STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY

DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • *www.cdss.ca.gov*

CDSS

WILL LIGHTBOURNE
DIRECTOR

EDMUND G. BROWN JR.
GOVERNOR

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ALL-COUNTY LETTER NO.: 17-XX

TO: ALL COUNTY WELFARE DIRECTORS
                ALL COUNTY IHSS PROGRAM MANAGERS

SUBJECT: **IMPLEMENTATION OF THE ELECTRONIC TIMESHEET WEBSITE
                FOR IN-HOME SUPPORTIVE SERVICES AND WAIVER
                PERSONAL CARE SERVICES PROVIDERS AND RECIPIENTS**

The purpose of this All-County Letter (ACL) is to inform counties of the implementation
of the new Electronic Timesheet (ETS) Website that allows In-Home Supportive
Services (IHSS) and Waiver Personal Care Services (WPCS) providers and recipients
to submit and approve timesheets online via a smartphone, tablet or personal computer.
This ACL also provides information regarding the new functionality in the Case
Management, Information and Payrolling System II (CMIPS II) which is being
implemented to support the ETS.

BACKGROUND

The ETS is a new, optional service being implemented by the California Department of
Social Services (CDSS) to reduce the time it takes for an IHSS or WPCS timesheet to
be received and processed at the centralized Timesheet Processing Facility (TPF) by
eliminating the reliance on the United States Postal Service. The ETS is meant to be an
easy to use, self-service portal that allows IHSS and WPCS providers and recipients to
self-register, enroll, submit timesheets, review and approve timesheets and check
timesheet and payment status. The ETS interfaces with CMIPS to transmit timesheet
and payment data.

To enroll in the ETS service, both the provider and the recipient must be a current active
IHSS or WPCS program participant in eligible status, possess a valid email address,
have internet access and have access to a smartphone, tablet or personal computer.
For recipients that do not have access to a smartphone, tablet or personal computer the

existing Telephone Timesheet System (TTS) that was originally developed for blind and visually impaired (BVI) recipients has been modified to allow for the telephonic approval of electronically submitted timesheets. Enrollment in the TTS for ETS is the same as it is for the BVI population and will be described in a later section of this ACL.

ELECTRONIC TIMESHEET WEBSITE

The IHSS and WPCS providers in Sacramento, Yolo and Riverside counties will be able to enroll to use the ETS on June 5, 2017, with rollout to the entire state planned for July 2017. Providers will be able to electronically submit Arrears, Supplemental and reconciling Advance Pay timesheets through the ETS. This ACL describes the high-level functionality of the ETS. The ETS allows for IHSS and WPCS providers and recipients to perform the following:

- Register and enroll to electronically submit and approve timesheets
- Enter time and submit timesheets
- Approve electronically submitted timesheets
- View timesheet history
- Stop electronic timesheets

Registering on the Electronic Timesheet Website

To utilize the ETS providers and recipients must follow the steps to create an account as a new user. The ETS allows for both the provider and recipient to register independently, but the design of the system also allows a provider to enroll and send an email invitation to their recipient if the recipient's email address is available in CMIPS. If not, the provider can send the invitation to themselves and assist the recipient with the registration process. The ETS is a completely optional service and the IHSS or WPCS recipients **must** enroll to approve electronically timesheets for their providers. If the recipient does not enroll the provider will not be eligible to use ETS to submit timesheets but can still use the service to view timesheet history.

To register for an account, the provider and the recipient must have their provider or case number, date of birth and last four numbers of their Social Security Number (SSN). The information the provider or recipient enters into the ETS Registration screen must match the information in CMIPS, if not they will not be allowed to register. If the information does not match the provider or recipient must contact the county to have the information updated in CMIPS before they can attempt to register again.

Once the identity of the provider or recipient is verified they will be prompted to enter a username, password and their email address. There is no limit to what a provider or recipient can type as a username, but it must be at least six characters long and is case sensitive. Passwords must be at least eight characters in length and must include a combination of letters and at least two numbers. The password and email address must be entered twice on the screen to confirm they are both correct as entered. Once the username, password and email address is accepted by the ETS the provider or recipient must complete three security questions. Once the registration process is complete the ETS will send a confirmation email with instructions on how to verify the new account. The email contains a link that is valid for one hour after the email is generated, if the provider or recipient does not click the link and finish the enrollment process they will need to register again.

Once a provider completes enrollment a list of all of their recipients will populate and they will be able to send an invitation to their recipients who have not yet enrolled in ETS. Recipients who are successfully enrolled for ETS will only be able to view providers who are also enrolled in ETS. Recipients only need to opt in once, any new provider a recipient hires that enrolls in ETS will automatically be viewable by the recipient in the ETS.

Entering Time

Once a provider and recipient are enrolled in ETS the provider will be able to submit their timesheets online. To submit a timesheet online the provider must first log-in and select the recipient from the *Time Entry: Recipient Selection* screen. The *Time Entry: Recipient Selection* screen will show all recipients for which a provider works and their E-Timesheet enrollment status. On this screen a provider can invite a specific recipient to enroll in ETS, view a recipient's ETS invitation status, and view the status of the most recent payment made for each of their recipients. To submit an electronic timesheet, the provider must click the arrow on the appropriate recipient record and the *Time Entry* screen will display. The *Time Entry* screen displays the following information:

- Timesheet dropdown box – includes all available timesheets for the current and prior pay periods that are available to be submitted online.
- Available Hours – hours available for the month minus any hours that have been paid. This field is like the "Remaining Hours" on the paper timesheet, but it is updated in real time whenever a timesheet is processed for payment on the recipient case.
- Current Timesheet Total – will be blank until the provider enters daily hours on the electronic timesheet
- Workweeks – there will be a line for each workweek in the pay period.

