

# WELCOME TO THE ELECTRONIC VISIT VERIFICATION (EVV) OVERVIEW OF LOCATION CHECK-IN & CHECK-OUT FOR NON-LIVE-IN IHSS/WPCS PROVIDERS

Presented By:

California Department of Social Services (CDSS)

CMIPS & Systems Enhancement Branch

2023

# What We Will Cover

- Changes to the EVV System
- Introduce EVV System Updates & New IHSS EVV Mobile Application
- Check-In/Check-Out using the IHSS EVV Mobile App and Electronic Services Portal (ESP)
- Timesheet Adjustments

# Changes to the EVV System

The federal Centers for Medicare & Medicaid Services (CMS) requires the EVV system to electronically confirm the geo-location of In-Home Supportive Services (IHSS) and Waiver Personal Care Services (WPCS) providers at the start and end of each workday.

The EVV system has been updated to ensure compliance with the federal requirement. Effective July 1, 2023, all IHSS/WPCS providers who do not live with the recipient they work for, or Non-Live-In IHSS/WPCS providers, are required to geographically check in and out at the beginning and end of each work day from the location where services are provided. These individuals will identify if they are providing services in the “community” or in the recipient’s “home.”

The EVV changes will only impact non-live-in providers. Live-in providers and recipients are **not** affected by this change.

# EVV System Updates

- EVV System Updates: ESP and TTS
- New IHSS EVV Mobile App
- Non-Live IHSS/WPCS Providers can check-in/check-out of each workday using any of the following options:
  - IHSS EVV Mobile App, ESP, TTS
- Devices you can used during check-in and check-out:



# What This Means

- Geo-location will only be electronically confirmed at the time a provider checks-in and checks-out when selecting 'home.'
- Geo-location **will not be collected throughout** the day or when a provider identifies as being in “the community” when they check in or out.
- At **the start and end time of each workday**, providers who do not live with the recipient they are providing services for are required to check-in and check-out using the new IHSS EVV Mobile Application, ESP, or TTS.

# What This Means (continued)

- Non-live-in providers who provide IHSS and WPCS services to a recipient that is associated with both IHSS and WPCS programs, will be required to check-in & check-out for both programs separately.
- The check-in and check-out information will conveniently auto-populate on your electronic timesheet.
- There are no penalties if a provider makes a mistake during check-in & check-out. Providers can fix entries all the way up to when they submit their timesheet to their recipient for approval just like today.

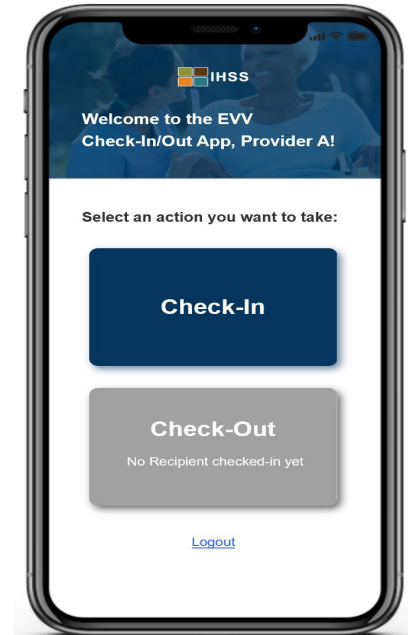
# IHSS EVV MOBILE APP

To make it easy for providers, CDSS created the IHSS EVV Mobile App to allow providers to check-in and check-out.

The mobile app **will not** track a provider's location throughout the day.

Geo-location will only be electronically confirmed at the time a provider checks-in and checks-out when selecting 'home.'

The mobile app can be easily accessible through any internet enabled device such as your smart phone or tablet.



# IHSS EVV MOBILE APP Requirements

To use the IHSS EVV Mobile App, Non-Live-In IHSS/WPCS Providers must first:

- Download the free IHSS EVV Mobile App. through Apple's App Store for iOS devices, or the Google Play Store for Android devices.
- Access the mobile app using the same ESP username and password. There is no need to re-register.

Users can search for the app. using the following keywords:

- IHSS, EVV, EVV App, IHSS App, WPCS, CDSS, EVV Mobile, or Electronic Visit Verification
- Select **California's** IHSS Program EVV Solution for IHSS/WPCS Providers
- To install, click on any of the following icons/graphics:

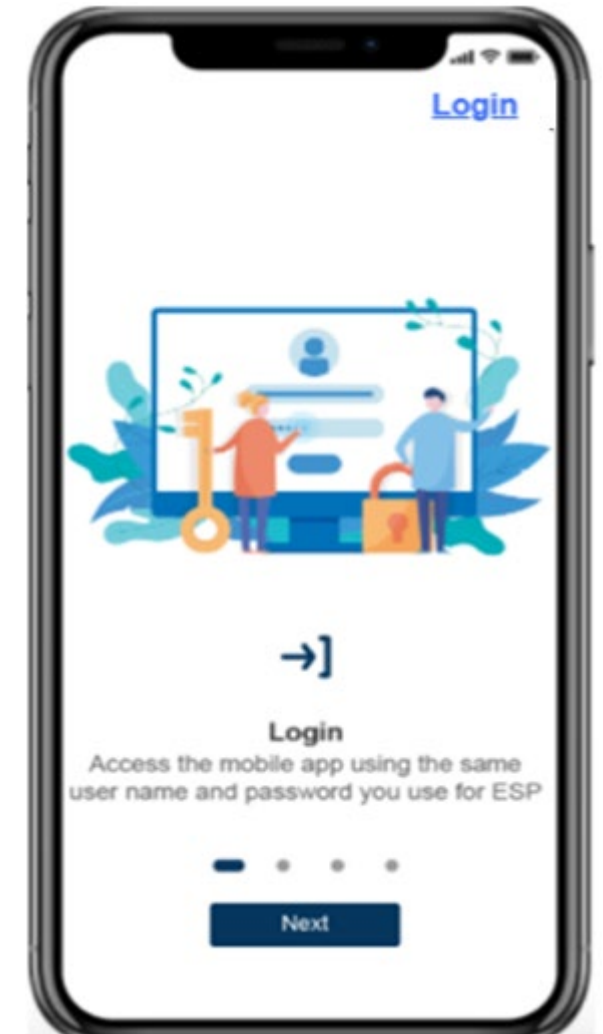




# IHSS EVV MOBILE APP Onboarding Screen(s)

After installing the IHSS EVV Mobile app, providers will access the **Onboarding screen(s)** when you *first* open the mobile app.

The Onboarding screen(s) displays features of the application and a walkthrough of how the app works. To navigate the screens, you can select the **Next button**. To bypass the Onboarding screen(s) and go directly to the **IHSS EVV Login screen**, select the **Login link** in the upper right-hand corner.



# ELECTRONIC VISIT VERIFICATION LOCATION CHECK-IN/CHECK-OUT

## IHSS EVV MOBILE APP

**Check-In**

# IHSS EVV MOBILE APP: Welcome Home Screen

Log in to the IHSS EVV Mobile App using your ESP username and password.

