

October 8, 2020

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 20-108

This All County Letter (ACL) describes the changes made to the Electronic Services Portal (ESP), and the Case Management, Information and Payrolling System (CMIPS), regarding a new process for recipients who wish to assign an eligible provider to their case via a self-service tool within the ESP.



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GAVIN NEWSOM
GOVERNOR

October 8, 2020

ALL COUNTY LETTER NO. 20-108

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY IN-HOME SUPPORTIVE SERVICES PROGRAM
MANAGERS AND SUPERVISORS

SUBJECT: IHSS PROVIDER ASSIGNMENT BY RECIPIENT VIA THE ELECTRONIC SERVICES PORTAL

The purpose of this All County Letter (ACL) is to inform counties of a new self-service feature available in the Electronic Services Portal (ESP) for recipients who wish to assign an eligible provider to their case via the ESP and the associated modifications to the Case Management, Information and Payrolling System (CMIPS). This new ESP feature and modifications to CMIPS will be released on September 25, 2020.

This ACL will also provide information on the renaming of the work queue formerly named the 'Public Authority' work queue.

BACKGROUND

As the employer, In-Home Supportive Services (IHSS) recipients are responsible to hire their own providers. To do so, currently recipients are required to complete and submit the IHSS Program Recipient Designation of Provider (SOC 426A) form to the county IHSS office. The county staff will then review the request and assign the provider who is in Pending or Eligible status to the recipient's case in CMIPS. Once assigned, the eligible provider can receive and submit timesheets for payment.

As ESP usage grows, increasing self-service options for providers and recipients is a priority to the California Department of Social Services (CDSS). Providing self-service options reduces workload for county staff and allows faster access to information and resolutions for the recipients and providers. Therefore, CDSS added a new self-service feature in ESP that allows a recipient, who is a user of ESP, to assign an eligible provider to their case. It should be noted, this process will not eliminate the existing county business process for obtaining the SOC 426A to complete the provider assignment. The current process of submitting a SOC 426A will continue to be in effect. This new feature will provide a self-service option to aid in the completion of assigning a provider to a case more timely.

It should be noted that this new functionality and process will not allow a recipient to remove a provider from their case. Counties should continue to follow their existing business practices to terminate a provider from a case.

ESP – HIRE PROVIDER OPTION

The ESP has been enhanced with a process to allow recipients to designate a provider online. The recipient will complete a four step process in ESP to hire their provider as follows:

1. Step 1- Find Provider- The recipient will be able to locate the provider by entering the provider's 9-digit provider number.
2. Step 2- Select Provider- The recipient will review the provider information to ensure it is the correct provider they would like to hire.
3. Step 3- Hire Provider- The recipient will enter the start date for the provider.
4. Step 4- Confirm Hire- The recipient confirms the completion of hiring their provider by reviewing the electronic SOC 426A. This step includes an electronic signature by the recipient stating they have reviewed the declaration and acknowledge that they understand the terms and conditions of the agreement and that the information entered is true and correct.

It should be noted that the counties will not be required to obtain a paper SOC 426A from the recipient when the assignment is done through ESP.

The assignment will system generate a case note in CMIPS when a recipient has successfully hired a provider to their case using ESP as follows:

"Recipient completed Provider assignment using the ESP: Provider Number: 123456789 Provider Name: Jane Doe Entered Start Date: 6/1/2020 Provider Relationship to Recipient: Friend on 7/22/2020 13:09:50 Recipient completed and signed the Recipient Agreement (SOC 426A Part B) online."

In addition to the case note, a system generated note will be added to the provider Person Record in CMIPS as follows:

"Recipient completed Provider Assignment using the ESP: Case Number: 1234567 Recipient Name: Jane Doe Entered Start Date: 6/1/2020 Provider Relationship to Recipient: Friend on 7/22/2020 13:09:51 Recipient completed assignment online."