To enter time, the provider must click the downward facing arrow to expanded the workweek to show the individual days. To enter daily hours, the provider must click the day they wish to enter time. Once the day is selected a pop-up window will display and the provider enters their time HH:MM format. Once the time entry is complete the provider selects the "Save" link and repeats these steps for each day they worked in the pay period. These time entries can be changed at any time until the timesheet is approved by the recipient.

One of the benefits of the ETS is that the system performs edits and audits as the provider enters their time prior to being able to submit their final timesheet for recipient approval. The ETS has functionality that is meant to reduce and/or eliminate timesheet exceptions and errors. The following are the potential edits a provider might receive as they are entering their time:

- Hours claimed exceed remaining recipient authorized hours
- Hours claimed exceed remaining provider assigned hours
- Hours claimed for first pay period exceed 70% of total recipient authorized hours
- Timesheet received prior to the end of the pay period
- No remaining recipient authorized hours
- No remaining provider assigned hours
- Hours claimed exceed weekly maximum (possible violation)
- Hours claimed exceed monthly overtime maximum (possible violation)
- Hours exceed overtime exemption limit (possible violation)

Once the provider has entered their daily entries and the timesheet has passed all system edits, they select the "Submit Timesheet" button, electronically sign the timesheet and the recipient will receive an email advising them that there is a timesheet available for review.

Approving a Timesheet

To approve an electronically submitted timesheet the IHSS or WPCS recipient must log into their account in the ETS. After successfully logging in the recipient will automatically land on the *Provider Timesheets: Provider Selection* screen that lists all of their providers who have elected to submit electronic timesheets. Each provider record on this screen will include the provider's name, provider number and a message stating whether there is a timesheet to review or not. To review an electronically submitted timesheet the recipient must click the arrow on the right side of the provider record to be taken to the *Provider Timesheets* screen. The *Provider Timesheets* screen displays the following information:

- Timesheet dropdown box – includes all available timesheets for the current and prior pay periods that are available to be reviewed and approved online.
- Hours Submitted – the total number of hours submitted on the timesheet.
- Workweeks – there will be a line for each workweek in the pay period that includes the number of claimed hours for each week included on the submitted timesheet.

To approve a timesheet, the recipient must select the pay period and timesheet type from the "Timesheet" dropdown menu. For most recipients the only timesheet type available will be "IHSS," but if a recipient has both IHSS and WPCS hours an additional timesheet type of "WPCS" will be available for providers who have submitted an IHSS and/or WPCS timesheet. Once the recipient has selected the timesheet to be reviewed they can click the downward facing arrow to expand each workweek to verify the daily hours entered on the timesheet. If the recipient wants to approve the timesheet, after reviewing the daily and total weekly hours, they must select the "Approve Timesheet" button and electronically sign the timesheet. If the recipient disagrees with the hours claimed on the timesheet they must select the "Reject Timesheet" button and then be prompted to select the reason for the rejection. An electronic timesheet can be rejected for one of the following reasons:

- Hours claimed were not correct
- This was not my provider
- Other reason

After the recipient takes the action of approving or rejecting the provider's timesheets, the ETS will send the appropriate email informing the provider of the recipient's decision. These automated email messages are not meant to replace the communication that happens between a provider and a recipient. Providers and recipients should be working together to resolve any timesheet issues. If a timesheet is rejected the provider should talk with their recipient, make the necessary changes and resubmit the timesheet for approval.

Timesheet History

One of the features of the ETS is the ability for an IHSS or WPCS provider to view the most recent three months of their timesheet and payment history. Providers do not need to be enrolled to submit electronic timesheets to use the timesheet history functionality, but they must be registered users of the ETS.

To view payment history the provider must click on the "Menu" in the top right corner of the screen and select the "Timesheet History" link from the main menu. Once the link is selected the *Timesheet History* screen will display with a list of all the recipients the provider works for. To see the timesheet history, the provider must select the

downward facing arrow at the end of the recipient record they wish to view. Once selected, the screen will display the previous six pay periods that were processed for the recipient.

Each pay period listed on the screen is a link and the provider can click on any one to view the details. The expanded *Timesheet History* screen displays the details for the chosen warrant in following three sections:

- Overview – includes the pay period, timesheet number, pay rate, hours submitted, hours not paid (if any), total hours paid and overtime hours paid.
- Payment Details – includes the warrant number, issue date, direct deposit indicator, payment status and a current and year-to-date earnings statement.
- Timesheet Details – includes the date the timesheet was signed by the provider and the recipient, total hours by workweek and each workweek can be expanded to show daily hours.

This screen works the same way as the other screens in the ETS where providers must click on the downward facing arrows to expand the sections on the screen.

Stopping Electronic Timesheets

Providers and recipients always have the option to opt out of the ETS at any time. To stop timesheets providers and recipients must select the "Stop Timesheets" link in the main menu. Providers have the option to choose for which recipient(s) they want to stop electronic timesheets. If a recipient opts out of the ETS they are stopping electronic timesheets for all of their providers.

After they select the link the *Stop Electronic Timesheets* screen will display and they will select a reason for stopping electronic timesheets and confirm that the want to opt out. Once the provider or recipient confirms that they no longer want to use electronic timesheets the ETS will automatically send confirmation emails to all the affected recipients and/or providers. If a provider or recipient is having difficulty stopping electronic timesheets functionality has been added to CMIPS that allows a county user to perform this function. The new functionality is described later in this ACL.

