

June 28, 2023

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY INFORMATION NOTICE NO. I-34-23

This All-County Information Notice (ACIN) provides counties with an update on the ongoing implementation of Electronic Visit Verification (EVV), introduces the new EVV Mobile Application, and modifications to the Electronic Services Portal (ESP) and Telephone Timesheet System (TTS) for In-Home Supportive Services (IHSS) and Waiver Personal Care Services (WPCS) non-live-in providers.



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DEPARTMENT OF SOCIAL SERVICES
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June 28, 2023

ALL COUNTY INFORMATION NOTICE NO. I-34-23

TO: ALL COUNTY WELFARE DIRECTORS
ALL IN-HOME SUPPORTIVE SERVICES PROGRAM MANAGERS

SUBJECT: ELECTRONIC VISIT VERIFICATION (EVV) IMPLEMENTATION
AND MODIFICATIONS TO THE ELECTRONIC SERVICES
PORTAL (ESP) AND TELEPHONE TIMESHEET SYSTEM (TTS)
FOR IN-HOME SUPPORTIVE SERVICES (IHSS) AND WAIVER
PERSONAL CARE SERVICES (WPCS) NON-LIVE-IN
PROVIDERS

REFERENCE: [ALL COUNTY LETTER 20-04 \(JANUARY 06, 2020\)](#)
[ALL COUNTY LETTER 20-05 \(JANUARY 14, 2020\)](#)
[ALL COUNTY INFORMATION NOTICE NO. I-03-21 \(JANUARY
11, 2021\)](#)
[ALL COUNTY INFORMATION NOTICE NO. I-05-19 \(JANUARY
24, 2019\)](#)

The purpose of this All-County Information Notice (ACIN) is to provide counties with updates regarding the ongoing implementation of Electronic Visit Verification (EVV) in California, the new IHSS EVV Mobile Application, and modifications to the Electronic Services Portal (ESP) and Telephone Timesheet System (TTS) for In-Home Supportive Services (IHSS) and Waiver Personal Care Services (WPCS) non-live-in providers to support EVV Location Services.

BACKGROUND

The federal 21st Century Cures Act, 114 P.L. 255, contains a requirement that all Medicare or Medicaid (Medi-Cal) funded programs which include personal care attendants in the home, implement EVV. In the State of California, EVV was successfully implemented by December 31, 2020. After EVV implementation, the California Department of Social Services (CDSS) received additional guidance from the federal Centers for Medicare & Medicaid Services (CMS) requiring our EVV solution to confirm the geo-location of IHSS and WPCS providers who do not live with the recipient.

they work for, at the beginning and end of each workday. While CDSS has been working with stakeholders to develop CMS compliant EVV solutions, CDSS has been paying federal financial penalties since January 1, 2021. Changes to the current EVV system are necessary to avoid paying further penalties and ensure federal funding.

All IHSS and WPCS providers who do not live with the recipient(s) they work for, are considered non-live-in providers, and will need to follow the updated EVV requirements effective July 1, 2023. Providers who live with the recipient(s) they work for will not be impacted by this change. IHSS and WPCS providers will continue to utilize the ESP or TTS to submit their timesheets for recipient review and approval. There are no impacts to how recipients receive their services or the way they will review, approve, or reject provider timesheets.

CHANGES FOR NON-LIVE-IN PROVIDERS

To comply with recent CMS direction, effective July 1, 2023, all IHSS and WPCS providers who do not live with the recipient(s) they work for are required to check-in and out from the location where services are provided at the start and the end of each workday for each recipient.

CDSS has developed a new IHSS EVV Mobile Application (App) that offers IHSS and WPCS non-live-in providers the option to conveniently check-in and out, and populate hours worked on their timesheet using their mobile phone or any other app enabled device. For providers who choose not to use the IHSS EVV Mobile App, CDSS has updated the existing ESP and TTS to gather the provider's geo-location when providers check-in and out from the recipient's home.