Once logged in, you will be taken to the IHSS EVV Mobile App **Welcome Home screen**.

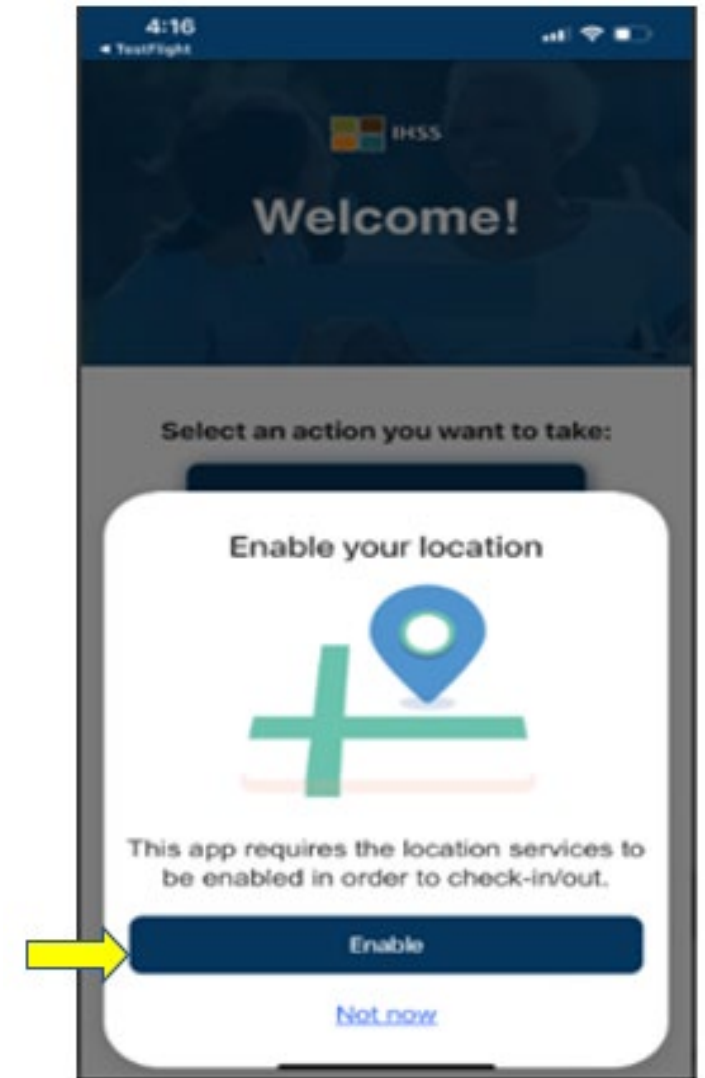
You will be asked to select the action you want to take: Check-In or Check-Out. To check-in, click on the **Check-In link**.



# IHSS EVV MOBILE APP: Enable Location

After clicking on Check-In, you will be prompted to enable your location. In order to navigate to the Check-In or Check-Out screens, location services must be enabled for the device. Select **“Enable”** to proceed.

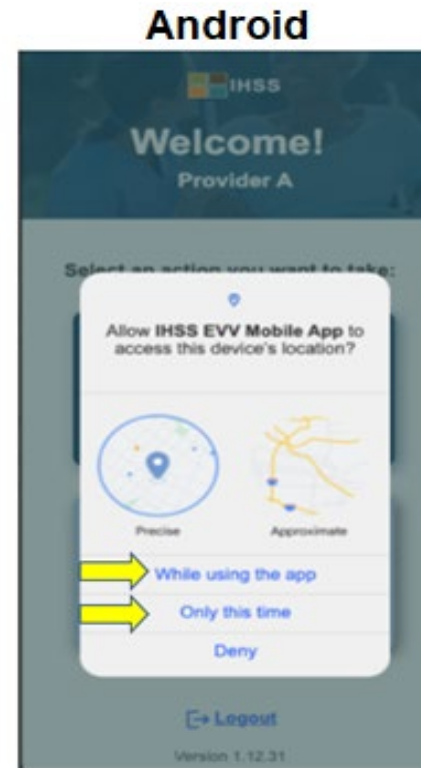
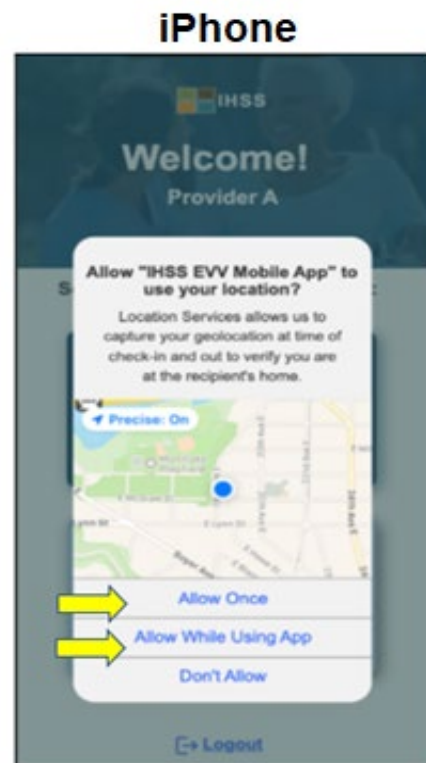
Geo-location will only be electronically confirmed at the time a provider checks-in or out when selecting ‘home.’



# IHSS EVV MOBILE APP: Enable Location (continued)

After clicking on “Enable,” you will be asked to:

- Allow IHSS EVV Mobile App to use your location? (iPhone users)
- Allow IHSS EVV Mobile App to access this device’s location? (Android users)



# IHSS EVV MOBILE APP: Enable Location (continued)

In order to continue, you must select either:

Allow Once or Allow While Using App (iPhone users)

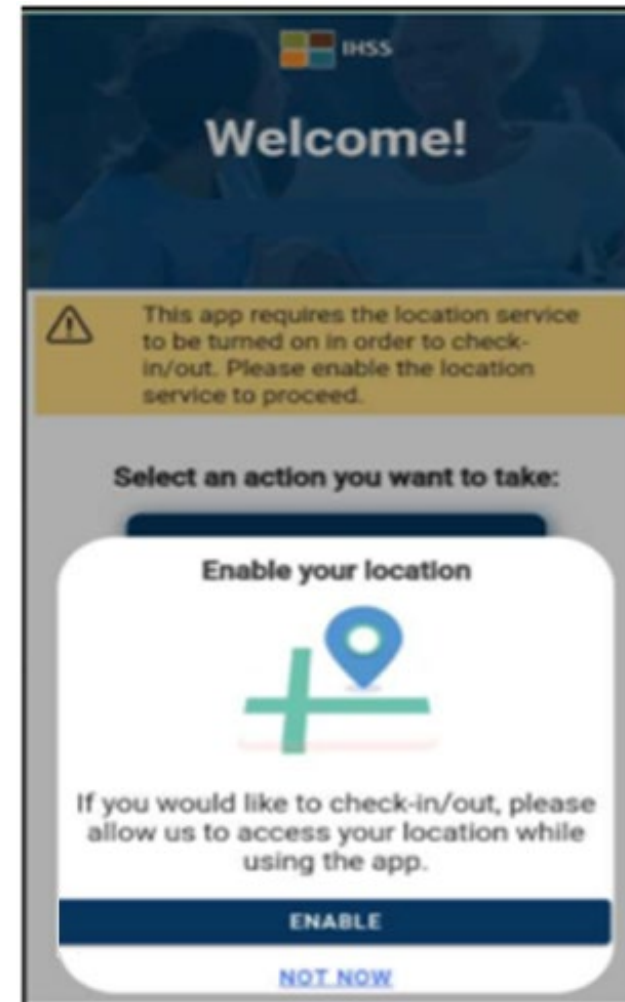
While using this app or Only this time (Android users)