TELEPHONE TIMESHEET SYSTEM

Some recipients may not be able to use the ETS because they do not have smartphone, tablet or personal computer, or because they are just not comfortable with using or are unable to use the internet. These recipients were taken into consideration during the design of the ETS and another option is available for them to approve electronically submitted timesheets. The CDSS has expanded the functionality of the current TTS, originally implemented for the BVI recipients to be used for approving

electronic timesheets. The TTS is an automated system that calls a recipient when their provider submits a timesheet through the ETS. The TTS will read the daily or weekly entries on the timesheet, depending on the recipient's preference, and the recipient will have the option of approving or rejecting the timesheet over the telephone. The TTS works the same way for both ETS and BVI recipients with one exception, electronically submitted timesheets are held indefinitely until the recipient approves them through the TTS whereas the timesheets submitted for BVI review are automatically released.

The enrollment in TTS is the same process for ETS as it is for TTS. To enroll in the TTS the recipient needs to contact their local county IHSS office to receive a Recipient Authentication Number (RAN) which will be used to confirm the recipient's identity when they are using TTS. A new screen has been created in CMIPS to allow counties to assign a RAN when it is requested by the recipient. If counties are contacted by a BVI recipient that has already opted into the TTS they should take no action, the recipient will automatically receive calls for timesheets submitted through the ETS.

Creating a RAN

To begin the process of assigning a RAN the county or WPCS user must access the *Recipient E-Timesheet Enrollment* screen by selecting the "E-Timesheet Enrollment" link from the left-hand navigation menu in the "Timesheets & Payroll" tab on the recipient case and the *Recipient E-Timesheet Enrollment* screen displays as shown below (See Figure 1).
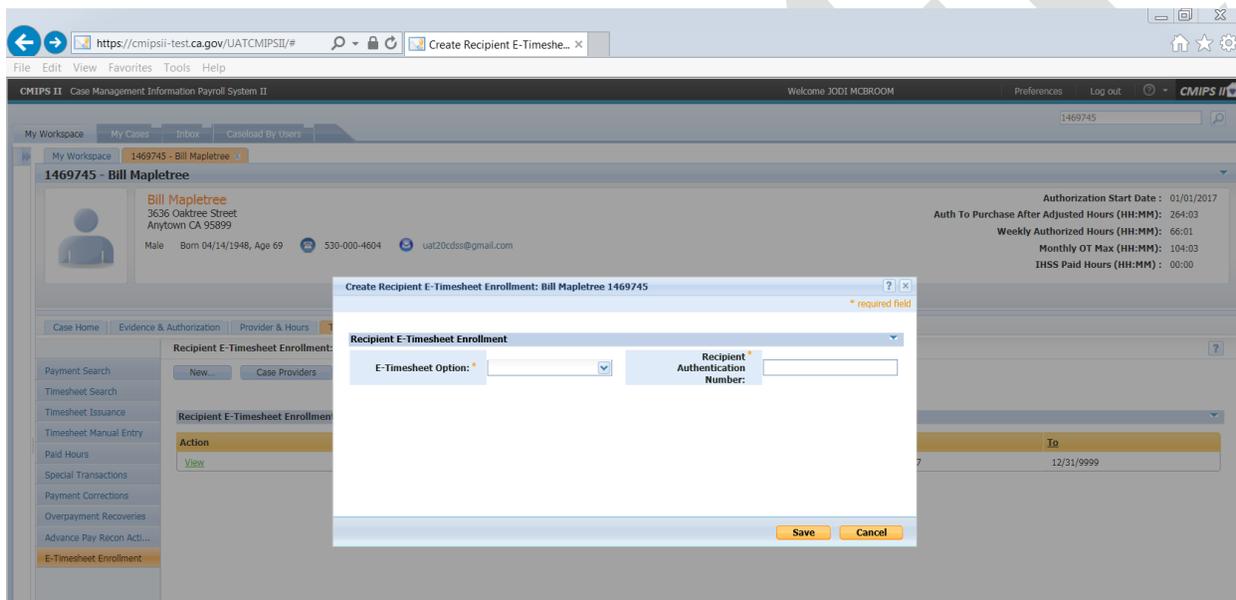

Figure 1 - *Recipient E-Timesheet Enrollment* screen

To create a RAN the county or WPCS user must select the "New" button and the *Create Recipient E-Timesheet Enrollment* pop-up screen displays as shown below (See Figure 2). To assign a RAN the county or WPCS user must select "Telephonic System" in the "E-Timesheet Option" dropdown menu and then assign the "Recipient Authentication Number." The RAN is a four-digit number chosen by the recipient and entered into the "RAN" field by the county user. To prevent possible errors and misunderstandings the county or WPCS user should read the number back to the recipient to confirm what was entered into CMIPS. Once the RAN is confirmed the county or WPCS user will select the "Save" button and the information with be updated.

Figure 2 - *Create Recipient E-Timesheet Enrollment* screen

Modifying a RAN

If the county or WPCS receives a request from a recipient to update a RAN they must access the *Recipient E-Timesheet Enrollment* screen by selecting the "E-Timesheet Enrollment" link from the left hand navigation menu in the "Timesheets & Payroll" tab on the recipient case, the same as they would to create a RAN. Once the *Recipient E-Timesheet Enrollment* screen displays the county user must select the "Edit" button to access the *Modify Recipient E-Timesheet Enrollment* screen as seen below (See Figure 3). (If the "Edit" button does not appear the recipient has not opted into the TTS and does not have a RAN, in this instance the county or WPCS user must assign a new RAN. The county can only update the RAN field on the *Modify Recipient E-Timesheet Enrollment* screen, and should follow the same process as they did to create the RAN, including confirming with the recipient the RAN number is entered correctly on the screen prior to clicking the "Save" button.