Here is some important information about this change:

- Geo-location will only be electronically confirmed at the time a provider checks-in and checks-out from the recipient's "home." Geo-location will not be collected throughout the day or when a provider identifies as being in the "community" when they check-in or out.
- Non-live-in providers are required to utilize the enhanced EVV system to check-in and check-out either through a new mobile application (IHSS EVV Mobile App), online (ESP), or telephonically (TTS). Providers can select the option that best meets their needs.
- These three options can be used interchangeably to check-in and check-out.
- Non-live-in providers who provide IHSS and WPCS services to the same individual recipient, are required to check-in and check-out for each program separately. The same process applies for providers who work for multiple recipients, as they must check-in and check-out for each recipient separately.

- There are no penalties if a provider forgets, or an error is made during check-in and check-out. Providers can correct entries up until they submit their timesheet to their recipient for approval.

Since IHSS and WPCS services are often performed on and off throughout the day, providers will continue to be paid based upon the hours worked, not the time between their check-in and check-out times. The system will continue to pay providers based on the hours and minutes they enter in the Hours Worked section on their timesheet. The enhanced EVV system will not change the amount of service hours, nor how or where IHSS or WPCS services are provided. Providers will continue to review and submit their timesheets electronically through the ESP and/or the TTS. The EVV system enhancements are designed to ensure recipients are receiving the care they need at home or in the community, while making it easy for providers to use.

IHSS EVV MOBILE APPLICATION

To meet the federal EVV requirement, CDSS has developed a free IHSS EVV Mobile App that offers IHSS/WPCS non-live-in providers an option to conveniently check-in and check-out using their mobile phone, or any internet enabled device. The IHSS EVV Mobile App will not track a provider's location throughout the day. Geo-location will only be electronically confirmed at the time a provider checks-in and out when selecting "home."

Effective July 1, 2023, providers can download the free IHSS EVV Mobile App through Apple's App Store for iOS devices, or the Google Play Store for Android devices. Users can search for the mobile app using the following keywords:

- *IHSS, EVV, EVV App, IHSS App, WPCS, CDSS, EVV Mobile, or Electronic Visit Verification.*

To distinguish the California IHSS EVV Mobile App from other state app products, the Apple's App Store or the Google Play Store will display the following descriptions:

- *California's EVV Solution for IHSS and WPCS providers to Check-In & Check-Out, or*
- *California's In-Home Supportive Services (IHSS) Program, Electronic Visit Verification (EVV) Solution for IHSS & WPCS Providers.*

The IHSS EVV Mobile App will require users to log in using their ESP username and password. Changes to the ESP password will automatically update the IHSS EVV Mobile App password. Providers do not need to re-register for the ESP. Providers who attempt to re-register for the ESP, will receive a message that their account already exists and will be prompted to login.

After installing the IHSS EVV Mobile App, users will access the onboarding screens. The onboarding screens display features of the application as well as a walkthrough of the application's functionality. The IHSS EVV Mobile App functionality requires providers to take an action at the beginning and end of each workday when providing IHSS or WPCS services, which includes (Figure 1 & 2):

- Check-In: Confirms the geo-location and start time the provider performed the first IHSS/WPCS service.
- Check-Out: Confirms the geo-location and end time the provider completed the last IHSS/WPCS service.
Note: Geo-location will only be gathered when checking in and checking out at the recipient's home. Geo-location will not be confirmed when checking in and checking out in the "community."
- Enable Location: Enabling location services is required when using the app to check-in and check-out. A pop-up message will appear asking the user to allow the IHSS EVV Mobile App to use location services when using the app to check-in/check-out.
- Select a Recipient: Only one IHSS/WPCS recipient can be selected at a time.
- Select Program Type: Identifies what program the provider works for, either IHSS or WPCS. *(This option will only be displayed if a recipient receives both IHSS and WPCS services.)*
- Location: The location of where the IHSS/WPCS service begins or ends for that workday. The options to select from are Home or Community.
 - Home: Services were provided in the recipient's home.
 - Community: Services were provided outside the recipient's home. Geo-location will not be gathered if a provider's workday begins or ends in the community.
- Input hours worked: The hours and minutes that were worked that day. *(This option will be displayed at the check-out screen and timesheet entry. Providers have the option to complete this field during check-out or can skip it and enter the hours worked at the end of the pay period.)*
- Confirm and save check-in and check-out entry.

