December XX, 2019

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 19-XX

This All-County Letter (ACL) describes the changes made to the Electronic Services Portal (ESP), the Telephone Timesheet System (TTS), and the Case Management, Information and Payrolling System (CMIPS) necessary to support Electronic Visit Verification (EVV)

CDSS

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December XX, 2019

ALL COUNTY LETTER (ACL) NO.: 19-XX

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

SUBJECT: IMPLEMENTATION OF ELECTRONIC VISIT VERIFICATION
    FUNCTIONS IN THE CASE MANAGEMENT, INFORMATION AND
    PAYROLLING SYSTEM FOR THE IN-HOME SUPPORTIVE
    SERVICES AND WAIVER PERSONAL CARE SERVICES
    PROGRAMS

REFERENCE: H.R 34 - 21ST CENTURY CURES ACT
    ALL COUNTY LETTER 15-60 (July 22, 2015)
    ALL COUNTY LETTER 17-76 (July 14, 2017)
    ALL COUNTY LETTER 18-103 (September 5, 2018)

The purpose of this All-County Letter (ACL) is to inform counties of the implementation of the federally mandated Electronic Visit Verification (EVV). This federal mandate requires In-Home Supportive Services (IHSS) and Waiver Personal Care Services (WPCS) providers to submit timesheets, and recipients to approve timesheets electronically through a secure website, a mobile application, or a telephone.

This ACL describes the changes made to the Electronic Services Portal (ESP), the Telephone Timesheet System (TTS), and the Case Management, Information and Payrolling System (CMIPS) necessary to support EVV.

Background

The federal 21st Century Cures Act, passed in 2016, requires States to implement Electronic Visit Verification (EVV) for Medicaid-funded personal care services and home health care services. To do this, States must electronically collect and verify the type of service performed, the individual receiving service, the individual providing service, the date of service, the location of service, and the begin and end times of service.

California's In-Home Supportive Services (IHSS) and Waiver Personal Care Services (WPCS) programs must fully comply with this federal mandate by January 1, 2021. To meet this deadline and best serve the interests of recipients and providers, CDSS has leveraged and enhanced the existing Electronic Services Portal (ESP) and Telephone Timesheet System (TTS) to collect service start time, service stop time, and location of services provided (at home, in the community, or both), in addition to the information currently collected on the timesheets. Extending these existing systems maintains a consistent user experience for recipients and providers already taking advantage of these easy-to-use systems, while, in the case of ESP, introducing more users to many of the other helpful self-service features such as direct deposit enrollment, sick leave and travel time claims, and timesheet and payment tracking and history.

EVV will not change the amount of service hours, nor how or where IHSS or WPCS services are provided. However, after its statewide implementation, EVV will have fully replaced the current paper timesheets with electronic timesheets as required by law.

Electronic Services Portal

The ESP has been enhanced to accommodate the new EVV requirements by adding three (3) new fields to electronic timesheets for providers to enter time for the services provided to their recipient(s) (see Figure 1). These new fields are start time, end time and location of services:

- Start Time: The time of day the provider performed the first IHSS/WPCS service
- End Time: The time of day the provider completed the last IHSS/WPCS service
- Location: Where the provider has performed IHSS/WPCS services. The options to select from are: Home, Community or Both

    o Home: Services were provided only in the recipient's home
    o Community: Services were provided outside the recipient's home
    o Both: Services were provided inside and outside of the recipient's home

Figure 1 – Updated ESP Timesheet

Providers and recipients actively enrolled in the electronic timesheet option in ESP will automatically become an EVV user when EVV is implemented in their county. Other than the entry of the three (3) new EVV fields, providers and recipients using ESP will not experience any difference in submitting and approving their timesheets.

Telephone Timesheet System

The TTS was implemented to provide a method for designated Blind and Visually Impaired (BVI) recipients to approve their provider's timesheets over the telephone, rather than through the existing paper process. When the ESP was introduced, the TTS was modified to allow all recipients, who weren't comfortable with or did not own a computer, tablet or other online-enabled device, to approve timesheets via the telephone for providers who wanted to submit their timesheets electronically. With the implementation of EVV, the TTS has been modified to allow providers to submit their timesheets through the telephone.