- **Allow Once/Only this time:** Allows the IHSS EVV Mobile App to use location services once for the app. You will be prompted again if you re-access the app.
- **Allow While Using App/While using this app:** Allows the IHSS EVV Mobile App to use location services when you're using the app to check in.

# IHSS EVV MOBILE APP: Location Not Enabled

What happens if you chose not to enable, share, or deny your location?

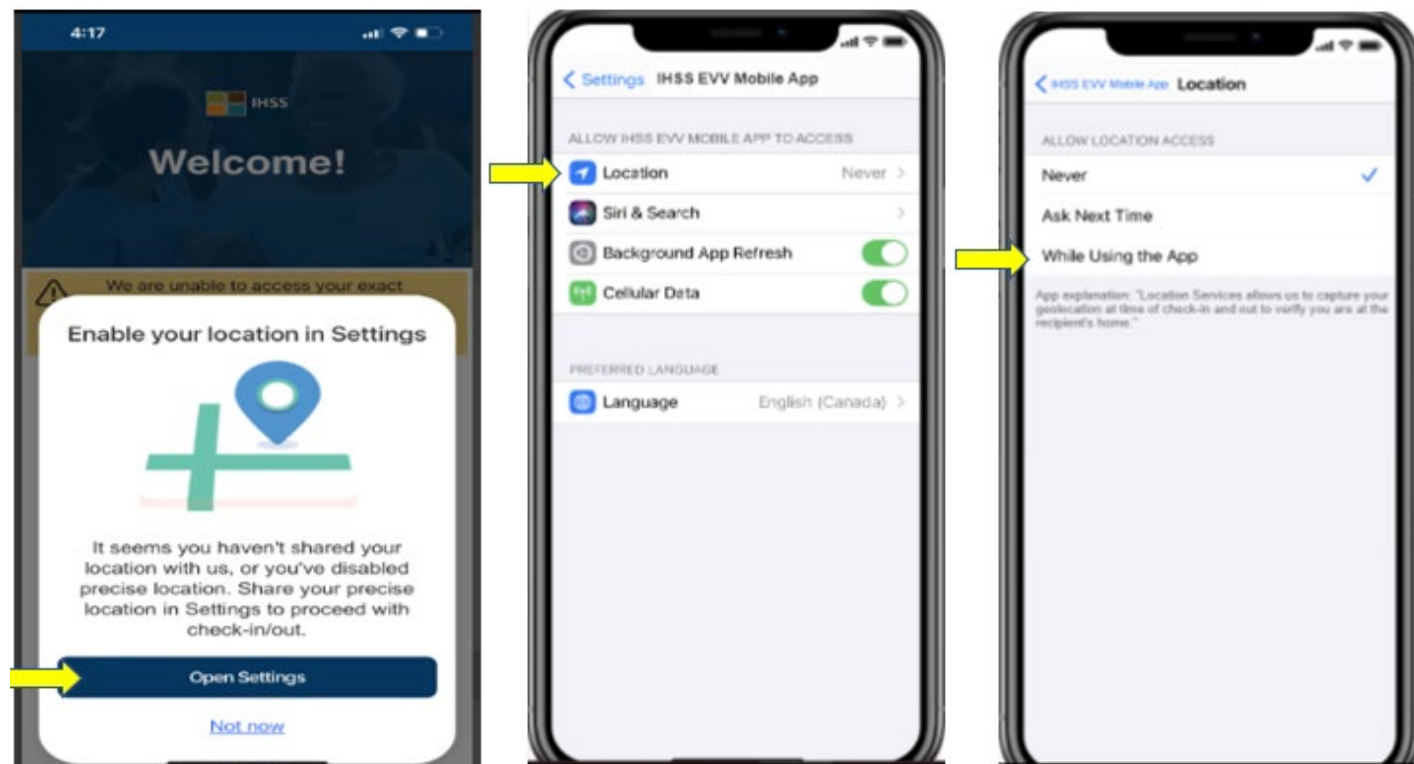
- You will receive a warning message asking you to turn on your location.
- You will not be able to continue with the Check-In/Check-Out process.



# IHSS EVV MOBILE APP: Enable Location in Settings

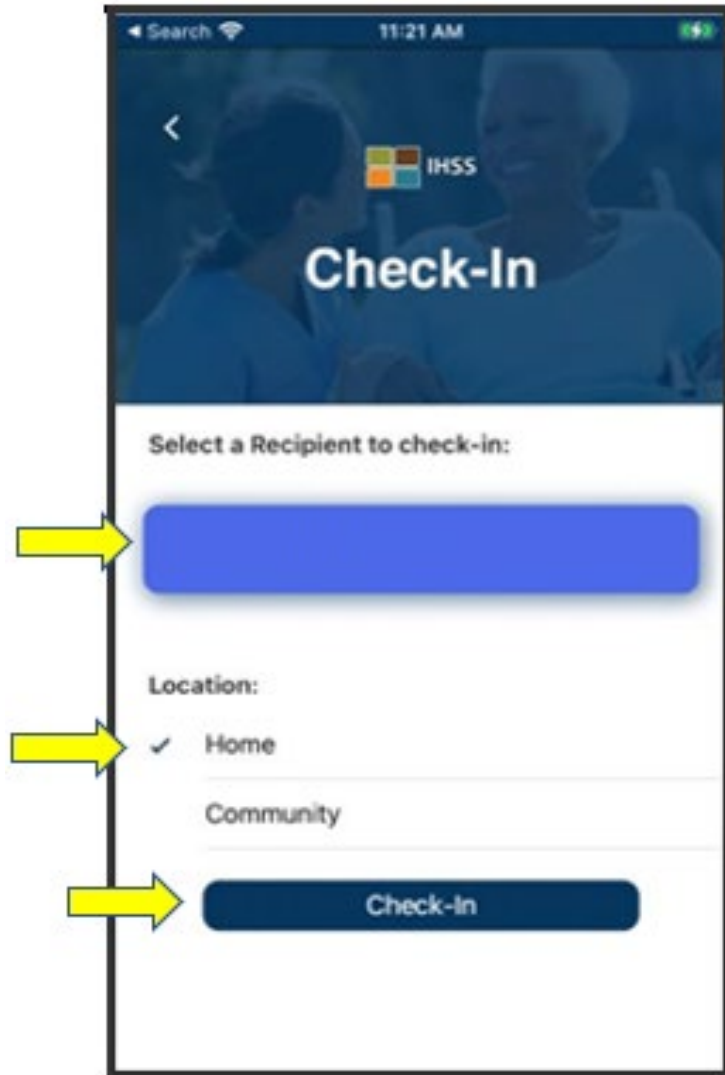
If you have not shared your location with the app or you've disabled precise location, you will receive a pop-up message asking you to enable your location in Settings. To enable your location in settings:

- Select “Open Settings,”
- Click on “Location,”
- Then select “While using the App” to allow location access.