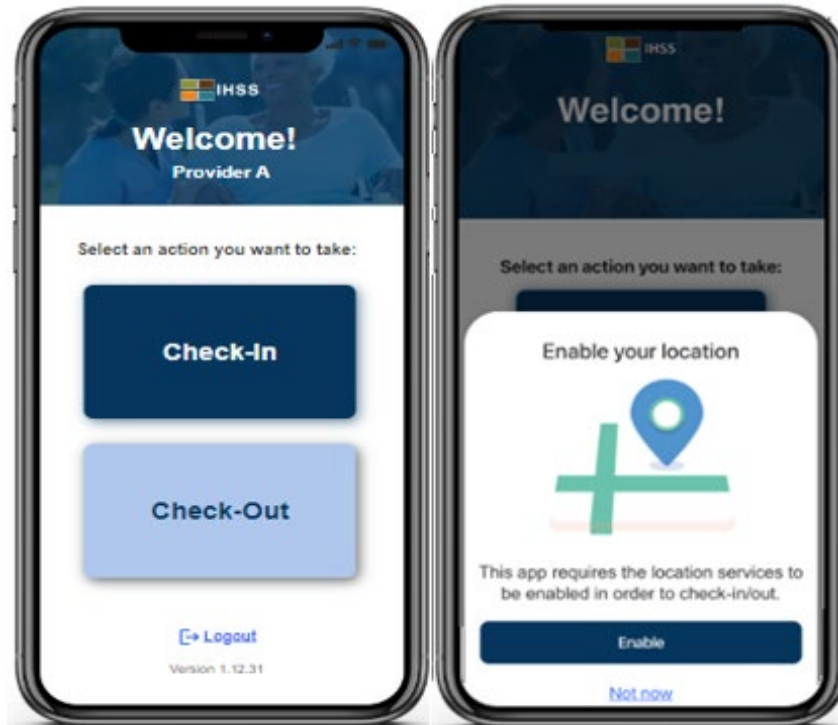


Figure 1 – IHSS EVV Mobile App Welcome screen & Enable location pop-up message.

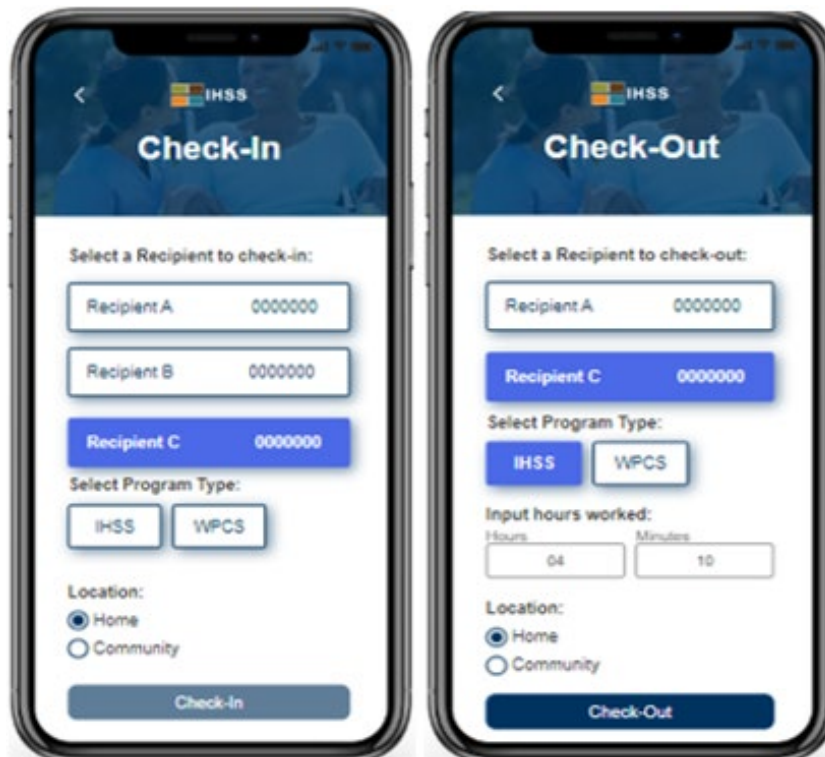


Figure 2 – IHSS EVV Mobile App Check-in & Check-out screens

For detailed steps of the IHSS EVV Mobile App Check-in and Check-out guide, please visit the CDSS website, [EVV webpage](#).