Figure 3 - *Modify Recipient E-Timesheet Enrollment* **screen**

Unlocking a RAN

The TTS was built with functionality that locks a recipient out of the system if they enter the wrong RAN three times in a row. When this happens, a task is generated to the Timesheet Eligibility Queue and the county must resolve the task and unlock the recipient's RAN by contacting the recipient and assigning a new RAN.

CMIPS MODIFICATIONS

The following screens have been modified or added to display data related to ETS. No screenshots have been provided for existing screens where fields have been added. Many of these fields are for information only, are not editable and do not change the functionality of the screens. A screenshot has been included to provide additional details to county and WPCS users with any new screens added to CMIPS as part of the implementation of ETS. If county or CMIPS users have additional questions about the CMIPS screens they should contact the CMIPS II Help Desk or refer to the User's Manual.

Person Home – Recipient & Provider

A new field, "IHSS Website User*,"* has been added to the *Person Home* screens for both recipients and providers to indicate whether a recipient or provider is registered with the ETS.

Recipient Case

A new link, "E-Timesheet Enrollment" has been added to the left-hand navigation menu in the "Timesheets & Payroll" tab. When the "E-Timesheet Enrollment" link is selected the *Recipient E-Timesheet Enrollment* screen displays. In addition to county and WPCS users being able to assign a RAN, inactivate and edit the recipient's ETS status on this screen, county and WPCS users can also view the following by selecting the various links on the screen:

- Current Recipient E-Timesheet Enrollment
- Recipient E-Timesheet Enrollment History
- Number of Providers Enrolled in ETS with this Recipient
- Case Providers E-Timesheet Status
- Begin Date of Recipient's ETS Enrollment

Change Electronic Timesheet Option Confirmation

If a county or WPCS user receives a contact from a blind or visually impaired recipient who is requesting a RAN but is enrolled in ETS and their "Timesheet Option" is designated as "IHSS Website" the system will automatically change the "Timesheet Option" to "Telephonic System." When a user clicks the Save link on the *Create Blind or Visually Impaired* or on the *Modify Blind or Visually Impaired* screens and the Recipient currently has an Electronic Timesheet Option of 'IHSS Website' the user will be presented with the *Change Electronic Timesheet Option Confirmation* screen and they must select the "Yes" button to make the change.

Inactivate Recipient Electronic Timesheet Enrollment

Counties and/or WPCS may receive a contact from a recipient who want to stop electronic timesheets. To stop electronic timesheets, the county or WPCS user must select the "E-Timesheet Enrollment" link in the left-hand navigation menu in the "Timesheets & Payroll" tab. When the *View Recipient E-Timesheet Enrollment* screen displays they must select the inactivate button and select "Yes" on the *Inactivate Recipient E-Timesheet Enrollment* pop-up screen. Once inactivated the recipient will stop receiving emails and communication from the ETS immediately.

Provider E-Timesheet Enrollment List

A new "E-Timesheet Enrollment" link has been added to the left-hand navigation menu in the "Payroll & Timesheets" for the provider. When the "E-Timesheet Enrollment" link is selected the new *Provider E-Timesheet Enrollment List* screen displays (See Figure 4). This screen lists all of the cases associated with the provider for which the

provider is submitting electronic timesheets. It will indicate if the provider currently uses ETS with this recipient and the method used by the recipient to review those timesheets. The case number in the list is a hyperlink that, when selected, will take the user to the *Case Home* screen of the recipient.
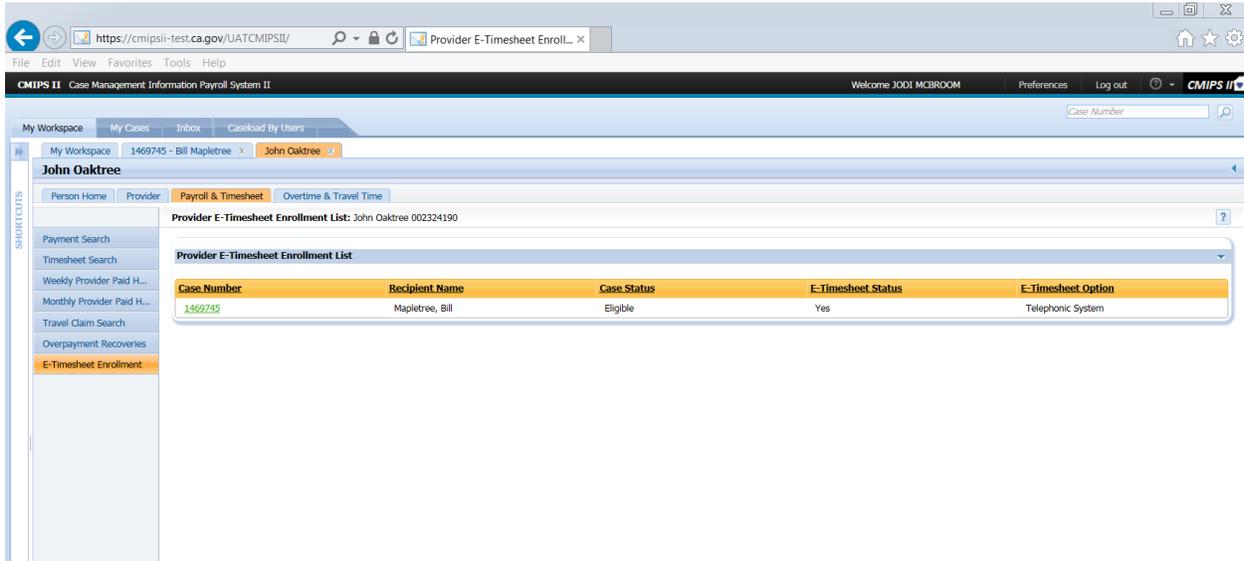
**Figure 4 - *Provider E-Timesheet Enrollment List* screen**

