



IHSS

IN-HOME SUPPORTIVE SERVICES
TRAINING ACADEMY

A PROJECT OF SAN DIEGO STATE UNIVERSITY SCHOOL OF SOCIAL WORK

The Telephone Timesheet System (TTS)

The Telephone Timesheet System (TTS) allows In-Home Supportive Services (IHSS) recipients who require BVI accommodations an alternative format to review and approve provider timesheets electronically.

HOW TTS WORKS

The TTS allows authorized recipients to review and electronically sign timesheets, or to reject a timesheet and record a rejection reason through an interactive telephone system.

Here is how it works:

1. Discuss your BVI needs with your county IHSS social worker. The county IHSS social worker will enter the appropriate information that will register you for TTS.
2. You must inform the county IHSS social worker of your chosen a 4-digit numeric Recipient Authentication Number (RAN).
3. Once registered, your provider(s) may start submitting timesheets **without** your signature. If the timesheets are physically signed by you, you will **not** receive an automated call.
4. When the timesheet without your signature is received, you will receive a TTS automated call that will verify your identity by prompting you to enter your 7-digit numeric IHSS case number followed by your 4-digit numeric RAN.
5. When your identity is verified, TTS will report the information on your provider's timesheet and allow you to either approve or rejected the timesheet.
6. If you are not able answer the first call, the TTS will call back up to 5 times a day for the next two business days before forwarding the timesheet for processing.

The TTS provides support in English, Spanish, Mandarin and Armenian. If you are prompted at the beginning of the call to leave a message, a bilingual-certified speaker will call you back within two hours of receiving the message during operating hours.

For further assistance with the TTS, call 1-844-576-5445, Monday thru Friday, from 8 a.m-5 p.m., excluding holidays.

For additional information on TTS, contact your local county IHSS office.