January 18, 2018

ALL COUNTY INFORMATION NOTICE NO. I-04-18

TO: ALL-COUNTY WELFARE DIRECTORS
ALL IHSS PROGRAM MANAGERS

SUBJECT: IN-HOME SUPPORTIVE SERVICES (IHSS) ADVANCE PAY TIMESHEET RECONCILIATION REQUIREMENTS AND INFORMATIONAL MATERIALS

REFERENCE: WELFARE AND INSTITUTIONS CODE (WIC) §§12300(a),12304; MANUAL OF POLICIES AND PROCEDURES (MPP) §§30-767.133(b), 30-768.213; ALL-COUNTY LETTER (ACL) No.14-68, DATED OCTOBER 3, 2014.

The purpose of this All-County Information Notice is to remind counties of the IHSS Advance Pay timesheet reconciliation requirements and provide counties with informational materials to assist in explaining Advance Pay requirements to eligible individuals.

BACKGROUND

Advance Pay is an option available only to Severely Impaired IHSS recipients pursuant to WIC §12300(a) in the IHSS Residual (IHSS-R), IHSS Plus Option (IPO), and Community First Choice Option (CFCO) programs. The Advance Pay option allows recipients to receive an advanced payment for their monthly authorized IHSS services and pay their provider(s) directly for the provision of their authorized services per WIC §12304.

For individuals to be eligible for Advance Pay they must be severely impaired pursuant to WIC §§ 12303.4 and 12304, capable of handling their financial and legal affairs (or have assigned an authorized representative), and the amount advanced cannot exceed the amount needed to pay for authorized IHSS hours. Recipients receiving Advance Pay may not use their payment for anything other than the purchase of authorized IHSS, must pay their provider(s) timely and must ensure their providers submit reconciling timesheets within 45 days from the date each monthly IHSS advance
payment is issued. Counties should inform Advance Pay recipients of their responsibilities and adhere to the 45-day timesheet reconciliation requirements per MPP §30-768.213.

ADVANCE PAY TIMESHEET RECONCILIATION

Recipients enrolled in the Advance Pay option must ensure reconciling timesheets are submitted within 45 days from the issuance date of advance payment. If the payment remains unreconciled after 45 days from the date of payment issuance, the county should research and evaluate each situation and contact the recipient to determine why the timesheet(s) have not been reconciled. For circumstances that are beyond the control of recipients, such as when new providers have not yet received timesheets, counties should make good faith attempts to assist recipients with reconciliation efforts to prevent changing a recipient’s method of payment to arrears. Then, if appropriate, establish an overpayment to collect any unreconciled amount per MPP §30-768.213. If timesheets are not received by the 90th day from the date of payment issuance, counties should again evaluate each situation and, if appropriate, change a recipient’s payment method from Advance Pay to payment in arrears as allowed by MPP §30-767.133(b). Additionally, it is recommended that timesheets are submitted at the end of each pay period, twice per month, to ensure timely reconciliation.

ADVANCE PAY INFORMATIONAL MATERIALS

To assist in preventing unreconciled Advance Pay, CDSS has developed several informational materials for use by the counties (enclosed). These include an Advance Pay fact sheet and two sample recipient informational letters. Additionally, counties should also utilize the existing Unreconciled Advance Pay Report via the Case Management Information and Payrolling System (CMIPS) to assist with timesheet reconciliation.

The Advance Pay fact sheet describes Advance Pay eligibility and requirements and can be used to train county staff as well as to explain the Advance Pay process to eligible IHSS recipients. The intent is to give recipients a clear understanding of all the requirements involved.

The two sample informational letters include a letter that explains the timesheet reconciliation process, which CDSS suggests counties send to all recipients receiving Advance Pay. The second letter requests that recipients with outstanding timesheets (past 45 days) submit timesheets, or their payment method may be changed from Advance Pay to payment in arrears.

When requesting outstanding timesheets from recipients, counties should provide specific information such as the name of the provider, pay period dates and unreconciled payment amounts. Counties should also communicate to recipients specifically what is missing and what needs to be reconciled for recipients to continue receiving advance payment.
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For questions regarding this ACIN, please contact the Adult Programs Policy and Quality Assurance Branch, Program Integrity Unit at (916) 651-0554 or via e-mail at: ihss-pi@dss.ca.gov.

Sincerely,

Original Document Signed By:

DEBBI THOMSON,
Deputy Director
Adult Programs Division

Enclosures

c: CWDA
What is IHSS Advance Pay?
Advance Pay is an option available to severely impaired consumers that allows them to be issued an advanced payment for their monthly authorized IHSS services and pay the provider(s) directly for the authorized service hours provided (Welfare and Institutions Code (WIC) Section 12304).

Eligibility for IHSS Advance Pay
- Consumers must be severely impaired (authorized 20 or more hours of IHSS personal care services or paramedical services per week).
- Consumers must be capable of handling their financial and legal affairs (or have an authorized representative).

Consumer Requirements for IHSS Advance Pay
- Consumers may not use Advance Pay for anything other than the purchase of their authorized IHSS services.
- Reconciling timesheets should be submitted to the timesheet processing facility at the end of each pay period, but no later than 45 days from the date of advance payment issuance or an overpayment may be established against the recipient (MPP Sections 30-767.133).
- If reconciling timesheets are not received within 90 days from the date of advance payment issuance, the payment method may be changed from advance to arrears payment meaning providers would be paid after timesheets are submitted (MPP 30-768.213).
- Consumers must pay their providers timely.
Dear Advance Payment Recipient (consumer),

This letter is to notify you that we have not received your In-Home Supportive Services (IHSS) reconciling timesheets for the pay period of _________ (month/year). If you have not already done so, please ensure all outstanding timesheets are submitted to the Timesheet Processing Facility. If reconciling timesheets are not received within 90 days from advance payment issuance your service payment method may be changed from Advance Pay to arrears. This means your providers would be paid after their timesheets are submitted.

If you have any questions or need additional assistance, please call our office at (XXX) XXX-XXXX. Thank you for your assistance in this matter.

Sincerely,
Date: Enter Date Here

Dear Name of Recipient (Consumer):

This letter is regarding In-Home Supportive Services (IHSS) Advance Pay and the process required for payment reconciliation.

Your IHSS advance payment is issued by the State of California on the first of each month. Recipients receiving IHSS Advance Pay are responsible for ensuring reconciling timesheets are submitted within 45 days from the date of the advance payment issuance. If reconciling timesheets have not been received by the 45th day from payment issuance, the county may begin collection of an overpayment from you to recover the unreconciled amount.

If reconciling timesheets have not been received by the 90th day from the date of payment issuance, the county may change your IHSS payment method from Advance Pay to payment in arrears. This means that you will no longer receive a payment in advance from which to pay your provider(s); instead your provider(s) will be paid after their timesheets are received and processed.

For example, if you receive your advance payment on July 1st, your providers’ timesheets will be due by August 15th (45 days from payment issuance). If your providers’ timesheets are not received by August 15th, you will be in violation of the IHSS Advance Pay requirements and the county may begin collection of an overpayment from you. If your providers’ timesheets are not received by October 1st (90 days from payment issuance), the county may issue a Notice of Action that your Advance Pay will be terminated and that your providers’ payment method will be changed to arrears.

It is recommended that IHSS providers submit reconciled timesheets to the Timesheet Processing Facility at the end of each pay period – usually on the 15th and again on the last day of the month – for timely reconciliation and to avoid confusion.

If you have any questions regarding IHSS Advance Pay, please contact Enter County Contact Here at (XXX) XXX-XXXX.

Sincerely,