On behalf of the California Department of Social Services, we would like to thank you for your willingness to serve as care providers. Your job is not an easy one but it helps keep elderly, blind, and disabled adults and children safely in their own homes.

This Provider Orientation Guide will give you some basic information about the In-Home Supportive Services program and provide you with a better understanding of the program expectations. If you have any questions after reading this guide, you should contact your county Social Services staff or Public Authority representative.

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**Contents**

Introduction ................................................................. 3
Services ................................................................. 4
Requirements ............................................................ 8
Timesheets ............................................................... 11
Fraud ................................................................. 18
Introduction

IHSS Program Description

The In-Home Supportive Services (IHSS) program provides services to people over 65 years of age, blind and disabled. The goal of this program is to allow people to remain safely in their own homes and avoid the need for out of home care.

Currently, the IHSS program helps pay for in-home care for about 450,000 people statewide each month with about 350,000 providers that play an important role in caring for them. The number of people needing services and the cost of providing those services are expected to get much bigger over the next few years. Without IHSS and providers, consumers may be unable to remain safely in their own homes.

Agency Roles

IHSS is paid for through federal, state, and county funds with most services being part of the Medi-Cal program. To make the program run smoothly, there are many agencies involved.

Federal and State Government

The federal and state government provide oversight and direction to the counties.

Counties

Counties are responsible for managing the IHSS program on a local level. This includes identifying which services the consumers require to remain safely in their own homes, how much help is needed, how much time it takes to provide the services, and how frequently they must be done. This is called the assessment process.

In addition, counties enroll providers in the IHSS program, answer consumers’ questions about IHSS, and participate in fraud detection activities. The County District Attorney’s Office and Department of Health Care Services Auditors investigate potential fraud when cases are referred to them and prosecutes those accused of fraud.

Public Authorities and Non-profit Consortia

Public Authorities and non-profit consortia contract with counties to provide services for providers and consumers. Some of their services include:

- Maintaining registries of providers,
- Enrolling providers,
- Making referrals of providers to consumers, and
- Providing access to training.
IHSS Services Covered

For a complete list of IHSS services and tasks, please refer to the handout entitled “Services Covered by IHSS.” Some of the services covered under the IHSS program include:

• Meal Preparation and Cleanup
• Feeding
• Bowel and Bladder Care
• Bathing
• Oral Hygiene
• Grooming
• Dressing
• Laundry
• Shopping for Food

Under each service, there is also a list of tasks that you will need to know. For example, under the service category “Domestic,” which covers housework, you will see a list of tasks including:

• Sweeping, vacuuming, washing, and waxing floors
• Washing kitchen counters and sinks
• Cleaning the bathroom
• Storing food and supplies
• Taking out garbage
• Dusting and picking up
• Changing bed linen

Services almost always must be provided in the consumer’s home. Generally, anywhere the consumer chooses to live is considered to be his or her own home. This could be in a house, apartment, hotel, or the home of a relative. However, there are some services that can be provided outside of the home such as when you accompany the consumer to the doctor.

Since each consumer’s needs are different, most consumers will not have all of these services authorized. The county is required to authorize only the services the consumer needs to remain safely at home and provide each consumer with a “Notice of Action” that shows what services a provider can be paid for and how much time is authorized each month.

Before you provide any services to an IHSS consumer, it is important for you to know what services and amount of time have been authorized. The best way to find out is to
Services

ask to see the “Notice of Action” from your consumer. If the consumer cannot show you the “Notice of Action” or is unable to tell you what services have been authorized, you should contact the county.

If your consumer asks you to do something that is not on the list of services or tasks, or has not been authorized by the county, you will not be paid for doing what the consumer asks and need to tell the consumer why you cannot do it. If you choose to do something for the consumer that is not on the list or has not been authorized, don’t put the time it takes on the timesheet. IHSS can only pay you for a service or task that is listed and authorized for the consumer you provide for.

If you have any questions about whether IHSS can pay you for the service or task, ask your consumer to check with their county worker or contact the county worker yourself.

IHSS Services NOT Covered

As mentioned, if a service is NOT listed in your consumer’s “Notice of Action,” IHSS cannot pay you for providing this service. For example, IHSS will not pay for:

• Moving furniture
• Paying bills
• Reading the mail to the consumer
• Caring for pets
• Gardening
• Sitting with the consumer to visit or to watch TV
• Taking the consumer on social outings
Services

Situations When IHSS Services Are NOT Covered

Services are NOT covered under the following situations:

• **When the consumer is in the hospital, nursing home, or board and care facility.** If you choose to visit the consumer in one of these locations and help with some tasks like feeding the consumer, IHSS cannot pay you for these services and the hours you spend providing the service should not be put on the timesheet.