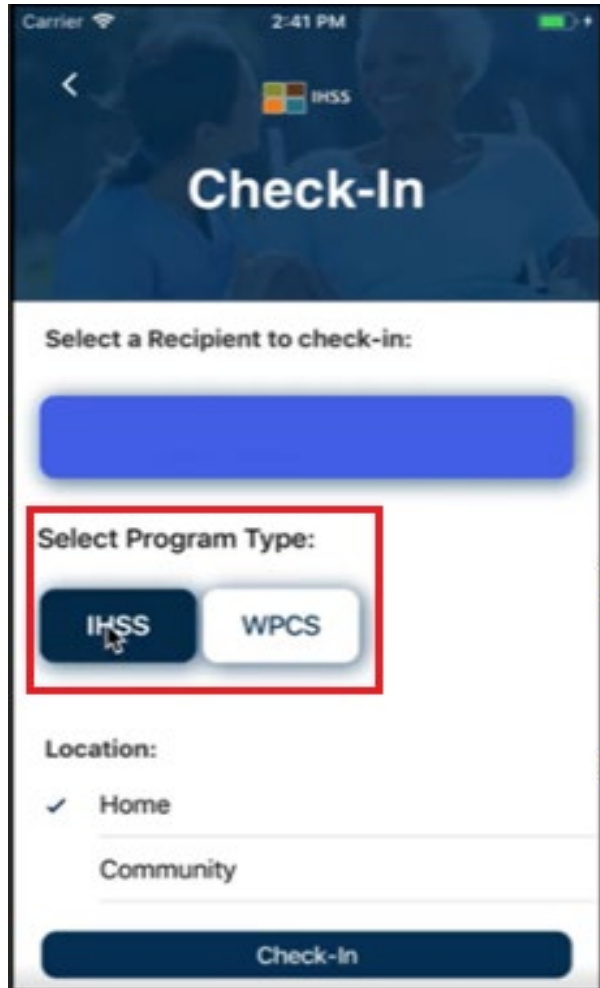
# Check-In Using the IHSS EVV MOBILE APP: Check-In Screen



On the Check-In screen, you will see the name(s) of the recipient(s) that you work for. You will need to:

- Select the recipient you want to check-in for,
- Select the **Location: Home** or **Community**,
- Click on the **Check-In** button.

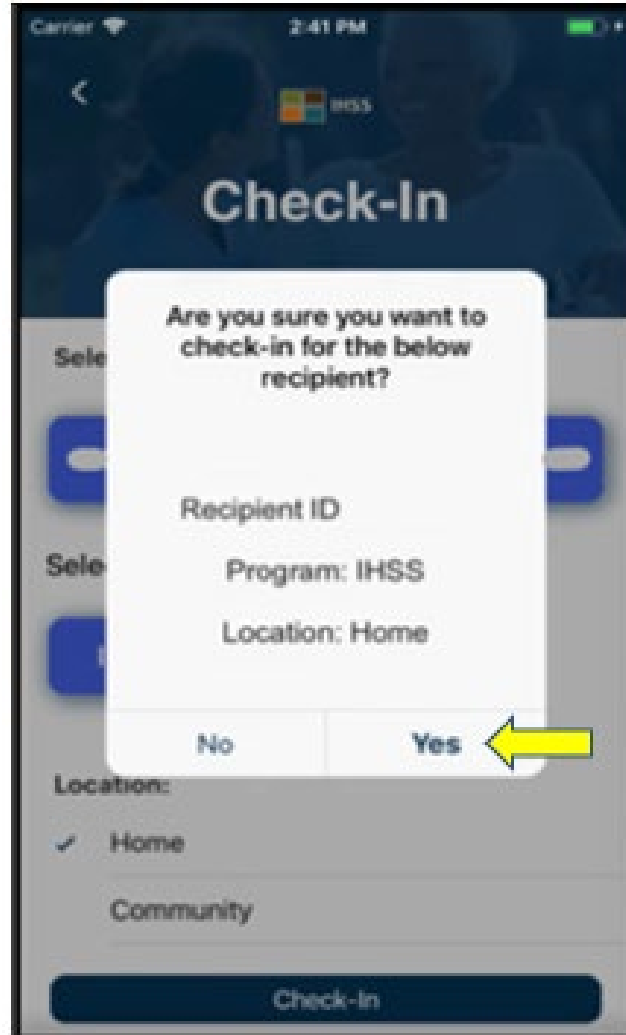
# Check-In Using the IHSS EVV MOBILE APP: Check-In Screen (continued)



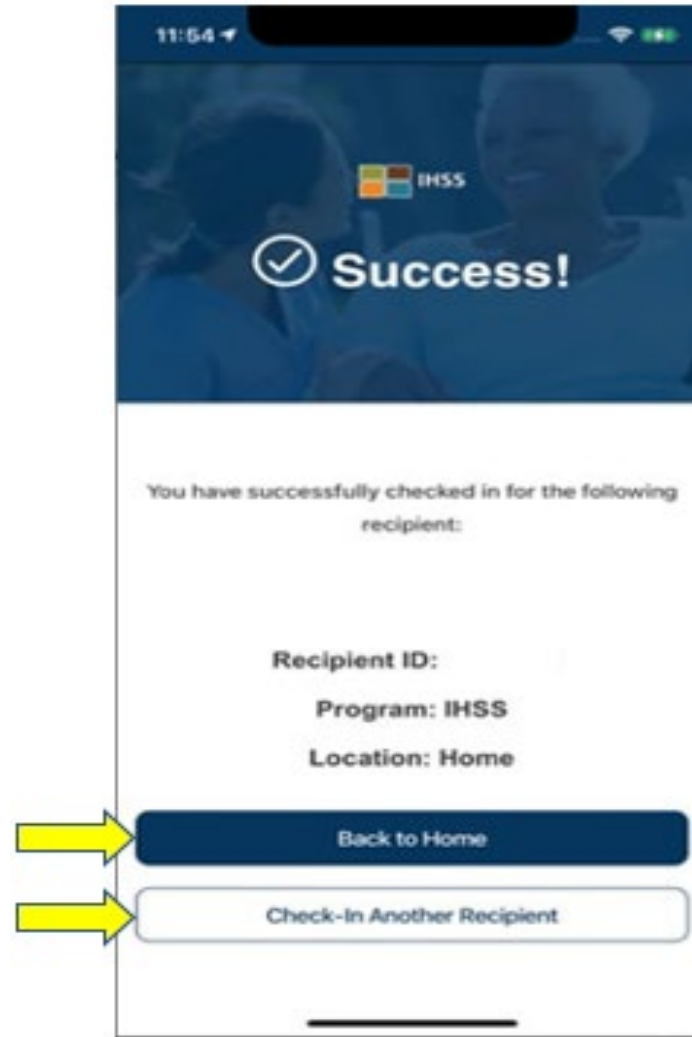
If a recipient is enrolled in both programs (IHSS & WPCS), the select **Program Type** option will be displayed on the Check-In screen.

