



Public Authority

Care Communications

October 2023

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Electronic Visit Verification

EVV

Electronic Visit Verification (EVV) is a federal law that requires IHSS and WPCS providers to check in and out after each shift by using either the IHSS EVV ESP Mobile app, the Electronic Service Portal or Telephone Timesheet System (TTS; using the recipients landline telephone).

Did you know?

- This change went into effect on 7/1/2023 for ONLY non-live in providers. .

PA Website

- Check-in at the beginning of each shift in real time

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- Check-out at the end of each shift in real time

- Identify location when checking in or out as either at the recipient's home or in the community.

Staff Contact Info

- **IHSS EVV ESP Mobil app is now available on your app store!!**
- Resources are available on the [CDSS](#) and IHSS [PA](#) websites
- The system will only capture location when the provider checks in and out. They system **will not** track the provider's location or movements throughout the day.
- The EVV system will allow a provider to fix an error if they forget to check in or out.

EVV FAQ's:

[English](#)

[Spanish](#)

If you have browsed around on the electronic service portal (ESP) you might already be aware of all the extras providers have access to in addition to timesheets.

Providers have access to:

- Past 3 months of pay stubs
- Request sick leave pay
- Travel timesheets
- W-2's
- Direct Deposit

PA Website

The IHSS Public Authority's [website](#) also serves as a reference for IHSS Providers and Recipients. It offers the following resources:

- COVID-19
- Registry provider update form
- ESP help videos
- Registry Application
- SOC 426A (Designation of Provider Form)
- Trainings
- Fraud/Scam prevention
- Cooling location
- Storm Resources
-And more!!

Care Academy

¡Nueva y emocionante actualización para nuestra plataforma de capacitación en línea!

¡La mayoría de nuestros cursos en línea GRATUITOS de Care Academy ahora se ofrecen en español! Para inscribirse en esta plataforma de capacitación llámenos al 209-468-1747; no es necesario registrarse. Estos entrenamientos no son pagados, pero hay certificados disponibles.

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