The "Accommodations TTS" phone number of 844-576-5445 (formally known as BVI TTS) now offers a "Press or Say" function in English and Spanish. Recipients can complete the timesheet review and approval process with voice commands or button selections. The Accommodations TTS line will be used as follows:

- Recipients whose spoken language is English or Spanish and are indicated as BVI and who currently approve timesheets on the BVI TTS phone line.
- Recipients whose spoken language is English or Spanish and timesheet accommodations are set to "Press or Say". When a recipient selects the "Press

or Say" function and their spoken language is not listed as English or Spanish in CMIPS, the TTS will continue in English only.
- Recipients who have a physical impairment or disability that prevents them from being able to press buttons on a telephone.

A new TTS phone line has been created to use for EVV requirements. The telephone number for the new TTS Line is: (833) 342-5388 (833DIALEVV). The TTS Line will be used as follows:

- Recipients who currently approve timesheets on TTS, are not indicated as BVI in CMIPS, and do not have "Press or Say" selected for their timesheet accommodations
- Recipients that are indicated as BVI and have a spoken language other than English or Spanish listed in CMIPS
- Providers who want to enter their timesheets through TTS in counties where EVV is implemented

Once a provider has submitted a timesheet through TTS, the provider will be able to request a paper copy of the timesheet for their records. The provider's timesheet will only be mailed once the timesheet has been approved by the recipient and processed in CMIPS. If a provider calls into the TTS and EVV has not been implemented in their county, they will receive a message informing them that they will need to wait for EVV to be implemented in their county before they may submit their timesheet through the TTS.

CMIPS Modifications

New Screens

View Recipient Timesheet Preferences Screen

This new screen was created to provide county users with an overview of the recipient's EVV timesheet information. The county user may access the new *View Recipient Timesheet Preferences* screen (see Figure 2) by selecting the new "Preferences" link from the left-hand navigation panel under the "Timesheets & Payroll" tab. The *View Recipient Timesheet Preferences* screen displays a list of the recipient's providers, which includes the provider's EVV effective date as well as their TTS and ESP registration information.

If EVV implementation has not begun in a recipient's county, the "EVV Effective Date" column will reflect a date of 12/31/9999 and will not be updated until EVV is implemented in their county. Additionally, this screen displays the recipient's ESP and TTS registration information.

County users with the following security roles may access this screen:

• CASEMGTPROVMGTROLE
• PROVIDERMGMTROLE
• CROSSCOUNTYPAYROLLROLE

Figure 2 - *View Recipient Timesheet Preferences* Screen

View Provider Timesheet Preferences

The process for administering the provider's preferences is the same as for the recipient with a few minor differences. For example, the provider screen contains the Assigned Cases cluster which displays the list of cases associated with the provider (see Figure 3). County users with the same security roles as those listed for the View Recipient Timesheet Preferences screen will have the ability to access this screen.

View Provider Timesheet Preferences:　　　　　　　　　　　　　　　　　　　　　　　　　　　　　[?]

Assigned Cases							▼
Case Name	**Case Number**	**County**	**District Office**	**Case Status**	**EVV Effective Date**	**TTS Registration Date**	**ESP Registration Date**
		Los Angeles	77	Eligible	12/31/9999		12/31/2018

IHSS Electronic Services Portal　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　▼

Registration Date: 12/31/2018　　　　　　　　　　　　　　　　Website User Name:

Telephone Timesheet System　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　▼

Register Provider for TTS...

TTS Registration Code:

Figure 3 – *View Provider Timesheet Preferences* Screen

Assigned Providers Cluster

The county user may view a list of providers who are currently assigned to the recipient's case (see Figure 1). This cluster lists the status of the recipient's provider(s) as well as the dates the provider registered for the ESP, TTS or both.

Electronic Timesheet Review Method

The Electronic Timesheet Method section is a central location for recipient timesheet preferences.

IHSS Electronic Services Portal Cluster

A county user may view the recipient's registration information on the *IHSS Electronic Services Portal* cluster (see Figure 1). This cluster lists the date the recipient registered for ESP, the last person to update the account and the user name the recipient uses to sign into their ESP account. This cluster will also list the status of the recipient's ESP account as well as the date of the status of their account.

The county user may inactivate a recipient's IHSS ESP account per the recipient's request by selecting the "Inactivate IHSS ESP Registration" button. This button will only appear when a recipient has registered for ESP. Once the county user has inactivated the ESP account for the recipient, the account can no longer be used unless the county user reactivates the account.