The recipient will receive an email confirmation when they have successfully hired their provider using ESP. The email will provide confirmation that they have successfully

hired their provider and timesheets will be generated automatically for that individual provider. It instructs them to contact their county IHSS office if they have any questions or if they did not perform the action.

The provider will also receive an email confirmation of being hired by their recipient, if they are registered in the ESP. The provider is instructed in the email to contact the recipient's county IHSS office if they have questions or if they need additional timesheets.

Criteria for Provider Assignment in the ESP

In order for a recipient to assign a provider to their case using ESP, CMIPS records must be as follows:

- Recipient Case must be in eligible status
- Provider Record must be in an eligible status

It should be noted that the CDSS is currently making a change to allow recipients to designate a provider who has a 'pending' status using ESP. The process will continue to be the same for both recipients and the counties.

It should also be noted that a recipient can only hire an eligible provider in ESP up to 90 days prior to the current date. The recipient will be guided to the 90-day cut-off with an informational message. Any segments further out than 90 days will need to be entered by the county and timesheets manually issued for those pay periods.

A case in CMIPS with one or more of the following conditions will not be eligible for the recipient assignment through ESP:

- Recipient status is NOT 'Eligible or "Presumptive Eligible'
- Recipient is under 18 years of age
- Recipient case currently has an Inter-County Transfer (ICT) 'In-Progress'
- Recipient case has pending evidence and the relationship selected by the recipient would change or create a parent or child relationship
- Provider record is in 'Pending' status (currently being modified to allow a recipient to designate a 'pending' provider)
- Provider record is in 'Ineligible' status (including Tier 2 Ineligible)
- Provider is under 18 years of age
- Provider is already assigned to the case for IHSS as 'Pending', 'Active' (including future dated) or 'On-Leave'

The recipient will see one of the following messages in ESP when they are attempting to add a provider, but their case is not eligible for provider assignment using ESP:

- “At this time, you cannot use this service to hire a provider. Please contact your county.”
- “This Provider has not completed the enrollment process. Please have them contact your county.”
- “This Provider cannot be hired using this service. Please contact your county.”
- “Your case is being transferred to a new county. Please contact your county to have this Provider assigned.”

When the county staff is contacted by a recipient who encounters one of the above messages in ESP, the county should follow their existing business practices to assist recipient with provider assignment.

Once a recipient successfully completes the necessary steps to hire their provider in ESP, CMIPS will automatically generate timesheets for all pay periods covered by the provider assignment start date entered by the recipient through the current date. More information regarding CMIPS updates is provided in the next section.

CMIPS UPDATES

When a recipient successfully hires their provider using ESP, the provider hours segment(s) for the case are created in CMIPS based on the hire date entered in ESP. The In-Home Supportive Services (IHSS) Program Provider Notification of Recipient Authorized Hours and Services and Maximum Weekly Hours (SOC 2271) form will be generated in the nightly batch to the CMIPS printer. Counties should follow their existing business practices to process and mail the SOC 2271 form to the providers as they do today.

Updates to the View Case Provider Screen

A new 'superuser' within CMIPS was created to be associated with processing the batch associated with recipients hiring providers via ESP. The user name is 'eHireUser'. The county user will see the “*Updated By*” field to reflect the ‘eHireUser’ as depicted in Figure 1 below:

View Case Provider:

View Case Provider View WPCS Details View IHSS Provider Hours History View WPCS Provider Hours History

Details

Provider Name:	Active	Provider Assigned Hours Form:	No
Provider Status:	No	Relationship Status Date:	08/01/2020
Timesheet Review:	Other	End Date:	12/31/9999
Relationship to Recipient:	08/01/2020	Termination Comment:	Updated By: eHireUser
Begin Date:		History Created:	09/24/2020 09:37
Termination Reason:		Recipient Waiver Begin Date:	
Provider Number:		IRS Live-In Self-Certification Date:	
IRS Live-In Self-Certification Status:		IRS Live-In Mode of Entry:	
EVV Effective Date:	08/01/2020		