You will select either **IHSS** or **WPCS** per check-in.

# IHSS EVV MOBILE APP: Check-In Confirmation



# IHSS EVV MOBILE APP: Check-In Confirmation Screen



# ELECTRONIC VISIT VERIFICATION LOCATION CHECK-IN/CHECK-OUT

## IHSS EVV MOBILE APP

**Check-Out**

# IHSS EVV MOBILE APP: Welcome Home Screen

Once you log in, you will be taken to the IHSS EVV Mobile App **Welcome Home** screen.

You will be asked to select the action you want to take: Check-In or Check-Out. To check-out, click on the **Check-Out link**.



# Check-Out Using the IHSS EVV MOBILE APP: Check-Out Screen

On the Check-Out screen, you will see the name(s) of the recipient(s) that you work for. You will need to:

- Select the recipient you want to check-out for,
- Input **Hours Worked** (optional),
- Select the **Location: Home** or **Community**,
- Click on the **Check-Out** button.

The screenshot shows the 'Check-Out' screen of the IHSS EVV Mobile App. At the top, the time is 11:57 and the IHSS logo is visible. Below the title 'Check-Out', there is a section titled 'Select a Recipient to check-out:' with a blue selection bar. Below this is the 'Input Hours Worked:' section with two input fields: 'Hours' (containing '1') and 'Minutes' (containing '30'). The 'Location:' section has two radio button options: 'Home' (selected) and 'Community'. At the bottom, there is a dark blue 'Check-Out' button. Four yellow arrows point to the recipient selection bar, the hours input field, the 'Home' radio button, and the 'Check-Out' button.

# Check-In Using the IHSS EVV MOBILE APP: Check-Out Screen (continued)

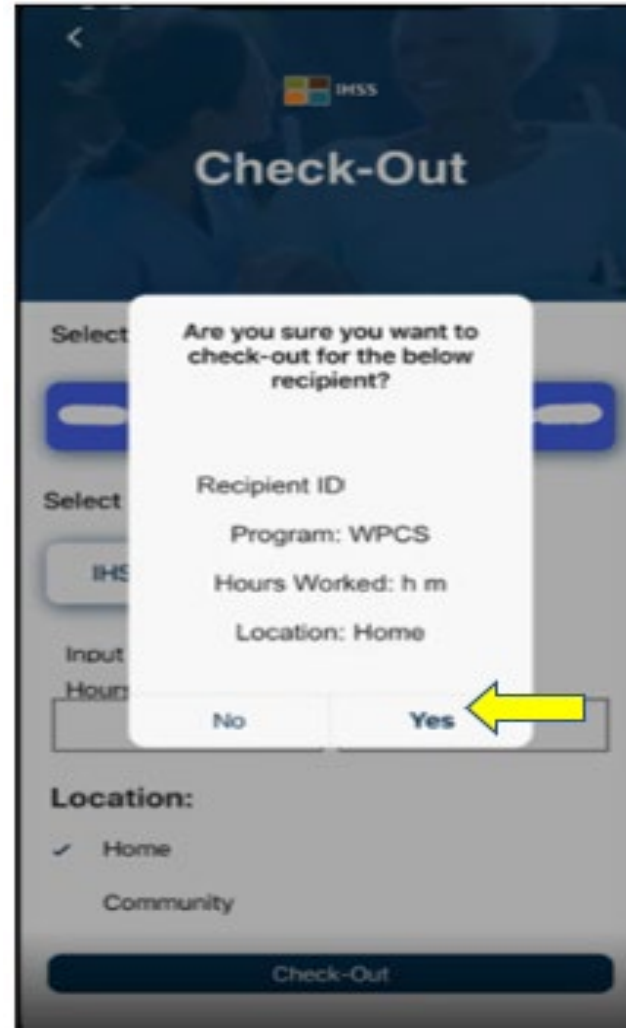
The screenshot displays the 'Check-Out' screen of the IHSS EVV Mobile App. At the top, there is a back arrow and the IHSS logo. Below the title 'Check-Out', there is a section 'Select a Recipient to check-out:' with a blue bar. The 'Select Program Type:' section is highlighted with a red box and contains two buttons: 'IHSS' and 'WPCS'. Below this, there are 'Input Hours Worked' fields for 'Hours' (HH) and 'Minutes' (MM). The 'Location:' section has two radio button options: 'Home' (selected) and 'Community'. At the bottom, there is a 'Check-Out' button.

If a recipient is enrolled in both programs (IHSS & WPCS), the select **Program Type** option will be displayed on the Check-Out screen.

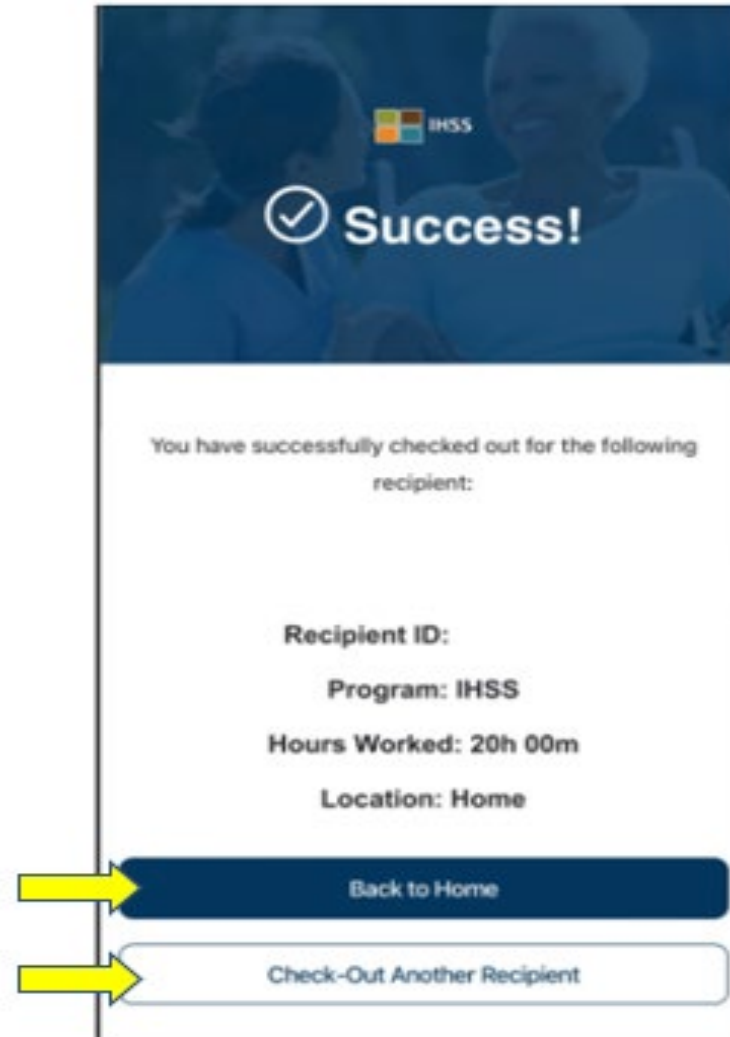
You will select either **IHSS** or **WPCS** per check-out.