<u>*View Timesheet*</u>

The existing *View Timesheet* screen in CMIPS has been modified to include the following:

- "Mode of Entry" field now includes a value for "Electronic" submission of a timesheet.
- All fields using "Blind and Visually Impaired (BVI)" in their titles related to TTS have been renamed to "TTS" and will be displayed for BVI and E-Timesheet Recipients with an option of Telephonic System as follows:
    - The "Blind and Visually Impaired (BVI) Timesheet Release/Reject History" hyperlink has been renamed to "TTS Timesheet Release/Reject History."
    - The "Release BVI Timesheet" hyperlink has been renamed to "Release TTS Timesheet."
    - The "Reject BVI Timesheet" hyperlink has been renamed to "Reject TTS Timesheet."
    - "BVI Recipient Timesheet Processing Details" cluster has been renamed to "TTS Recipient Timesheet Processing Details."
    - "Processed by BVI Assistance Line Agent" field has been renamed to "Processed by TTS Assistance Line Agent."
- A new Cluster has been added for Electronic Timesheet Signature data.
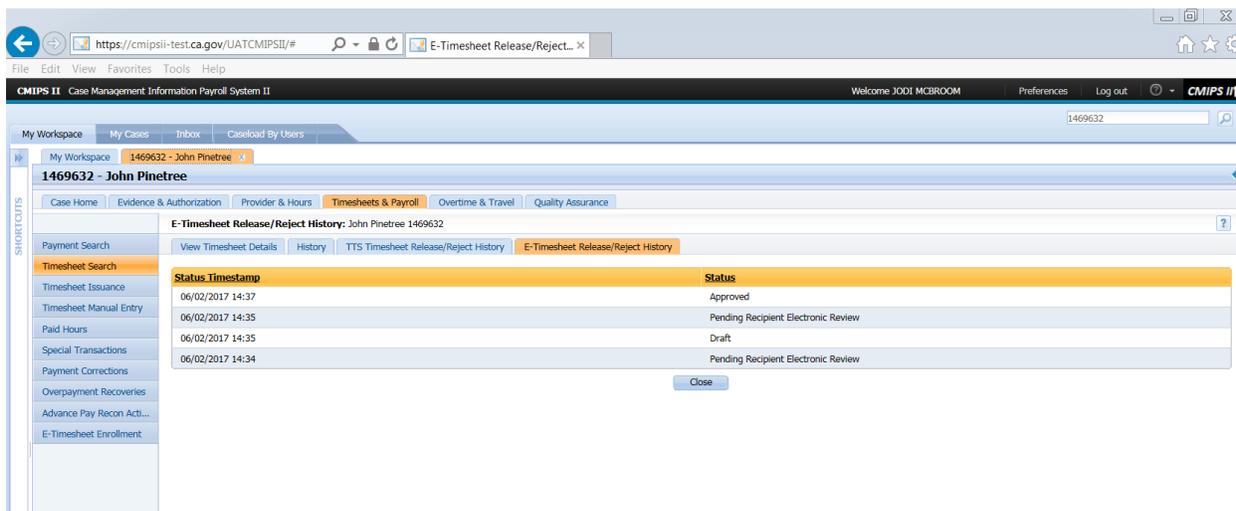
TTS Release/Reject History

A new screen has been added to track the release/reject history of a BVI or ETS timesheet that is processed through the TTS or the TTS Assistance Line. The "TTS Release/Reject History" tab can be found by selecting the "Timesheet Search" link in the "Timesheets & Payroll" tab on the recipient case. When the "TTS Timesheet Release/Reject History" link is selected on the *View Timesheet* screen, the *TTS Timesheet Release/Reject History* screen displays (See Figure 5). This screen displays the release or reject action taken for a BVI Timesheet or Electronic Timesheet.
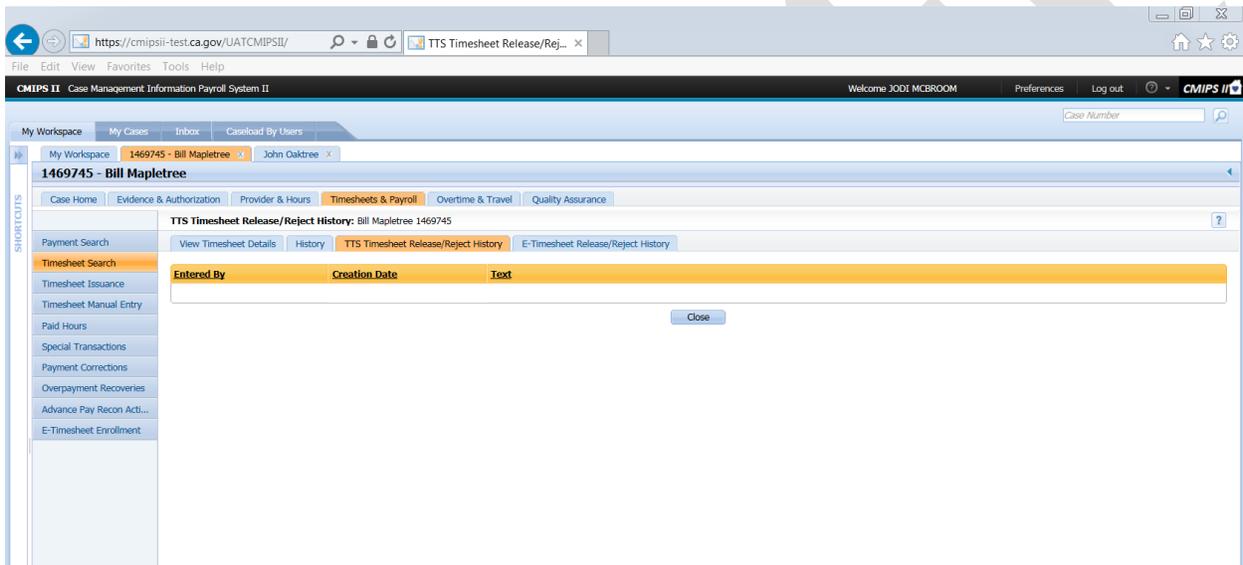
Figure 5 - *TTS Timesheet Release/Reject History* screen

