

Electronic Visit Verification – Changes for Non-Live-In Providers

Throughout the statewide implementation of Electronic Visit Verification (EVV), the California Department of Social Services (CDSS) has continued to work with our federal partners to clarify ongoing system enhancements regarding EVV. CDSS received additional guidance from the federal Centers for Medical & Medicare Services (CMS) that requires changes to how In-Home Supportive Services (IHSS) and Waiver Personal Care Services (WPCS) **non live-in providers** will use the EVV system.

What's the Change for Non-Live-in Providers?

All IHSS/WPCS providers who *do not* live with their recipient will be required to geographically check in and out from the location where services are provided. These individuals will identify if they are providing services in the “community” or in the recipient’s “home.” As of July 1, 2023, the EVV system will be updated to collect the geo-location of the provider at the start and end (check-in/out) of each work shift in real time this will ensure compliance with the federal requirement.

The following options will be offered to allow the collection of geo-location when a provider checks-in/out:

- Free downloadable IHSS EVV Mobile application
- Electronic Services Portal (ESP)
- Use of the recipient’s landline phone through the Telephone Timesheet System (TTS)

Here is some important information about this change:

- Geo-location will only be electronically confirmed at the time the provider checks-in and checks-out when selecting '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.
- For convenience, provider’s start time (check-in) and end time (check-out) information will auto-populate on provider’s electronic timesheet.
- Provider’s will still need to review their timesheet to correct any errors, as they do today.

- The system will only collect the geo-location when the provider checks in and out. The system **will not** track the provider's location or movements throughout the day.
- Providers serving multiple recipients must check-in/out for each recipient.
- It will still be acceptable for a provider's start and end times for the day to overlap if they work for multiple recipients.
- The system will still issue payment based on the number of hours worked, not the check in and out times.
- Providers **who live with their recipient** will not be required to check in or out or report the three fields: check-in, check-out, and location, but will still be required to submit their timesheets online through the ESP or the TTS.

Frequently Asked Questions

Q: Why do you have to change the EVV system?

A: Federal law requires EVV systems electronically collect the geo-location of IHSS/WPCS providers at the start and end of each workday to ensure the recipients are receiving services in their home. California must update the current EVV system to comply with federal law, or financial penalties will be assessed by the federal government.

Q: Why are you doing this after we were told we would not have GPS tracking?

A: Based on our IHSS stakeholder feedback not to utilize GPS, CDSS submitted a plan to the federal Centers on Medicare/Medicaid Services (CMS) that required providers to enter their location into an electronic system rather than utilizing GPS. However, CMS has now determined that our current process does not meet the federal requirement that the provider's geo-location must be electronically collected at the beginning and end of services being provided.

Q: Is the government tracking us?

A: No, IHSS and WPCS providers are not being "tracked." CDSS **will not** be "tracking" your movements or location, only collecting the geo-location at the time you check in/out.

Q: How does the county know that I live with my recipient?

A: There are 2 ways to let the county know that you live with your recipient.

1) By completing and submitting the SOC 2298 – IHSS & WPCS Live-In Self-Certification Form For Federal And State Tax Wage Exclusion

<https://www.cdss.ca.gov/cdssweb/entres/forms/English/SOC2298.pdf>.

2) The provider can select that they are a “live-in provider” when accessing their timesheet for the first time in the pay period.

Q: What devices can I use to check in/out each day I work?

A: Non-live-in providers can use any device that can access their Electronic Services Portal (ESP) account including cell phone, tablets, and computers and will also be able to download a free easy to use mobile app to their device they can use to easily check in/out that will auto-populate the check in/out times on their timesheet.

Q: Will I need to enable location services on my device when I check in/out each day?

A: Yes, ESP users must enable location services for the EVV system to capture their geo-location. Users can **turn off** their location services after they check-in/out if they choose.

Q: Does this mean that providers must check in and check out throughout the day for every service they provide for the recipient?

A: No, providers will only have to check in and out once per day for each recipient they work for. This will take place at the start and end of each work shift for each recipient a provider works for.

Q: How will Telephone Timesheet System (TTS) users check-in/out?

A: TTS users are required to call the TTS from their recipient’s landline home phone to check in/out each day. The TTS check-in/out functionality was designed to capture the geo-location of the telephone number the provider uses to call TTS to ensure the phone number used is associated with the recipient’s home.

Q: What if my recipient does not have a landline home phone?

A: When a recipient has no landline phone, providers will be required to use ESP or the new IHSS EVV mobile application to complete the check-in/out actions.

Q: Can non-live-in providers use ESP to check-in and use the EVV mobile application to check out?

A: Yes, the EVV check-in/out system enhancements can be used interchangeably. All three options are available for non-live-in providers to choose from, as they are not limited to just one option.

Q: Where can I download the free IHSS EVV mobile application?

A: The IHSS EVV Mobile Application will be available to be downloaded through the Apple's App Store for iOS devices, or the Google Play Store for Android devices.

Q: What information will I need to use the IHSS EVV mobile application?

A: To use the IHSS EVV mobile application, the application users will need their ESP Username and Password to login to the application, where screen prompts will instruct the user on how to check-in/out each day.

Q: What if I make an error?

A: The system will allow you to fix any errors with no penalties prior to submitting your timesheet. Providers will still be able to review and update their timesheet before they submit their timesheet to their recipient for approval.

Q: What if I work for multiple recipients?

A: Each day you will be required to check in and out for each recipient you work for. The start times and end times can overlap. You will still need to make sure you enter the number of hours you work each day for each recipient just like you do today and you will continue to submit a timesheet for each recipient you work for.

Q: What if I need help?

A: CDSS will ensure that you have the information you need to make this change. We will provide online training materials and will be scheduling webinars in the spring of 2023, to provide instruction and answer questions regarding the EVV system enhancements for collecting location. For more information on EVV please visit <https://www.cdss.ca.gov/inforesources/ihss/evv>.

Additionally, you will be able to contact the IHSS Service Desk at 1(866)376-7066 (Monday through Friday 8am-5pm, excluding holidays) to talk with someone directly for assistance.