• **Cleaning the consumer’s home after they go into an institution.** Usually, IHSS will not pay you to clean the home after the consumer goes into a hospital, nursing home, or board and care facility. However, there are a few exceptions to this rule. Talk to the county worker and explain that the consumer is in an institution and why you need to clean the home. Ask if you can be paid to clean the home before you claim time on your timesheet for doing it.

• **While the consumer is on vacation.** If you are going with the consumer while on vacation, you or the consumer should talk with the county worker before you go. Find out if you can be paid for any services, and if there are any other limitations on the travel.

• **While the consumer is in jail.**

• **After the consumer’s death.** If you claim for time worked on your timesheets for services after the consumer’s death and are paid for these services, you will have to repay any money that you receive and/or may face criminal penalties.
Services

Hours Authorized for the Consumer

In addition to knowing which services are authorized for the consumer, it is important to know how many hours are authorized weekly or monthly for providing each service. You should work no more than the authorized hours for each service.

What if the needs of the consumer change?

If the needs of the consumer change, you may find that it takes more time to complete the tasks than authorized – or you may find that it takes less time. In both of these cases, changes in the consumer’s needs should be reported to the county social worker who may choose to do a reassessment.

What if the consumer refuses authorized services?

You should make sure that your timesheets do not include hours for services the consumer refuses to have you do. If the consumer always refuses to have you do specific services, you need to let the county know so that they can update their records. It is never appropriate and is considered fraud to put time on the timesheet for hours not worked.

Can I spend the time authorized for specific tasks doing other IHSS tasks?

No. Time may only be used specifically as identified by the county. If it takes less than the authorized time to complete a task, the remaining time cannot be spent to increase the time on other services.

What if it takes longer to run errands when the consumer is with me?

If the consumer wants to accompany you on errands, you may not be paid for more time because it takes longer. Regulations state that the county cannot authorize additional time for the consumer to accompany the provider. You can only be paid for the hours authorized.
New Requirements for Providers

The new requirements to be a provider are as follows:

- **Provider Orientation.** Every provider must receive the Provider Orientation information contained in this guide including IHSS rules and regulations and IHSS fraud. After reviewing this guide, you will need to sign a “Provider Enrollment Agreement” certifying that you agree to the following:
  - You will provide the authorized services.
  - You understand the program’s expectations as described in this guide.
  - You will cooperate with state and county staff to provide necessary information.
  - You are aware of measures that the state and county may take to enforce program integrity including unannounced visits to the homes of consumers; data matches; fraud detection and enforcement activities; and state and county Quality Assurance activities.
  - You understand that if you do not follow the rules and requirements to be a provider, you may be terminated from providing services through the IHSS program.

- **Provider Enrollment Form.** Every provider must complete a Provider Enrollment form. This form contains a statement declaring that the information you are giving is correct under penalty of lying under oath. You will also need to acknowledge certain prior criminal convictions when completing the Provider Enrollment form.

- **Fingerprinting and Criminal Background Check.** Starting November 1, 2009, new providers will need to be fingerprinted so that a criminal background check can be done.

- **Valid Residential Mailing Address.** Every provider must have a valid residential mailing address.

Other Important Requirements

There are two additional provider requirements that you need to know. It is very important that all providers be aware of these requirements because these laws apply to you.

- **Confidentiality.** You probably know that when you go to a doctor or other health provider they are required to keep all of your medical information private. The same rules that apply to doctors, hospitals, and other health professionals also apply to you as an IHSS provider. You cannot give information about the services including that the person receives IHSS or the specific services and hours authorized. You cannot discuss any information about the consumer to any individuals or organizations without the written permission of the consumer or the
person who is legally responsible for that individual. Anyone sharing information about a consumer is guilty of a misdemeanor.

- **Mandated Reporter.** As an IHSS provider, you are a “Mandated Reporter.” Being a mandated reporter means that by law you must report any suspected abuse immediately to the County Adult Protective Services or Children’s Protective Services. There are several types of abuse that must be reported including physical abuse, mental suffering, abandonment, isolation, financial, neglect, abduction, and sexual abuse. The information about who reported the abuse will be kept confidential. For further information, please refer to the “Mandated Reporter” handout.

**Fingerprinting and Criminal Background Check**

**New Providers** – Starting November 1, 2009, all new providers will have to be fingerprinted and have a criminal background check.

**What if I don’t complete the fingerprinting and background check by July 1, 2010?**

If you continue to provide services after July 1, 2010 and have not completed the fingerprinting and criminal background check, you will not be paid by IHSS.