# IHSS EVV MOBILE APP: Check-Out Confirmation

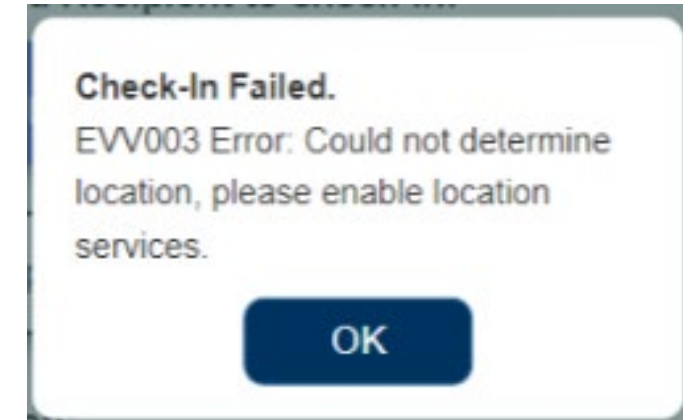


# IHSS EVV MOBILE APP: Check-Out Confirmation Screen

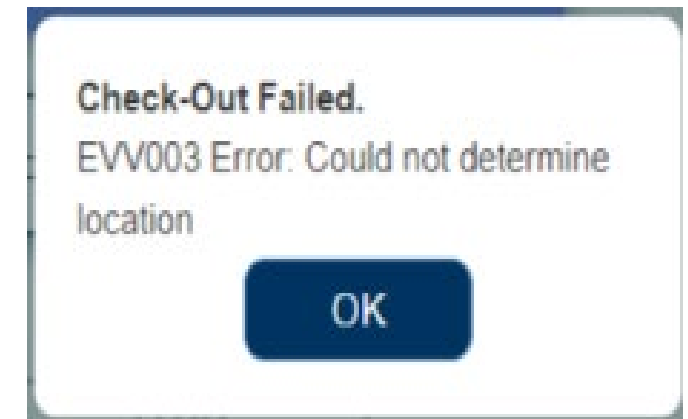


# Error Messages: Check-In and Check-Out Failed Pop-up

The following IHSS EVV Check-In and Check-Out Failed pop-up message will display when you intentionally turn off the geo-location or when your device has lost internet connection during check-in and/or check-out.



When this occurs, you will need to click on the "OK" button and you will navigate back to the IHSS EVV Check-In or Check-Out Recipient Selection screen to enable your location or try again.



# ELECTRONIC VISIT VERIFICATION LOCATION CHECK-IN/CHECK-OUT

## ELECTRONIC SERVICES PORTAL

**Check-In**

[www.etimesheets.ihss.ca.gov](http://www.etimesheets.ihss.ca.gov)

**Let's Get Started!**

# Check-In Using the ESP



IHSS ELECTRONIC SERVICES PORTAL

[TestMuzio TestRodefer](#)

[Contact Us](#)



Us

[Logout](#)

[Time Entry](#)

[Financial](#)

[Resources](#)

[Home](#)



CHECK-IN/OUT



TIMESHEET ENTRY



RECENT PAYMENTS



WHAT'S NEW



## RECIPIENTS

TestMuzio TestRodefer

Status: Waiting for Payment



## LINKS AND REMINDERS

[IHSS Provider Resources](#)

[IHSS Recipient Resources](#)

[Privacy Policy](#)

CDSS

[Notice on Collection](#)



IHSS

IN-HOME  
SUPPORTIVE SERVICES

# Check-In Using the ESP (continued)

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[Time Entry](#) ▾

[Financial](#) ▾

[Resources](#) ▾

**Check-In/Out**

Select an action you want to take:



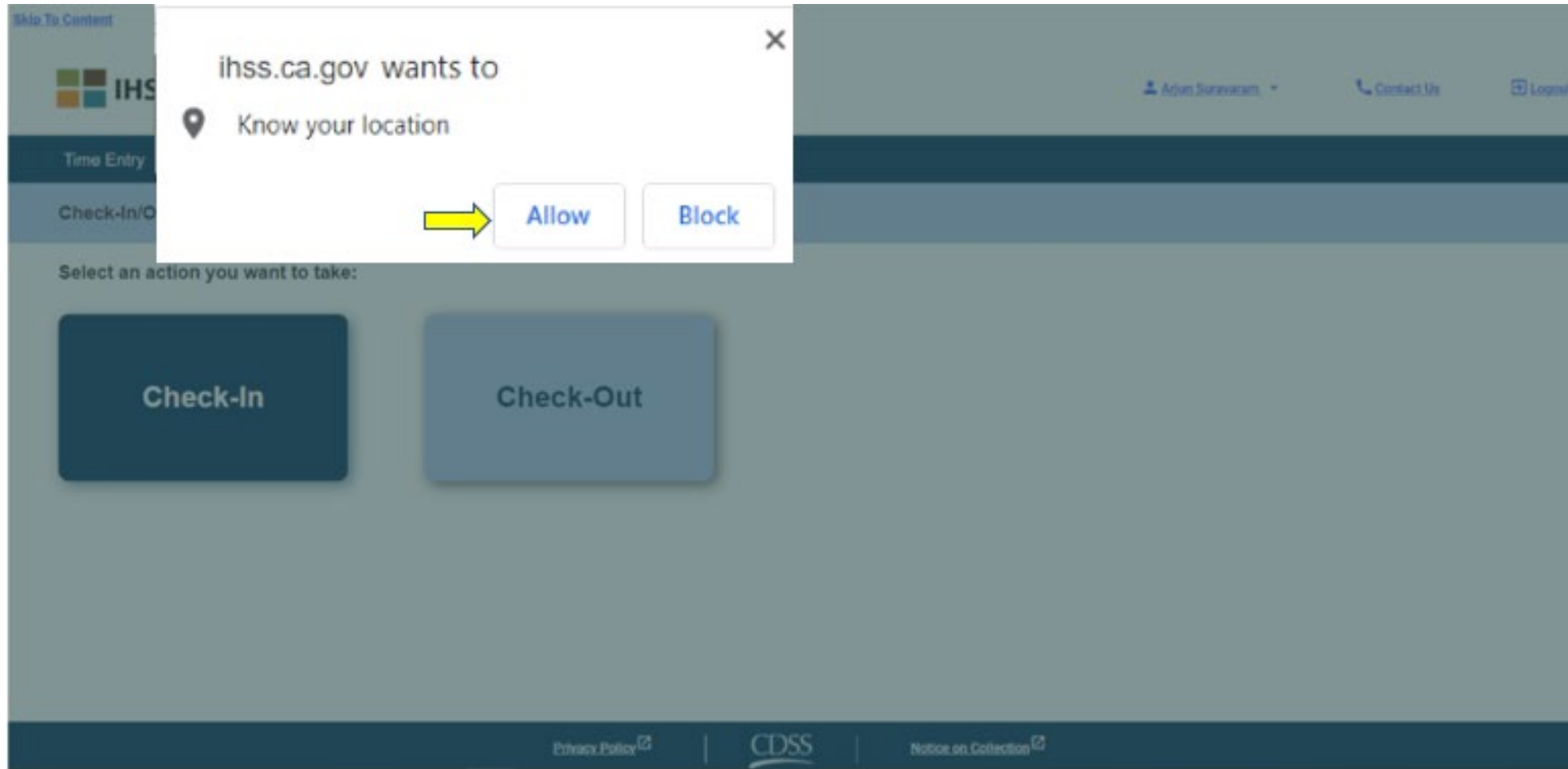
**Check-In**

**Check-Out**

# Enable Location in the ESP

The screenshot displays the IHSS Electronic Service Portal (ESP) interface. At the top left, the logo for IHSS ELECTRONIC is visible. The top right corner shows the user name 'olly Banyantreez', a 'Contact Us' link, and a 'Logout' link. The main navigation bar includes 'Time Entry' and 'Financial' dropdown menus. Below this, the 'Check-In/Out' section is active, with the instruction 'Select an action you want to take:' and a large blue button labeled 'Check-In'. A white dialog box titled 'Enable Your Location' is centered on the screen. It features a location pin icon with a green crosshair. The text inside the dialog reads: 'This app requires the location services to be enabled in order to check in/out.' Below this text are two buttons: a large blue button labeled 'Enable' and a smaller white button with a blue border labeled 'Not Now'. A yellow arrow points to the 'Enable' button. At the bottom of the page, there are links for 'Privacy Policy' and 'Notice on Collection', and the CDSS logo.

# Enable Location in the ESP (continued)





# ESP: Check-In Screen

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[Financial](#) -

[Resources](#) -

[← Check-In](#)

Select a Recipient to check in:



**CHAD OLIVETREEZ**

Location:




Home

Community



**Check-In**

[Privacy Policy](#) 



[Notice on Collection](#) 

# ESP: Check-In Screen (continued)

← Check-In

Select a Recipient to check-in:

Recipient A      0000000

Recipient B      0000000

Select a Program Type:

IHSS      WPCS

Location:

Home

Community

Check-In

# ESP: Check-In/Check-Out Fields

**Program Type:** Identifies what program you work for, either **IHSS** or **WPCS**.

**Location:** The location of where the service begins/ends for that workday. The options available to select are **Home** or **Community**.

**Home:** Services were provided in the recipient's home.

**Community:** Services were provided outside of the recipient's home.

**Hours Worked:** The hours and minutes that were worked that day.

# ESP: Check-In Confirmation

← Check-In

Select a Recipient to check-

Recipient A 00000

Recipient B 00000

Select a Program Type:

IHSS WPCS

Location:

Home  
 Community

Check-In

Are you sure you want to check in for the below Recipient?

CHAD OLIVETREEZ

Recipient ID:

Program: IHSS

Location: Home

→ Yes No

# ESP: Check-In Confirmation Screen

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[Resources](#) -

## Check-In Confirmation

You have successfully checked in for the following recipient:

### CHAD OLIVETREEZ

Recipient ID:

Program: IHSS

Location: Home



[Back to Home](#)



[Check-In Another Recipient](#)

[Privacy Policy](#)



[Notice on Collection](#)

# ELECTRONIC VISIT VERIFICATION LOCATION CHECK-IN/CHECK-OUT

## ELECTRONIC SERVICES PORTAL

**Check-Out**

[www.etimesheets.ihss.ca.gov](http://www.etimesheets.ihss.ca.gov)

**Let's Get Started!**

# Check-Out Using the ESP



IHSS ELECTRONIC SERVICES PORTAL

[TestMuzio TestRodefer](#)

[Contact Us](#)



Us

[Logout](#)

[Time Entry](#)

[Financial](#)

[Resources](#)

[Home](#)



CHECK-IN/OUT



TIMESHEET ENTRY



RECENT PAYMENTS



WHAT'S NEW



## RECIPIENTS

TestMuzio TestRodefer

Status: Waiting for Payment



## LINKS AND REMINDERS

[IHSS Provider Resources](#)

[IHSS Recipient Resources](#)

[Privacy Policy](#)

CDSS

[Notice on Collection](#)

# Check-Out Using the ESP (continued)

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[Resources](#) ▾

**Check-In/Out**

Select an action you want to take:

**Check-In**

**Check-Out** ←

[Privacy Policy](#) 



[Notice on Collection](#) 



# ESP: Check-Out Screen

[Time Entry ▾](#)

[Financial ▾](#)

[Resources ▾](#)

← [Check-Out](#)

Select a Recipient to check out:

 **CHAD OLIVETREEZ**

Location:

  Home

Community

Input Hours Worked:

Hours



Minutes

 **Check-Out**

[Privacy Policy](#) 



[Notice on Collection](#) 

# ESP: Check-Out Screen (continued)

← Check-Out

Select a Recipient to check-out:

Recipient A 0000000

Recipient B 0000000

Select Program Type:

IHSS WPCS

Input hours worked:

Hours Minutes

HH MM

Location:

Home

Community

Check-Out

# ESP: Check-Out Confirmation

← Check-Out

Select a Recipient to check-out:

Recipient A 0000000

Recipient B 0000000

Select Program Type:

IHSS WPCS

Input hours worked:

Hours Minutes

HH MM

Location:

Home

Community

Check-Out

Are you sure you want to check out for the below Recipient?

CHAD OLIVETREEZ

Recipient ID:

Program: IHSS

Hours Worked: 01h 30m

Location: Home

Yes No

# ESP: Check-Out Confirmation Screen

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## Check-Out Confirmation

You have successfully checked out for the following Recipient:

### CHAD OLIVETREEZ

Recipient ID:

Program: IHSS

Hours Worked: 01h 30m

Location: Home



[Back to Home](#)



[Check-Out Another Recipient](#)

[Privacy Policy](#)



[Notice on Collection](#)

# Timesheet Adjustments

## **What if I forget to check-in and/or check-out?**

You can check-in as soon as you remember. If you forget to check-out the system will populate a 11:59 pm end time on your timesheet. You are able to adjust your start time and end time on your timesheet any time before submission.