ESP AND TTS SYSTEM ENHANCEMENTS FOR EVV

In late 2020, CDSS held public stakeholder meetings to discuss additional guidance received from the federal CMS that impacts IHSS and WPCS providers. After extensive stakeholder feedback, CDSS enhanced the existing ESP and TTS to comply with the federal EVV requirements. CDSS has made the following modifications to the ESP and TTS, which will be implemented July 1, 2023.

ESP Changes:

1. Added functionality to ESP that requires non-live-in providers to take an action at the beginning and end of each workday when providing IHSS or WPCS services, which includes (Figure 3):
 - Check-In
 - Check-Out

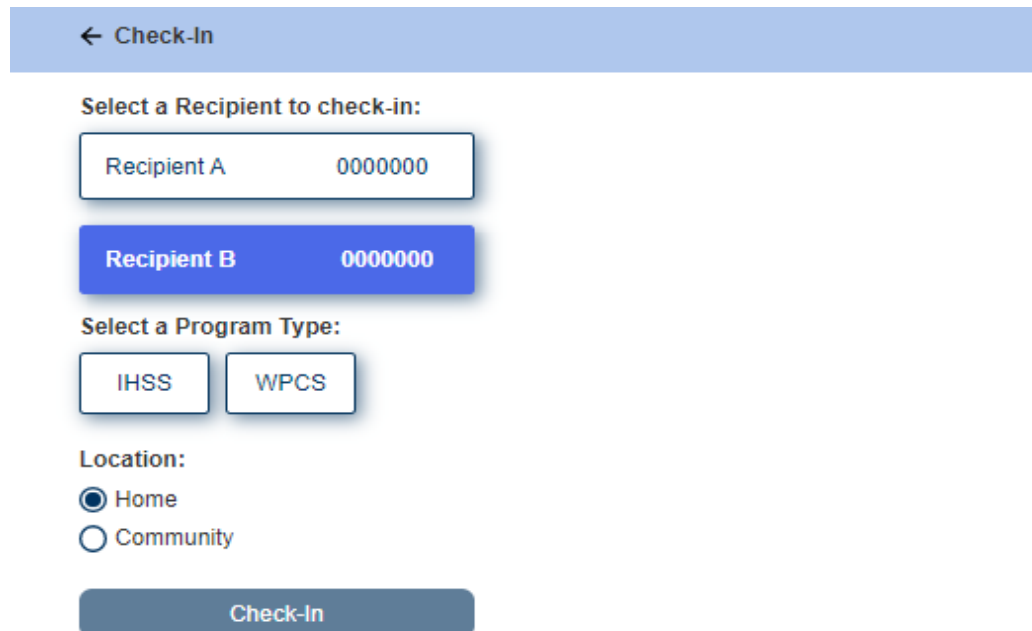
[Skip To Content](#)