When the county user selects the "Reactivate IHSS ESP Registration" button, the *Reactivate Recipient IHSS Website Registration* pop-up displays (see Figure 4).
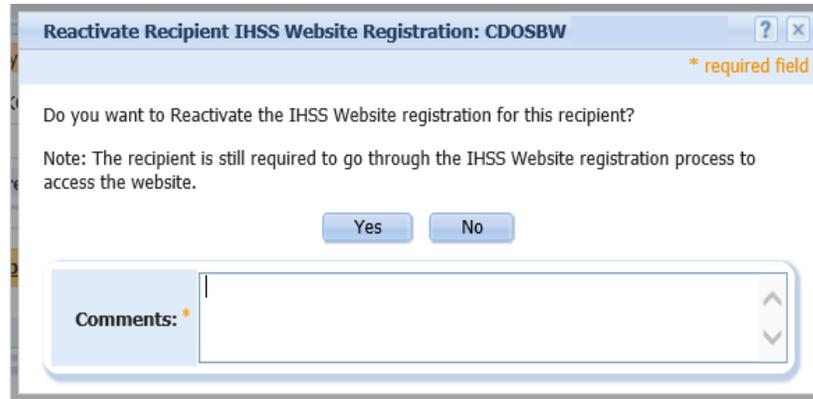
Figure 4 – *Reactivate Recipient IHSS Website Registration* Pop-Up

The county user is required to enter a comment, up to 1000 characters, when reactivating a recipient's ESP account. After the comment is entered, the county user clicks the "Yes" button to reactivate the account.

The inactivate and reactivate function should only be used in situations where fraud is suspected or when the recipient no longer requires a timesheet signatory to electronically sign timesheets on their behalf. It is not to be used to resolve forgotten username and password issues.

When contacted by ESP users who cannot remember their password, counties need to instruct the ESP users to use the Reset Password functionality and reset their ESP password using their security questions by clicking the "Reset Password" link on the login page of ESP.

If the recipient or provider is locked out of their account due to incorrect multiple attempts or they have forgotten the answers to their security questions, they must contact the IHSS Service Desk for assistance. County users do not have the ability to reset an ESP password for a recipient or provider. County users need to instruct the ESP user to contact the IHSS Service Desk and request a password reset link. This link is sent to the recipient or provider's e-mail address.

If the ESP user is severely impaired or the county user feels that the ESP user requires additional assistance, the county user may contact the IHSS Service Desk on their behalf.

Telephone Timesheet System Cluster

Once EVV has been implemented for a county, a TTS registration code will automatically be created in CMIPS for recipients and providers that have not previously registered for ESP or TTS. This six-digit code is unique to each person and is necessary to register for the TTS. Recipients and providers will be sent a registration code letter (see Attachment X) with their code prior to their county's EVV

implementation. Any new cases and newly eligible status providers added in the EVV counties will automatically generate a registration code and registration code letter.

The county user may generate a new registration code for a provider or recipient by selecting the "Reset Registration Code" button and displaying the *Reset Recipient Registration TTS Code* pop-up but this is not suggested. If counties are contacted by providers and recipients wanting to use TTS, the county user should enter a passcode in CMIPS by selecting the "Register Provider for TTS" button or the "Register Recipient for TTS" button in the *Telephone Timesheet System* cluster (see Figure 1).

The provider or recipient will provide the county user with their desired passcode. The county user enters the new passcode in the "New Passcode" and "Confirm Passcode" fields and selects the "Register" button to register them for TTS. County staff who are providing assistance with setting passcodes should take the opportunity to confirm the new passcode with the provider or recipient because once a new passcode has been entered, confirmed and saved, it will no longer be visible to the county user.
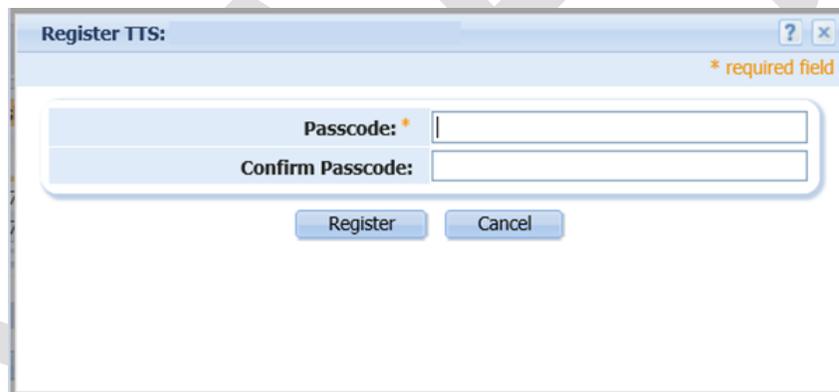

Figure 5 – *Register TTS Pop-Up* Screen

When a recipient or provider has registered for TTS, either from county assistance or the TTS, the *Telephone Timesheet System* cluster will display the date the recipient or provider registered for TTS and the status of their passcode. Recipients and providers needing assistance with unlocking accounts may contact the IHSS Service Desk or their IHSS county office for assistance.

