

Who to Call: IHSS, Public Authority or UDWA?

In general:

- If you are an IHSS **Recipient**, your Social Worker is your main contact person.
- If you are an IHSS **Provider**, the Public Authority is your best contact number.

ISSUE.....WHO SHOULD BE CALLED?

- I do not have timesheets.....Public Authority (**Payroll**)
- My check is late.....Public Authority (**Payroll**)
- I need a new Provider.....Public Authority (**Registry**)
- I want to apply for IHSS.....IHSS (**AIS Call Center**)
- I have questions about my Share of Cost (SOC).....IHSS (**Social Worker**)
- I do not know who my Social Worker is..... IHSS (**AIS Call Center**)
- Why are dues taken from my check.....UDWA
- I'm a provider and need Health Insurance.....UDWA
- I'm a recipient and need more hours of care.....IHSS (**Social Worker**)
- I'm a provider and was injured while working for an IHSS recipient.....IHSS (**Social Worker**)
- I would like training on being a care provider.....Public Authority (**Registry**)
- I have questions about Medical or Dental benefits.....Goldman & Walker Insurance Services
- I need information about Unemployment Insurance.....Employment Development Department (EDD)
- I need to file a report for a Recipient I suspect has been abused.....IHSS (**AIS Call Center**)
- I need to enroll as an IHSS Provider.....Public Authority (**Enrollment**)
- I want to have taxes withheld from my check.....Public Authority (**Payroll**)
- I would like to update the number of withholding allowances.....Public Authority (**Payroll**)
- I need a verification of employment.....Public Authority (**Payroll**)

Important Phone Numbers

IHSS (AIS) Call Center.....	1(800) 510-2020
Public Authority (Payroll, Registry, & Enrollment).....	1(866) 351-7722
UDWA (United Domestic Workers of America).....	1(800) 621-5016
Goldman & Walker Insurance Services.....	1(800) 883-0902
EDD.....	1(800) 300-5616
Direct Deposit.....	1(866) 376-7066

“QUALITY SERVICE = QUALITY CARE”