Figure 3 – ESP Check-In/Out screen

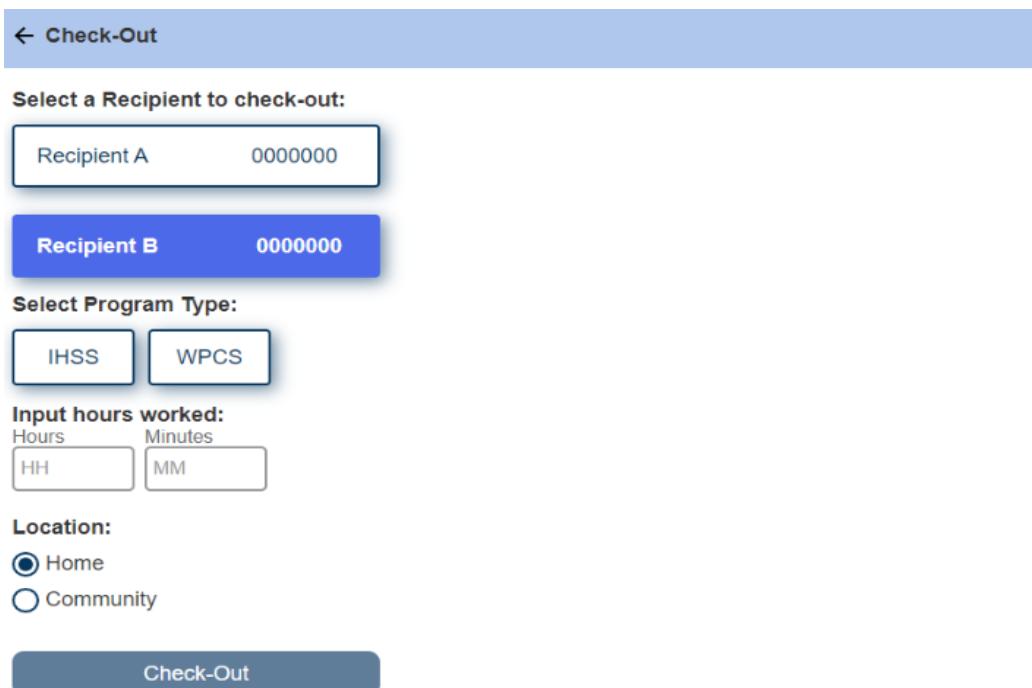
- Enable Location
- Select a Recipient
- Select a Program Type (Figure 4)
- Location: Home or Community
- Input hours worked (Figure 5)

- Confirm and save check-in and check-out entry



The screenshot shows the 'ESP Check-In' screen. At the top is a blue header bar with a left arrow and the text 'Check-In'. Below this, the text 'Select a Recipient to check-in:' is displayed. There are two buttons: 'Recipient A' with the ID '0000000' and 'Recipient B' with the ID '0000000'. The 'Recipient B' button is highlighted in blue. Below the recipient selection, the text 'Select a Program Type:' is shown. There are two buttons: 'IHSS' and 'WPCS'. Below the program type selection, the text 'Location:' is displayed. There are two radio buttons: 'Home' (which is selected) and 'Community'. At the bottom is a large blue button labeled 'Check-In'.

Figure 4 – ESP Check-In screen



The screenshot shows the 'ESP Check-Out' screen. At the top is a blue header bar with a left arrow and the text 'Check-Out'. Below this, the text 'Select a Recipient to check-out:' is displayed. There are two buttons: 'Recipient A' with the ID '0000000' and 'Recipient B' with the ID '0000000'. The 'Recipient B' button is highlighted in blue. Below the recipient selection, the text 'Select Program Type:' is shown. There are two buttons: 'IHSS' and 'WPCS'. Below the program type selection, the text 'Input hours worked:' is displayed. There are two input fields: 'Hours' (labeled 'HH') and 'Minutes' (labeled 'MM'). Below the hours input, the text 'Location:' is displayed. There are two radio buttons: 'Home' (which is selected) and 'Community'. At the bottom is a large blue button labeled 'Check-Out'.

Figure 5 – ESP Check-Out screen

2. Updated the mandated field to the ESP for Timesheet Entry, which includes (Figure 6):

- Start Location: The location of where the first IHSS/WPCS service starts for that workday during check-in.
- End Location: The location of where the last IHSS/WPCS service ends for that workday during check-out. The options to select from are Home or Community. Since location is gathered in real time, the “Both” option has been removed from the location drop-down list.

Workweek 1

Sunday 30 Oct

Hours Worked: 00(H) 00(M)

Monday 31 Oct

Hours Worked: 00(H) 00(M)

Tuesday 1 Nov

Hours: 02 Minutes: 00 Start Time: 10:40 AM Start Location: Home End Time: 12:40 PM End Location: Home

Figure 6 – ESP Timesheet for IHSS/WPCS non-live-in providers

For detailed steps of the ESP Check-in and Check-out guide, please visit the CDSS website, [EVV webpage](#).

TTS Changes:

The TTS check-in and check-out functionality requires providers to use the recipient's landline phone to electronically confirm geo-location when checking in and out from the recipient's home. If the recipient does not have a landline phone, the provider must use the ESP or the IHSS EVV Mobile App to check-in and check-out. Providers can use their cell phone when checking in and out from the “community.”