Electronic Timesheet Release/Reject History

A new screen has been added to track the release/reject history of an electronic timesheet. The "Electronic Timesheet Release/Reject History" tab can be found by selecting the "Timesheet Search" link in the "Timesheets & Payroll" tab on the recipient case. When the user selects the "E-Timesheet Release/Reject History" tab the *E-Timesheet Release/Reject History* screen will display with a list of all status history, including the date and time, for a specific timesheet (See Figure 6).

Figure 6 - E-Timesheet Release/Reject History screen

Tasks and Notifications

The following tasks have been modified as part of the implementation of ETS:

- A task will be triggered to the case owner when CMIPS receives notice that the phone number used to reach a BVI or ETS recipient is incorrect. The case owner must update the primary phone number of the recipient to close this task.
- A task will be triggered to the Timesheet Eligibility Errors Work Queue when CMIPS receives notice that a recipient has entered an incorrect RAN three times in a row and has been locked out from using the TTS. The user must update the recipient's RAN to close this task.

Timesheet Issuance

The _Timesheet Issuance_ screen works the same way as it did prior to the implementation of the ETS. Functionality has been added to alert a county user that they are issuing a timesheet for a provider that has enrolled in ETS. There are situations where a Provider that is using electronic timesheets may need a replacement paper timesheet for a pay period. If the county or WPCS user is taking the action to replace a timesheet, and both the provider and recipient are enrolled in ETS, they will receive a message asking if the provider wants to stop using electronic timesheets. In most cases the county or WPCS user will select "No," the paper timesheet will be generated and the provider's ETS enrollment will continue. The county or WPCS user should only select "Yes" if the provider has communicated that they want to stop electronic timesheets. If the county user indicates "Yes" they will receive a pop-up message asking them to confirm this action before the paper timesheet is generated.

Email Communication

The ETS was designed to be a self-service application where providers and recipients can electronically submit and approve timesheets independently on their own. The ETS automatically sends email communications to providers and recipients to both support and keep them informed throughout the various functions and processes.

Providers receive all email communication in English, while the recipients receive emails in the threshold languages of English, Spanish, Armenian and Chinese. All of the emails sent by the ETS are related to a specific provider/recipient relationship and can be generated multiple times if a provider works for multiple recipients or if the recipient has multiple providers working for them. A recipient will not receive emails if they are using the TTS to review and approve timesheets.

Providers are sent emails for the following reasons:

- Registration - Account Verification – is sent when the provider initially enrolls in ETS. The provider must click the link in the email and finish the registration process within one hour, if not, they will have to re-register.
- E-Timesheet Invitation – No Recipient Email – is sent when the provider has invited a recipient to enroll in ETS and there is no recipient email address available in CMIPS. Providers are directed to share the information with their Recipient and discuss enrollment in ETS.
- Notification of Recipient Enrollment – is sent when the recipient successfully enrolls in ETS and advise the provider that they may now submit their timesheets electronically.
- Notification of Stop E-Timesheet by Recipient – is sent when a recipient has elected to stop using electronic timesheets. This email advises the provider that replacements for all outstanding timesheets, with this recipient, will be placed in the mail by the print vendor in three business days.
- Notification on Timesheet Approval – is sent when the recipient approves the provider's timesheet.
- Notification of Timesheet Rejection – is sent when the recipient rejects an electronically submitted timesheet. The provider should work with the recipient to correct the error and resubmit the timesheet.
- Notification of Payment - is sent when the payment information is sent to the State Controller's Office to be issued.
- Notification of No Recipient Action on Submitted Timesheet – is sent to the provider when the recipient has not taken action on an electronically submitted timesheet. The email advises the provider to work with the recipient to resolve the issue and directs the provider to request a paper timesheet if necessary.
- Password Reset – is sent when the provider requests to reset their password through the ETS. The provider must click the link in the email and reset their password in the ETS.

