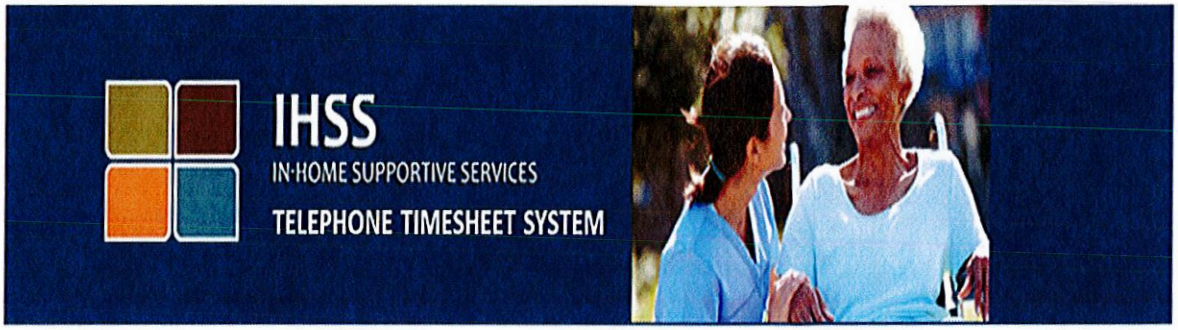
a. Call the TTS at (833) DIAL-EVV or (833) 342-5388.
b. Log in with your 9-digit provider number and 4-digit passcode.
c. Once you log in, press **1** to enter time for today, or **2** to enter time for a previous day from the Activity Menu.
d. The TTS will prompt you to enter your time. You will have to enter the Hours Worked, Start Time, End Time and Location for each day you worked. If you work for multiple recipients, you will need to submit separate timesheets for each one you work for.

NOTE: Entering time on TTS can take more time than using the online portal. It is suggested that providers enter time every day. You should not wait until the end of the pay period to enter all of your time.

e. Once you have entered your time for all the days you worked, the TTS will ask you if you want to submit your timesheet for recipient review and approval. You can review the information you entered before you submit the timesheet for recipient approval.
f. Follow the prompts to submit for approval.
g. Once you submit your timesheet, you can request that a paper copy be mailed to you.

NOTE: Make sure your timesheet is complete and correct before you click the Submit Timesheet button. You cannot change your timesheet after you have submitted it for approval.

NOTE: If you need help call the IHSS Service Desk at (866) 376-7066 Agents are available at the help desk Monday – Friday from 8am to 5pm.



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."**

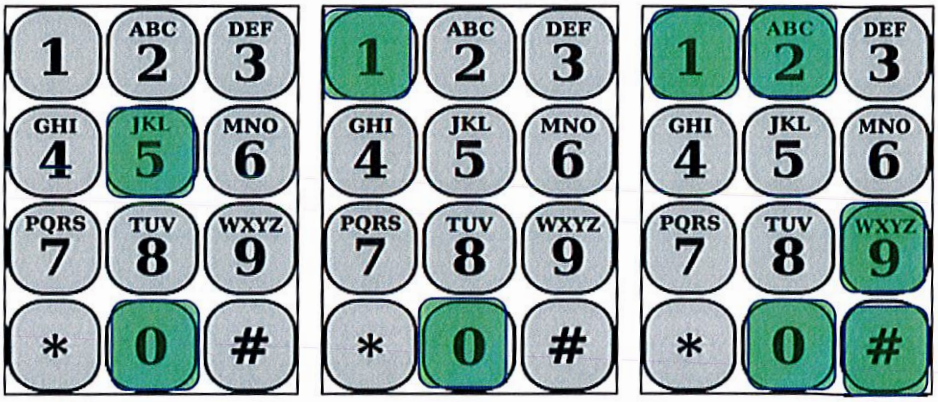
Then the TTS will say **"Please enter your 9-digit provider number followed by the pound (#) key."**

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 0 5 1 2 1 9 7 6. 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

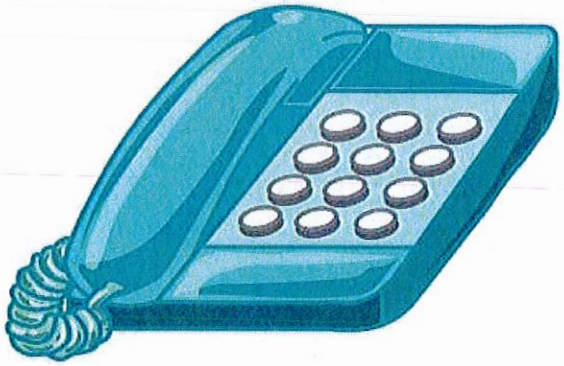
IHSS
IN-HOME SUPPORTIVE SERVICES
TELEPHONE TIMESHEET SYSTEM

Electronic Visit Verification

IHSS Telephone Timesheet System

Provider Daily Time Entry

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



Providers can enter hours worked daily and for previous days using the IHSS Telephone Timesheet System (TTS). The following describes daily time entry.