County Use Comments:

Financial

W-4 Status:	DE-4 Status:	Elective SDI:	No
W-4 Allowance: 0	DE-4 Allowance: 0	SDI Begin Date:	
W-4 Amount: \$0.00	DE-4 Amount: \$0.00	SDI End Date:	
W-4 Last Updated:	DE-4 Last Updated:	W-4 Exemption Amount:	\$0.00
W-2 Issued:	W-2C Issued:		
W-2 Reprinted:	W-2C Reprinted:		

Edit... Close

New... Leave/Terminate...

Provider Hours

Action	Begin Date	End Date	Assigned Hours	Pay Rate	Status	Updated By	History Created
Edit...	08/01/2020	12/31/9999	83:02	\$15.25	Active	eHireUser	09/24/2020 09:37

Figure 1 – Case Provider Details Screen.

Renaming of the Public Authority Work Queue

The CMIPS workspace formerly known as the ‘Public Authority’ work queue has been renamed to the ‘Provider Management’ work queue to more adequately reflect the responsibility of the users of the workspace. Any user that is subscribed to the previously named ‘Public Authority’ work queue will continue to have access to the work queue tasks. The work queue will display the county number and new name as follows:

‘XX Provider Management.’

Tasks and Notifications

Upon completion of the recipient hiring their provider in the ESP, a task will be generated to the 'Provider Management' work queue and a notification will be generated to the assigned case owner (for informational purposes only) if the following conditions exist:

- The start date for the provider is later than the provider effective date
- The start date is later than the recipient Inter-County Transfer (ICT) authorization start date (if one exists)
- The start date is later than the recipient initial authorization start date
- Relationship status change for a previously hired provider

When the county worker receives the task that a provider has been assigned to a recipient's case in ESP, the case and provider eligibility information should be reviewed to ensure there are no assignment date gaps. If assignment date gaps are determined, the county worker will need to manually create the additional hours segments in CMIPS and issue additional timesheets. Counties will continue to use their existing business practices to verify if there are any current assignment date gaps and update as needed.

When the recipient assigns a previously terminated provider back to their case, and the relationship selected in ESP is different than the existing relationship in CMIPS, the relationship discrepancy will be included in the task information. The county worker may contact the recipient to verify the relationship and take corrective actions as needed as the recipient is unable to update the information once it is submitted on ESP and successfully written to CMIPS.

CMIPS ENHANCEMENTS

A new enhancement has been built into CMIPS to automatically generate timesheets for a previously terminated provider when the assignment is completed by the recipient using ESP. This enhancement will work the same as when a county worker assigns a provider to a case.

When a recipient successfully submits a request for provider assignment using ESP and a county worker attempts to assign the same provider to the same case in CMIPS prior to CMIPS processing the pending assignment, the user will receive the error message: "Provider assignment completed in ESP is pending processing. Try again later." The maximum timeframe is 15 minutes for processing to be completed. The county worker cannot continue with the assignment until the pending assignment is updated in CMIPS. If there is an occurrence where the county worker needs to make revisions to a start

date by adding prior hours segments, the county worker will be able to do so once the provider assignment has completed processing in CMIPS.

Review Provider Assignment History

The CDSS suggests, as a best practice, prior to conducting an in-home visit, the case owner should review the case in CMIPS to identify changes to case provider assignments. This will provide the opportunity for the case owner to become familiar with any provider assignment changes that may have occurred by the recipient using ESP since the previous in-home assessment.

If you have any questions or need additional guidance regarding the information in this letter, contact the Adult Programs Division, CMIPS and Systems Enhancements Branch at (916) 651-1069 or at the following email address: CMIPSI-Requests@dss.ca.gov.

Sincerely,

Original Document Signed By

DEBBI THOMSON
Deputy Director
Adult Programs Division

c: CWDA