## **What if I checked-out and I go back to work?**

You are able to check-in and check-out again. The system will capture the earliest check-in time and the latest check-out time.

## **What if I submitted my timesheet to my recipient and notice an error?**

This is not any different than it is today. Your recipient is able to reject your timesheet for adjustments any time prior to approving it.

## **Do I have to go back to the recipient's home if I forgot to check-out?**

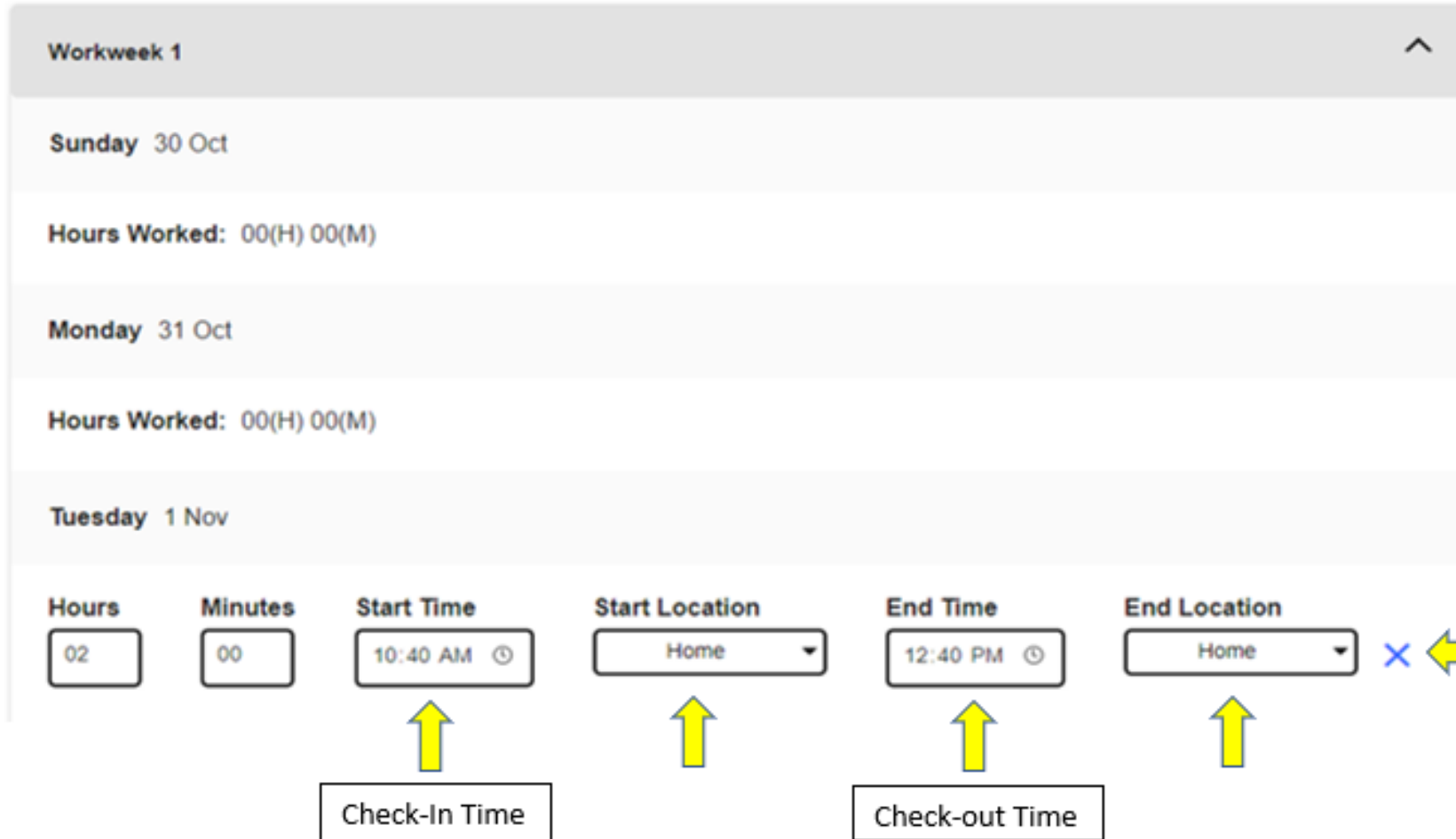
No, you can just check-out as soon as you remember or correct it before submitting your timesheet.

**There are no penalties for providers if you make a mistake during check-in/check-out.**

**If a provider no longer works for a recipient and the recipient shows up as one of their active recipients, the provider should contact their Local County IHSS Office for further assistance.**

# Check-In/Check-Out Adjustments

Log in ESP → Time Entry → Timesheets Link → Enter Time → Select Recipient → Select Pay Period → Select Workweek → Select Day



Workweek 1

Sunday 30 Oct

Hours Worked: 00(H) 00(M)

Monday 31 Oct

Hours Worked: 00(H) 00(M)

Tuesday 1 Nov

Hours: 02

Minutes: 00

Start Time: 10:40 AM

Start Location: Home

End Time: 12:40 PM

End Location: Home

Check-In Time

Check-out Time

To edit the **check-in time**, click on the **start time field** to change the time.

To edit the **check-out time**, click on the **end time field** to change the time.

To edit the **check-in location**, click on the drop-down box under **start location**.

To edit the **check-out location**, click on the drop-down box under **end location**.

To **delete the check-in & check-out** entry entirely, click on the blue “X” on the right-hand side of the screen. This will clear out all fields, which will clear out the check-in/check-out time.

# THINGS TO REMEMBER

- Providers will electronically submit their timesheets the same way they do today, through the Electronic Services Portal (ESP) and/or the Telephone Timesheet System (TTS).
- Providers are still paid for hours worked not time between your check in and out.
- There are no penalties for making an error during check-in/check-out.
- Geo-location will only be electronically confirmed at the time the provider checks-in and checks-out from the recipient's home.

# THINGS TO REMEMBER (CONTINUED)

- Geo-location will not be collected throughout the day or when a provider identifies as being in “the community” when they check-in or out.
- The check-in and check-out information entered in the ESP and IHSS EVV Mobile App will auto-populate on provider’s electronic timesheet.
- **There are no impacts to recipients.** The check-in and check-out requirement does not change recipient’s services, how you provide recipient services, or how recipients will approve timesheets.
- **Live-in providers are not required to check-in or check-out.**



# THANK YOU FOR ATTENDING

**For additional information and resources:**

<http://www.cdss.ca.gov/inforesources/ESPhelp>

**IHSS Service Desk for Electronic Services Portal and  
Electronic Timesheets:**

**(866) 376-7066**

Monday to Friday 8:00am – 5:00pm

**Electronic Services Portal (ESP):**

[www.etimesheets.ihss.ca.gov](http://www.etimesheets.ihss.ca.gov)

**Telephone Timesheet System (TTS):**

(833) DIAL-EVV or (833) 342-5388