When a recipient has created a passcode and has been locked out of their account a "Yes" will display in the passcode locked field. The county user may reset the recipient's passcode by selecting the "Reset Passcode" button.

When the county user selects the "Reset Passcode" button, the *Reset Recipient TTS Passcode* pop-up displays (see Figure 5). The county user enters the recipient's new passcode in the "New Passcode" and "Confirm Passcode" fields and selects the "Save" button to save the recipient's new passcode.

When "Save" is selected, CMIPS will automatically generate "In-Home Supportive Services (IHSS) Or Waiver Personal Care Services (WPCS) Recipient Confirmation Of Changes Or Registration In The Electronic Services Portal Or Telephone Timesheet System" (CMIPS 003) (see Attachment X) which notifies a recipient their passcode has been reset.

Timesheet Accommodations Cluster

The new *Timesheet Accommodations* cluster (see Figure 6) on the *View Recipient Timesheet Preferences* screen has replaced the "Timesheet Option" and "Passcode" fields on the recipient *Blind or Visually Impaired* screen and will be used to manage a recipient's accommodations for timesheets:

Figure 6 – *Timesheet Accommodations* Cluster

The "Timesheet Accommodation" field will display the selection "No Accommodation". The county user may update the selection to "Press or Say TTS" or "Large Font Timesheet" from the drop-down box.

When the value is "No Accommodation" and the Timesheet Communication Preference is "Telephone", the recipient will receive a call from the DIALEVV TTS line when a timesheet is ready for review.

The value "Press or Say TTS" has been set for all English and Spanish speaking recipients previously identified as BVI – TTS. The "Press or Say TTS" function was originally created to assist recipients who required BVI accommodations as an alternative way to review and approve their provider's timesheets electronically. Ongoing, this will be an available option for any recipient who may benefit from this accommodation. When the value is "Press or Say TTS" and the Timesheet Communication Preference is "Telephone", the recipient will receive a call from the Accommodations TTS line when a timesheet is ready for review.

The value "Large Font Timesheet" has been set for any recipient who had a BVI Timesheet Option of "Large Font Timesheet". Ongoing, this will be an available selection for paper timesheets for any recipient who may benefit from this accommodation. Recipients currently receiving large font paper timesheets will continue to receive large font timesheets until EVV has been implemented in their county.

County users may select the "Edit Timesheet Accommodation" button to display the *Modify Recipient Timesheet Accommodations* pop-up screen (see Figure 7). Once the pop-up displays, the county user must select the appropriate value from the drop-down

menu, either "Press or Say TTS" or "Large Font Timesheet" and click the "Save" button to save the new timesheet accommodation preference.
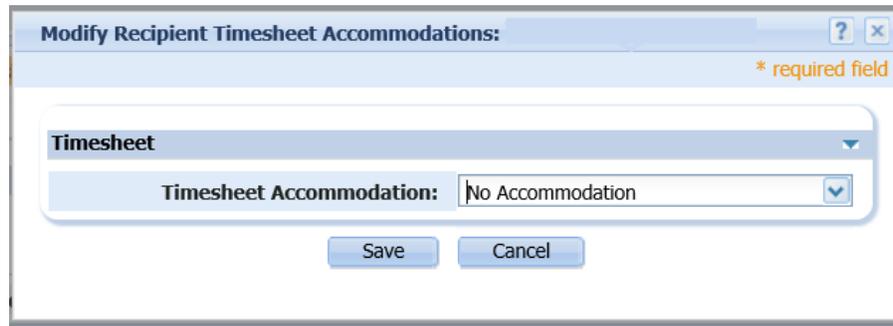

Figure 7 – *Modify Recipient Timesheet Accommodations Pop-Up* Screen

When the county user chooses "Press or Say TTS" and selects "Save" and the recipient is not registered with TTS, the error message "Recipient must be registered for TTS to select Press or Say" will display. If a county user wants to choose the option for "Press or Say TTS" and the recipient is not registered for TTS, they should enter the recipient's passcode, effectively registering the recipient for TTS, before making the selection.