- <u>Notification of Password Change</u> – is sent when a provider's password has been successfully changed on the ETS.
- <u>Notification of Available Timesheet</u> – is sent to the provider to advise them that a timesheet is available for a pay period.
- <u>Notification of Stop E-timesheet by System</u> – this email is sent when the county took an action, at the request of the recipient, to stop electronic timesheets or when the provider moves to a county that has not implemented ETS during the pilot phase of ETS implementation.
- <u>Notification of Email Address Update</u> – is sent when the provider's email address is updated in the ETS. The email advises the provider to contact the county or the Electronic Timesheet Help Desk if they did not ask for the change. Recipients who are enrolled in ETS are sent emails for the following reasons:
- <u>E-Timesheet Recipient Invitation</u> – is sent to the recipient when one of their provider's invites them to enroll in the ETS. The recipient will only receive this email if they have an email address in CMIPS.
- <u>Registration - Account Verification</u> – is sent when the recipient initially enrolls in the ETS. The recipient must click the link in the email and finish the registration process within one hour, if not, they will have to re-register.
- <u>Notification of Timesheets to Review</u> – is sent when a provider submits a timesheet through the ETS.
- <u>Notification of Stop E-Timesheet by Provider</u> - is sent when a provider has elected to stop using electronic timesheets. It advises the recipient that after the current pay period the provider will begin to use paper timesheets again. The email also states that their provider can submit any outstanding timesheets online, and they will be notified for review.
- <u>Password Reset</u> – is sent when the recipient requests to reset their password through the ETS. The recipient must click the link in the email and reset their password in the ETS.
- <u>Notification of Password Change</u> – is sent when a recipient's password has been successfully changed on the ETS.
- <u>Notification of Stop E-timesheet by System</u> – this email is sent when the county took an action, at the request of the provider, to stop electronic timesheets or when the recipient moves to a county that has not implemented ETS during the pilot phase of ETS implementation.
- <u>Notification of Email Address Update</u> – is sent when the recipient's email address is updated in the ETS. The email advises the provider to contact the county or the Electronic Timesheet Help Desk if they did not ask for the change.
- <u>Notification of Additional Provider Enrollment</u> – is sent to the recipient when one of their providers enrolls in the ETS. The email advises the recipient that all outstanding timesheets are available to be submitted through the ETS for this provider.

To read the verbiage included in the emails please refer to Attachment A – *ETS Generated Emails* for more information.

Data Downloads

The data downloads have been modified as follows:

- DATADWLDPROV has been modified to include the provider's E-Timesheet Status information related to the associated recipient
- DATADWLDREC PART 4 has been modified to include the recipient's E-Timesheet option.
- DATADWLDDTS has been modified to include:
  - Timesheet mode of entry
  - E-Timesheet signature data
  - TTS review information
  - AUTH_HOURS has been modified to deliver minutes
  - PROCESSED_DATE has been modified to deliver the date that timesheet completes processing in case management and is sent to payroll
  - WARRANT_CREATED_DT will be added to report when the payroll payment request is completed

New SOC 2301 Form

Based on feedback received from stakeholders CDSS has created the IHSS or WPCS Recipient Confirmation of Enrollment in Electronic Timesheet Service or Telephone Timesheet System (SOC 2301) as shown below. The SOC 2301 will be automatically generated by CMIPS whenever a recipient is enrolled for ETS or TTS to notify a recipient that an ETS/TTS account was opened and confirm that the recipient or their designated representative was the one who opened the account. The form and the translations will be available in CMIPS this Fall of 2017. Once implemented the form will be available in the threshold languages – English, Spanish, Armenian and Chinese.

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY   CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

IN-HOME SUPPORTIVE SERVICES (IHSS) OR WAIVER PERSONAL CARE SERVICES (WPCS) RECIPIENT CONFIRMATION OF ENROLLMENT IN ELECTRONIC TIMESHEET SERVICE OR TELEPHONE TIMESHEET SYSTEM

(ADDRESSEE)

COUNTY OF: _____

Recipient: _____

Case No: _____

Notice Date: _____

To: IHSS or WPCS Recipient

The California Department of Social Services (CDSS), In-Home Supportive Services (IHSS) Program would like to thank you for enrolling in the Electronic Timesheet Service and/or the Telephone Timesheet System.

This notice confirms your enrollment to use one of the systems mentioned above to review and approve timesheets for your IHSS or WPCS Provider(s). By enrolling in the electronic timesheet service, you are agreeing to review and sign your provider's timesheets electronically, by smartphone, tablet, or computer, instead of through a paper timesheet.

If you received this notice and you did not choose to enroll in the Electronic Timesheet Service or Telephone Timesheet System, please contact your local County IHSS office or WPCS hotline.

Camera Ready Copies and Translations

For camera-ready copies in English, contact the Forms Management Unit at fmudss@dss.ca.gov. If your office has internet access you may obtain this form from the CDSS webpage at: http://www.cdss.ca.gov/inforesources/Forms-Brochures/Forms-by-Program.

When translations are completed per MPP Section 21-115.2, including Spanish form, they are posted on our website. Copies of the translated forms can be obtained at: http://www.cdss.ca.gov/inforesources/Forms-Brochures/Forms-by-Program.

For questions on translated materials, please contact Language Services at (916) 651-8876. Until translations are available, recipients who have elected to receive materials in languages other than English should be sent the English version of the form or notice along with the *GEN 1365-Notice of Language Services* and a local contact.

The CWDs shall ensure that effective bilingual services are provided. This requirement may be met through utilization of paid interpreters, qualified bilingual employees, and qualified employees of other agencies or community resources. These services shall be provided free of charge to the applicant/recipient.

In the event that CDSS does not provide translations of a form, it is the county's responsibility to provide the translation if an applicant or recipient requests it. More information regarding translations can be found in MPP Section 21-115.

