

### Important Program Integrity Information from the In-Home Supportive Services (IHSS) Program

If you are an IHSS provider, you are getting this letter because we are providing program information to all providers **<insert reason here>**. This is an area in which we often find IHSS errors or confusion about the rules. Our goal is to reduce errors, fraud, and abuse within the program by giving you information about the program rules.

If you are an IHSS recipient, this is a copy of a letter we have sent to your provider. You got this letter for information *only*. This is not a change in your benefits or provider.

People who get IHSS are the employers of their providers. They are responsible for managing their services. Both providers and recipients must follow the program rules and requirements. Following program rules can help prevent overpayment of benefits, loss of services, and civil or criminal legal actions for breaking the rules on purpose.

Please remember that it is illegal to try, on purpose, to get more benefits, services, or wages than what is allowed. This is fraud. It is a crime. Some examples include:

- **Signing someone else's name** on a timesheet or paycheck, *unless you are authorized* to sign for that person.
- **Misrepresenting** an IHSS recipient's level of need.
- Claiming hours which were **not actually worked by the provider**. (If the approved providers cannot do the hours, call the caseworker right away to get approval for substitute workers.)
- Claiming hours worked while the recipient is in the **hospital or nursing home**, unless authorized by the caseworker, or **incarcerated**. (If the recipient has this happen, call the caseworker right away.)
- **Requiring the provider** to share the IHSS paycheck with the recipient.

If you have any questions or concerns about this letter, please contact **<insert the appropriate county contact information here>**.

If you suspect fraud in the IHSS program, please contact The Department of Health Care Services IHSS fraud hotline at **1-888-717-8302**.