



**IHSS**  
IN-HOME SUPPORTIVE SERVICES  
TELEPHONE TIMESHEET SYSTEM



# **Electronic Visit Verification**

## **IHSS Telephone Timesheet System**

### **Approving and Rejecting Timesheets**

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



For assistance with using the IHSS Telephone Timesheet System (TTS) you must first Dial:

**(833) DIAL-EVV or (833)342-5388**

**Your Provider Has Submitted a Timesheet for Your Review**

When your provider has entered their timesheet into the TTS or ESP, there are 2 ways in the TTS to review and approve this submitted timesheet:

1. The TTS will call you to let you know you have a timesheet to review. “Hello, this is the IHSS Telephone Timesheet System. There is a timesheet ready for your review. If this is the IHSS or WPCS recipient and you would like to log in, please press ‘1’. If you are not the recipient, press 5 to place this call on hold while you notify the recipient of the call and bring them to the phone.”

You will be prompted to Log into your account and must enter your:

- 7-digit case number followed by the pound key, and
- 4-digit passcode followed by the pound key

Once you have successfully logged into your account, you will be taken to the Activity Menu to access your provider’s timesheet for review. It is important that you keep your passcode secure and do not share your passcode.

2. You can call the TTS to review the submitted timesheet at (833) DIAL-EVV or (833) 342-5388. You will be prompted to Log in to your account and must enter your:

- 7-digit case number followed by the pound key, and
- 4-digit passcode followed by the pound key

Once you have successfully logged into your account, you will be taken to the Activity Menu to access your provider’s timesheet for review.

**Activity Menu**

The TTS will say, “Welcome to the Activity Menu. Please press 1 to review and take action on any pending timesheets, press 2 to review approval or denial actions you have taken on timesheets for the previous 3 months.”

If there are no timesheets for review, the TTS will say, **“At this time there are no timesheets awaiting review and action. To return to the Activity Menu, press 8 otherwise, you may hang up at any time.”**

Since we have a timesheet for review, we will press 1.



For this example, you have an Individual Provider, and a timesheet for the IHSS program to review. This timesheet was submitted by your provider for the pay period beginning November 1, 2022, and ending November 15, 2022, for a total of 93 hours and 30 minutes claimed.

In the daily review of hours, TTS will say the date, hours worked, minutes worked, start time, start location, end time, and end location. In the example below, the TTS will say November 1, 2022, Hours worked 2 hours, 0 minutes, Start Time 10:40 am, Start Location Home, End Time 12:40 pm, and the End Location is Home.

Tuesday 1 Nov

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

You can review each day of the pay period, or key ahead to review the total number of hours for that pay period.

## Approving a Timesheet

After your timesheet review is complete you can approve or reject your provider's timesheet.

The TTS will say, "to confirm approval and sign this timesheet, please press 1, to cancel approval of this timesheet, press 2."

This timesheet will be approved, so you will **press 1**.



To complete your approval and electronically sign this timesheet, you must listen to the following message:

"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."

The TTS will ask you to again enter your 4-digit passcode will be used to confirm your electronic signature on this timesheet. **Please enter your 4-digit passcode followed by the pound key.**

Now, you have approved this timesheet.

## Print Option

You will then be able to request a printed copy of the timesheet be mailed to you after it has been processed. If you have no additional timesheets to review, the TTS will say, "**Thank you for using the IHSS Telephone Timesheet System, goodbye.**"

## Rejecting a Timesheet

When you have reviewed your provider's timesheet and notice it contains incorrect information, you may reject the timesheet. Rather than approving the timesheet you can press '2' to reject this timesheet. When you reject a timesheet, it will be returned to the provider to make any corrections to the timesheet. Your provider will need to resubmit the timesheet to you again for approval.



## Reminders

- Have your case number handy and know your passcode
- Remember to keep your passcode secure and do not share with anyone
- 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
- The time between Start Time and End Time may not match the actual Hours Worked for a day
- Your provider will be paid for the number of authorized hours they enter in the Hours Worked section
- If you have multiple providers on the same day, it is possible their Start Time and End Time may overlap
- Hours Worked entry cannot be greater than 24-hours for one day
- Providers will have separate timesheets if you have both IHSS and WPCS programs