**If I have already applied to be an IHSS provider, do I need to get my fingerprints taken?**

If you have not already had your fingerprints taken as part of your application to be an IHSS provider, you will need to complete this process.

**If I have already had my fingerprints taken, do I have to do it again?**

If you have had a criminal background check which included fingerprinting prior to being listed on a Public Authority Registry, you will NOT have to do this again at this time.
Disqualification and Appeals

You may be disqualified from being an IHSS provider if you have been convicted of certain crimes. This disqualification lasts 10 years.

**What if I disagree with being disqualified from being a provider?**

If you believe you have been erroneously denied eligibility, you have the right to file an Appeal Request form (SOC 856) with the California Department of Social Services, Provider Enrollment Appeals Unit, MS 9-9-04, P.O. Box 944243, Sacramento, CA 94244-2430. An Appeal Request must be filed within 60 days of the date of the denial notice.

Further information about the appeal process can be provided by the county.

**Do I have to pay fees?**

You will have to pay all fees related to getting your fingerprints and criminal background check. The county will provide you with information about where to get your fingerprints taken.
As a provider, you work hard every month. We want you to understand what you and the person you work for, your consumer, need to do so that you can be paid quickly and accurately. Any errors on your timesheet will mean a delay in being paid.

There are two pay periods every month — the 1st through the 15th and the 16th through the last day of the month. To be paid for the work you perform, you need to complete a timesheet correctly that shows the amount of time you spent providing authorized services.

When you begin working as a provider, you will be given timesheets to use until your first paycheck arrives. After that, the timesheet is attached to the bottom of your paycheck.

If you work for more than one consumer, you will need to fill out and submit a separate timesheet for each of the consumers you work for twice a month.

Because you are paid after you do the work, you won’t have a timesheet on which to record your hours at the beginning of each pay period. Therefore, it is important that you record your hours worked each day on a calendar so that when you get your timesheet, you can fill it out correctly. It is important that the information on your timesheet is accurate.
Timesheets

On the first timesheet of the month, the hours shown in the box below will be the consumer's entire monthly authorization. Do NOT work all these hours in the first half of the month. If there is more than one provider, this will probably be the number of hours for all of the providers to share. If this is the case, make sure you know your share of the number of hours and that the consumer's needs are being met throughout the entire month.

The hours shown in this box will be the consumer's entire monthly authorization.

The hours shown on the timesheet for the second half of the month are the number of hours left for the month. Remember: you cannot be paid more than the number of hours listed here, even if you work more and enter more on your timesheet.

The hours shown on the timesheet for the second half of the month are the number of hours left for the month.
Other important basic requirements you should know about when completing your timesheets:

- Only enter time spent doing authorized services. As we have said before, you will not be paid for doing things that are not authorized.
- Complete the timesheet in black or blue ink. Do NOT use pencil or use correction fluid or correction tape to correct an entry on the timesheet. If you make a mistake, cross out the incorrect information, enter the correct information, initial the change, and have your consumer initial it too.
- It is important that the information you enter on the timesheet be legible. If it’s hard to read, your paycheck may be delayed.

If you move, you must check this box on the front of your timesheet...

...and fill in the new address on the back of the timesheet. This must be done within 10 days of moving.
Timesheets

Time Worked in Hours and Tenths of Hours

Timesheets must show how much time you worked in hours and tenths of hours.

Here's a couple of examples of how to calculate the tenths:

- One day you work one hour and 30 minutes. You will see on the chart that 30 minutes equals .5. You would enter the time as 1.5 on your timesheet.
- On another day you worked 3 hours and 22 minutes. On the chart, 22 minutes equals .4 so you would enter 3.4 on your timesheet.

Please note that a new timesheet will be phased in statewide by county in 2012 that will not require you to calculate the tenths.

Enter only the time you worked each day. If you did not work on a particular day, enter an X or 0 in the box. You may not claim work performed by another person on your timesheet. Every person performing services must become an enrolled provider and must complete their own timesheet for the time actually spent performing authorized services.

Add up the hours and enter the total hours you worked for the pay period.

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You and your consumer must sign and date every timesheet. The consumer signs under “Recipient Signature.”
Timesheets

- These signatures and dates must be after the pay period for which the work has been done. You and the consumer are stating that the information on the timesheet is true and accurate. If the information is proven to be fraudulent, you will be subject to civil penalties.
- The timesheet cannot be submitted before the end of the last day of the pay period you will be working.
- You will receive your paycheck within 10 working days (not counting weekends or holidays) after you mail or bring your timesheet into the county.