SUPPORTING PROVIDERS AND RECIPIENTS ON ETS

ETS Help Desk

The CDSS has created a new help desk to assist IHSS and WPCS providers and recipients with their questions regarding the ETS. The hours of operation for the ETS Help Desk are:

- Monday – Friday – 8:00am – 7:00pm PST
- Saturday – 8:00am – 5:00pm PST

The ETS Help Desk will provide the majority or the support related to the ETS because the it is a stand-alone website that is not connected to CMIPS. The ETS Help Desk provides assistance in English, Spanish, Armenian and Chinese and will assist providers and recipients with the following types of calls:

- Enrollment
- Registration
- Connectivity
- Navigation
- Password reset
- System performance
- General questions

TTS Help Desk

The existing TTS Help Desk is being expanded to assist recipients who opt into TTS to approve electronically submitted timesheets. The scope of the Help Desk remains the

same as it did when it was established for BVI participants, but the hours of the IVR portion, that performs the automated calling function, of the TTS have been expanded as follows:

- Monday – Friday – 8:00am – 7:00pm PST
- Saturday – 8:00am – 5:00pm PST

The TTS agents will be available to assist recipients with TTS related questions during the following hours:

- Monday – Friday – 8:00am – 5:00pm PST

The hours of operation for both the IVR and the TTS Help Desk are being reviewed through the pilot phase of ETS and will be expanded based on the rate of TTS usage.

County Support

The ETS was built to be recipient and provider centric and easy to use and as a result the anticipated effect on county workload is expected to be minimal. Counties and WPCS users do not have access to the ETS screens and application so the assistance they can provide providers and recipients regarding the application is limited. However, there are still some support activities the counties and WPCS will be required to perform that include the following:

- RAN Management – Counties will have to assist recipients with creating and resetting their RANs. This also includes resolving tasks received in the Timesheet Eligibility Queue that are triggered when a recipient is locked out of TTS.
- Stopping Electronic Timesheets at Recipient and/or Provider Request – The ETS is meant to be a self-service application but counties may still receive calls from recipients and providers who no longer want to use the ETS and are requesting the county or WPCS to terminate their enrollment. In these cases, the county or WPCS user should access the appropriate screens in CMIPS and perform the action. It is important to note that when a recipient terminates their ETS enrollment the provider reverts to paper timesheets immediately. If the action is taken in the middle of a month, the county or WPCS will have to issue paper timesheets to the provider for any outstanding timesheets for that month.
- Issuing a One-Time Paper Timesheet at Provider Request – There may be occasions where a provider requests a paper timesheet for a pay period even though they are enrolled in the ETS. This process is the same as issuing replacement timesheets to a provider who has not enrolled in the ETS. The only difference is the county or WPCS user will see a pop-up confirmation screen asking if the provider wants to stop electronic timesheets. The user should select "No" and issue the timesheet unless the provider has explicitly said that they want to discontinue their enrollment in ETS.

- Provider and Recipient Eligibility Questions – Counties will still receive calls related to provider and recipient eligibility, authorized hours, etc. These questions should not be any different than the questions already being received for paper timesheets.

State Support

The CDSS, in conjunction with the CMIPS vendor, held in-person learning sessions about ETS for IHSS and WPCS providers in the pilot counties in April and May 2017. A live demonstration was shown to participants and CDSS provided handouts to IHSS and WPCS providers and recipients that provided details on how to register for ETS.

In addition to the handouts, CDSS has also a series of webcasts meant to walk through the various areas of the ETS to provide training and support of IHSS and WPCS providers and recipients. In addition to the webcasts CDSS will also be posting *Frequently Asked Questions* and *Helpful Hints* documents. These materials will be published on the CDSS website at the following link:

> http://www.cdss.ca.gov/inforesources/IHSS-Providers/Resources/Timesheet-Information

This webpage was developed by CDSS to provide flexibility and the ability to reach as many IHSS and WPCS recipients and providers as possible. The CDSS will continue to develop tools and update the materials as necessary to provide as much training and support as possible to make the implementation of the ETS a success.

ADDITIONAL POLICY INFORMATION FOR COUNTIES

Email Accounts

To enroll for ETS both the recipient and the provider must have separate email accounts. This includes situations where the provider is a parent provider of multiple minor children or a spouse.

Timesheet Signatories

There is no current functionality in the ETS to designate timesheet signatories, authorized representatives, conservators and guardians. In these instances, the person with the authority to sign the timesheet will have to enroll in the ETS as if they are the

recipient and approve the ETS timesheets as if they are the recipient. Timesheet signatories, regardless of relationship, should have an IHSS Recipient Timesheet Signature Authorization (SOC 839) on file with the county as it is assumed that this individual is already signing the paper timesheets.

Images of Electronically Submitted Timesheets

Counties will not be able to view or print an image of an electronically submitted timesheet. If the counties or WPCS need to provide timesheet information as part their duties as custodian of records they should print the existing *View Timesheet* screen which displays the daily hours entered and indicates that the timesheet was electronically signed by both the recipient and the provider. The ability to view and print an electronically submitted timesheet is scheduled to be implemented in the Fall of 2017.

If you have questions or comments regarding the WPCS mentioned in this ACL please contact the WPCS Hotline at (916) 552-9214 or Sonya Basinger, WPCS Analyst, via e-mail at sonya.basinger@dhcs.ca.gov.

If you have questions or comments regarding this ACL, please contact the Adult Programs Division, CMIPS II Systems and Operations Unit at (916) 551-1003 or via e-mail at: CMIPSII-Requests@dss.ca.gov.

Sincerely,

DEBBI THOMSON
Deputy Director
Adult Programs Division

Attachments

c: CWDA