1. Added functionality to the TTS activity menu that requires providers to take an action at the beginning and end of each workday when providing IHSS or WPCS services, which includes:
 - Check-in for a recipient, Press 6
 - Check-out for a recipient, Press 7

2. Updated the TTS prompts for the check-in and check-out options, which includes:
 - Selecting a recipient – TTS will continue through the list of recipients until one is chosen.
 - Selecting a location – Home or Community. Since location is gathered in real time, the “Both” option has been removed from the location prompt. Geo-location will not be gathered if a provider’s workday begins or ends in the community.
 - Confirm check-in and check-out entry
 - Enter hours/minutes worked at check-out (optional).

For detailed steps of the TTS Check-in and Check-out guide, please visit the CDSS website, [EVV webpage](#).

Here is some important information regarding the IHSS EVV Mobile App, ESP, and TTS check-in and check-out functionality:

- The EVV systems will allow a provider to make timesheet adjustments to correct an error or if they forget to check-in or check-out by accessing the Timesheet Entry located in ESP or selecting option two (2) in TTS.
- For convenience, the check-in and check-out information (*check-in time, check-out time, start location, and end location*) entered in the IHSS EVV Mobile App, ESP, or TTS, will auto-populate on the provider’s electronic timesheet. If the provider chooses to input hours worked at the check-out screen, the hours and minutes worked for the day will auto-populate on the provider’s electronic timesheet for provider review (Figure 6). Providers must confirm that all information is correct prior to submitting their timesheet. CMIPS users can view the EVV check-in and check-out information, for a specific non-live-in provider, by selecting the Payroll & Timesheet tab in the Content Area tab. In the page navigation bar, select the Timesheet Search link to view the EVV Details tab in the timesheet screen. Additional EVV location details have not been added to the existing Data Download (DDL).
- It will still be acceptable for a provider’s start and end times for the day to overlap if they work for multiple recipients.
- Providers can self-certify that they live with their recipient by submitting an *IHSS and WPCS Program Live-In Self-Certification Form for Federal and State Wage Exclusion* (SOC 2298) or by selecting “I live with my recipient” when accessing their timesheet in the ESP for the first time each pay period. For more information regarding Live-In Provider Self-Certification, see [ACIN No. I-03-21](#) and/or visit the CDSS website, [Live-In Provider Self-Certification](#) webpage.

- For recipients and providers who live or work in rural areas with limited network connection, the IHSS EVV Mobile App is designed to work when there is no cell service and will upload information when service is restored or when the mobile application is reopened and connected to Wi-Fi.

CDSS IMPLEMENTATION ACTIVITIES

- Outreach Letters – were emailed (for ESP users) or mailed (for TTS users). Copies of the outreach letters are posted at the CDSS Stakeholder [EVV webpage](#).
- Provider/Recipient Training Materials – updated electronic step-by-step guides for recipients and providers on how to register, submit time and approve time in both ESP and TTS are posted to the CDSS website, [EVV webpage](#). Training materials will be translated in our threshold languages: English, Spanish, Chinese, and Armenian.
- CDSS Hosted Webinars – online informational sessions are hosted each week, to provide information about EVV and to promote ESP usage. Detailed information regarding webinars can be found on the CDSS EVV webpage. Questions regarding EVV Location webinars, can be sent to: EVV@dss.ca.gov.
- Online Webcasts – recorded webinars are posted on the CDSS EVV webpage.
- General questions about ESP and TTS registration, the use of the EVV Mobile app, ESP, and TTS can be directed to the IHSS Service Desk at 1-866-376-7066.
 - Providers requiring assistance with a lost TTS registration code, will continue to be referred to their local county IHSS office for assistance.

If you have any questions or need additional guidance regarding the information in this letter, contact the Adult Programs Division, Communications, Operations, and Data Analysis (CODA) Bureau at (916) 653-1873 or at EVV@dss.ca.gov.

Sincerely,

Original Document Signed By

CINDY WANG, Chief
CMIPS & Systems Enhancements Branch
Adult Programs Division