To access the TTS dial **(833) DIAL-EVV or (833) 342-5388**.

TTS Login

After you have dialed the phone number, the TTS will answer and say, **"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 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 say, **"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

Since you want to login to your TTS account to complete your timesheet, **Press 1**.

The TTS will say, **"Please enter your 9-digit provider number followed by the # key. Your provider number is located on any provider paperwork you have received."**

Then the TTS will say, **"Please enter your 4-digit passcode number followed by the # key."**

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

Once you have successfully entered your 9-digit provider number and 4-diget passcode you will arrive at the Main Activity Menu. At the Main Activity Menu, the TTS will give you the following prompts:

To enter time for today, Press 1

To enter time for a previous day, Press 2

To review a timesheet status for the previous three months, Press 3

To submit a timesheet for recipient review, Press 4

To review and take action on a rejected timesheet, Press 5

To repeat this information, Press 7

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. The TTS will ask you:

"**Which program would you like to enter time for? For IHSS, Press 1, for WPCS Press, 2."**

Note: Once you enter your time worked for one program you can go back and enter time for the other.

Time Entry Helpful Tips

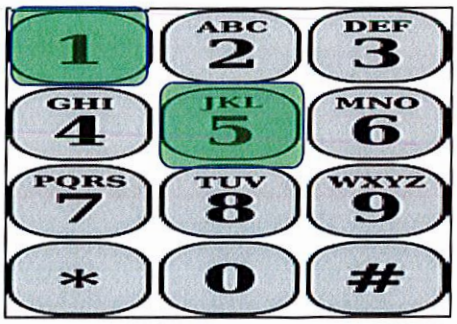
All of the hours and minutes entered into the TTS must be in four-digit format (HH/MM). The following will help you with hours and minutes:

- 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



To enter your time for today, you will need to enter the following:

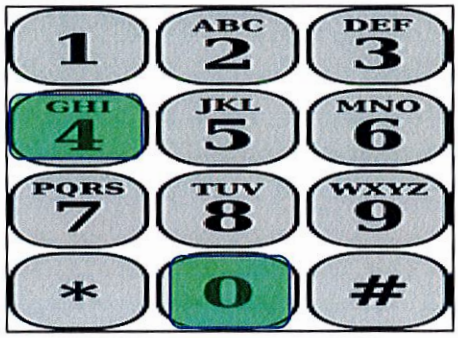
- Date the services were performed as: MMDDYYYY
- Hours/Minutes as: XX hours and XX minutes have been claimed.
- Start Time: The first authorized service time as HHMM.
- Start Time as: AM 1, or PM 2.
- End Time: The last authorized service time as HHMM
- Ent Time as: AM 1, or PM 2.
- Location as: Home 1, community 2, or both 3.

Once you enter the program you want to enter time for 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 <HHMM> **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#

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 it was in the AM or PM.

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

"Please enter the time you completed services <MMDDYYY> **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.

Next the TTS will ask you to enter the location where you provided services.

"Please choose the location where services were performed. Press 1 for home, 2 for community, 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 of if you want to cancel the entry.

If you save the entry the TTS will ask you if you want to submit this time entry to your recipient for review.

Once your daily 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.

Submitting your Completed Timesheet for Recipient Approval

Next, you will need to sign and submit your time sheet 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 # key on your phone.

When you have successfully submitted your time sheet 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

- When entering Hours Worked, Start Time, and End Time always use four-digit numbers
- The time between Start Time and End Time may not match the actual Hours Worked for a day
- You will be paid for the number of authorized hours you enter in the Hours Worked section
- If you work for multiple recipients on the same day, it is possible the Start Time and End Time may overlap
- Hours Worked entry cannot be greater than 24-hours for one day
- Just like now, you will complete a time sheet for each recipient you work for
- For ease of use, we recommend daily time entry into the TTS. However, you have the ability to fill out time your TTS sheets 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.