

September XX, 2020

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

**EXECUTIVE SUMMARY**

**ALL COUNTY LETTER NO. XX-XX**

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.

DRAFT



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September XX, 2020

ALL COUNTY LETTER NO. XX-XX

**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, 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 use of ESP 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. When the recipient designates a provider in ESP, the information will update CMIPS as defined in the "CMIPS Updates" section below. It should be noted that this process will not allow a recipient to remove a provider from their case. Standard business practices should be followed 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. This process includes an electronic signature by the recipient stating they 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.

Once a recipient successfully completes the necessary steps to hire their provider in the ESP, the assignment information is sent to CMIPS and the provider is assigned to the case. 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.

### *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 a recipient can only hire an eligible provider on ESP up to 90 days prior to the current date. Any prior segments needed must be entered by the county and timesheets manually issued for those pay periods.

A case in CMIPS with one or more of the following, 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
- 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 a county is contacted by a recipient who encounters one of the above messages in the ESP, it is recommended that the county worker follows their standard business practices for provider assignment.

### **CMIPS UPDATES**

When a recipient successfully hires their provider using the ESP, the information is sent to CMIPS. The provider hours segment(s) for the case are created in CMIPS based on the hire date entered in ESP.

The assignment will system generate a case note in CMIPS when a recipient has successfully hired a provider to their case using ESP. In addition to the case note, a system generated note will be added to the provider Person Record in CMIPS.

The following are examples of the notes that will be system generated in CMIPS.

*“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.”*

*“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 the 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. In addition, the provider will receive the standard system generated In-Home Supportive Services (IHSS) Program Provider Notification of Recipient Authorized Hours and Services and Maximum Weekly Hours (SOC 2271) form via the US Postal Service mail.

#### *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 successful completion of the recipient hiring their provider in the ESP, a task will be generated to the 'Provider Management' work queue. Additionally, a notification will be generated to the assigned case owner.

In order for a task to generate to the case owner, the following must exist on the case:

- 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 the 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.

When the recipient assigns a previously terminated provider back to their case, and the relationship selected in the ESP is different than the existing relationship in CMIPS, the relationship discrepancy will be included in the task information and the county worker should contact the recipient to verify the correct relationship. If the relationship

displayed in CMIPS with the new assignment is incorrect, the county should obtain a new SOC 426a signed by the recipient. 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 the 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 the ESP and a county worker attempts to assign the same provider to the same case in CMIPS prior to CMIPS process 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.

#### *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 the 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: [CMIPSII-Requests@dss.ca.gov](mailto:CMIPSII-Requests@dss.ca.gov).

Sincerely,

#### ***Original Document Signed By***

DEBBI THOMSON  
Deputy Director  
Adult Programs Division

c: CWDA