The "press or say" functions are only available in English and Spanish in the TTS. When a county user chooses the "Press or Say TTS" timesheet accommodation and the recipient's spoken language is not English or Spanish, an informational message will display.

Timesheet Communication Preference Cluster

The new *Timesheet Communication Preference* cluster reflects how the recipient has chosen to receive communication regarding their provider's timesheets (see Figure 8).

Figure 8 – *Timesheet Communication Preference* Cluster

Recipients may change this preference at any time using ESP, however the recipient may also contact their county office for assistance. To assist recipients with changing their communication preferences, county users select the "Edit" button to display the *Modify Timesheet Communication Preferences* pop-up (see Figure 9).
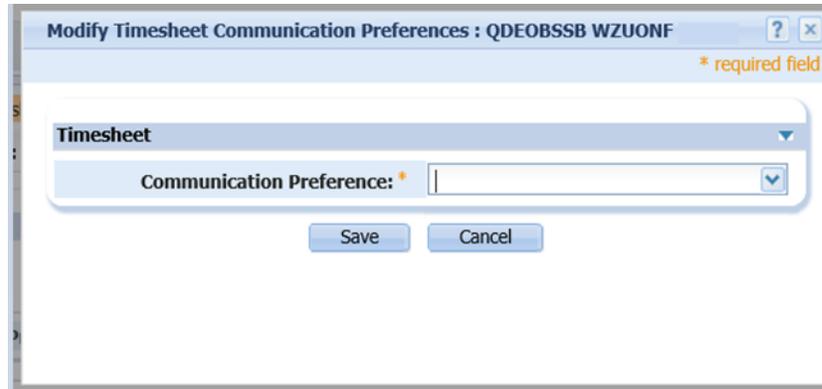
Figure 9 – *Modify Timesheet Communication Preference Pop-Up* Screen

The county user selects the recipient's choice of either "Telephone" or "Email" from the communication preference field and clicks the "Save" button. If the county user selects a communication preference that the recipient has not enrolled in, they will receive an error message.

Payment Correction Screen Changes

The *Payment Correction* screen in CMIPS will display the EVV Start Time, End Time and Location. When a county or WPCS user attempts to process a payment correction on a timesheet that was submitted through TTS or ESP and the timesheet has been processed and paid, the following error message will display:

"Payment Correction cannot be completed for this E-Timesheet. Please issue Supplemental Timesheet to Provider."

Other Changes
The *View Timesheet* screen in CMIPS will display the EVV Start Time, End Time and Location.

The following screens have been removed from CMIPS:

• *Confirm Stop Provider E-Timesheet*
• *Recipient E-Timesheet Enrollment*
• *Create Recipient E-Timesheet Enrollment*
• *Modify Recipient E-Timesheet Enrollment*
• *View Recipient E-Timesheet Enrollment*
• *Stop Recipient E-Timesheet Enrollment*
• *Recipient E-Timesheet Enrollment History*
• *Case Providers E-Timesheet Status*
• *View Provider E-Timesheet Status*
• *Change E-Timesheet Option Confirmation*
• *Enroll Provider for EVV Pop-up*

When a county user issues an Advance Pay special transaction, CMIPS will no longer generate a paper timesheet. An electronic timesheet will generate to the provider.

New Form

A new form, the "In-Home Supportive Services (IHSS) Or Waiver Person Care Services (WPCS) Recipient Confirmation Of Changes Or Registration In The Electronic Services Portal Or Telephone Timesheet System" (CMIPS 003) will display up to four (4) possible actions taken by the recipient using ESP or TTS (See Attachment X). This form is system generated and will generate when one or more of the following actions has occurred:

- The recipient changed their timesheet communication preference
- The recipient changed their passcode
- The recipient registered in the ESP
- The recipient registered in the TTS

Data Downloads

Currently, Data Downloads for EVV enrollment have not yet been updated. The CDSS will provide weekly data to counties to assist with EVV enrollment. Once reporting requirements have been clarified by CDSS, data download files will be modified.

If you have questions or comments regarding this ACL, please contact the Adult Programs Division via email at: CMIPSII-Requests@dss.ca.gov.

Sincerely,

Original Document Signed By:

DEBBI THOMSON
Deputy Director
Adult Programs Division

c: CWDA

ATTACHMENT