Examples of Timesheet Errors

<table>
<thead>
<tr>
<th>RECIPIENT NUMBER</th>
<th>31-12345678</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMITH JOHN</td>
<td></td>
</tr>
<tr>
<td>4321 ANY STREET</td>
<td></td>
</tr>
<tr>
<td>SACRAMENTO, CA</td>
<td>95814</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PROVIDER NUMBER</th>
<th>654321</th>
</tr>
</thead>
<tbody>
<tr>
<td>DOE JANE</td>
<td></td>
</tr>
<tr>
<td>9876 ANOTHER STREET</td>
<td></td>
</tr>
<tr>
<td>SACRAMENTO, CA</td>
<td>95814</td>
</tr>
</tbody>
</table>

JUNE 2006 EMPLOYER REMAINING HOURS ARE 43.5

<table>
<thead>
<tr>
<th>DAY OF MONTH</th>
<th>16</th>
<th>17</th>
<th>18</th>
<th>19</th>
<th>20</th>
<th>21</th>
<th>22</th>
<th>23</th>
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<th>26</th>
<th>27</th>
<th>28</th>
<th>29</th>
<th>30</th>
<th>31</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOURS WORKED</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>5</td>
<td>6</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

SHARE OF COST LIABILITY 0.00

OTHER LIABILITY 0.00

PROVIDER OVERPAYMENT 0.00

31-12345678  RECIPIENT SIGNATURE  6-30-06

654321  PROVIDER SIGNATURE  6/30/06

After work has been completed, sign, date and mail to this address
Una vez que se haya completado el trabajo, firmese y enviese a esta dirección
Do not sign unless you have read and understand instructions on reverse side
No firme hasta que haya leído y entendido las instrucciones al dorso

Too many hours were claimed on this timesheet. The number of remaining hours is 43.5. However, 44.0 hours were entered. You cannot be paid for more than the total authorized hours. In this case, you will only be paid for 43.5 hours.
**This provider took the total number of authorized hours and divided it by the number of days. It is unlikely that the caregiver worked exactly 4.68 hours every day. Make sure you report the actual hours you work each day.**

Only the provider has signed this timesheet. Timesheets received with only one signature will be returned for completion. Be certain that both you and the consumer sign the timesheet before submission.
Look closely! Is that a 9 or a 4 written in those dates? Not sure? Neither are we! Illegible handwriting can result in timesheets being delayed. **Make sure you are filling out your timesheets with neat, legible writing, and you use blue or black ink.**

Finally, if you enter incorrect information on your timesheet or claim that you worked when your consumer was not in the home or after the consumer’s death, you may be guilty of fraud and the state or county may prosecute you. You could be required to repay all the money that you were not entitled to, go to jail, or have to pay civil penalties for committing fraud.

If you have any further questions about timesheets, please ask your county representative.
Fraud

IHSS Fraud is Medi-Cal Fraud

IHSS is a Medi-Cal program funded by federal, state, and county dollars. This means that IHSS fraud is Medi-Cal fraud. The California Department of Health Care Services is responsible for investigating Medi-Cal fraud.

If you know of any consumer or provider who you believe may be committing IHSS or other Medi-Cal fraud, you MUST report this to Medi-Cal by calling the toll-free number, sending an email, or filling out an online form. The information below is also included on the “Medi-Cal Fraud and Abuse” handout.

IHSS Hotline: (888) 717-8302
Email: IBREF@dhcs.ca.gov
Website: www.dhcs.ca.gov
Online Complaint Form: https://apps.dhcs.ca.gov/AutoForm2/default.aspx?af=1828

You do not have to have proof of fraud – the California Department of Health Care Services has investigators who will determine whether Medi-Cal fraud has been committed.

Ways of Detecting Fraud

In addition to public reporting, fraud may be detected in several ways:

• Through computer matches with other federal and state agencies,
• During the assessment process,
• While the county and/or state staff conduct quality assurance and fraud detection activities, and
• Unannounced visits to the homes of consumers by state and/or county staff.
Fraud

Fraud and the IHSS Program

When you apply to be a provider in the IHSS program, you must sign a statement declaring that:

- In the last 10 years, you have not been convicted of any felonies or violent misdemeanors, and
- You agree to reimburse the state for any overpayments as a result of fraud.

If you are convicted of fraud against a government health care or supportive services program, California law states that you cannot provide or receive payment for providing IHSS for 10 years following a conviction or incarceration following a conviction.

Tips for Avoiding Fraud

As an IHSS provider, there are some things that you can do to avoid committing fraud. Please take a moment to read the “Tips for Avoiding Fraud” handout.