



# Public Authority

## Care Communications

December 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).

eHire

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

Provider Pay Rate

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

[English](#)    [EVV Mobile App & ESP Check– In/Out](#)  
[Spanish](#)

# ESP (Electronic Service Portal) eHire

The Electronic Service Portal (ESP) eHire functionality is now available! Recipients who are registered for ESP can electronically hire a provider who is eligible in the payroll system; the provider number is required to eHire. Recipients who hire a provider who is not yet eligible in the payroll system, use telephone timesheets (TTS), or prefer not to use eHire will need to contact their IHSS social worker and request a SOC 426A form to be mailed.

Recipients choosing to use this process will validate their Provider eHire with a One-Time Verification Code in the ESP.

## Provider Pay Rate

Effective 1/1/2024 the new provider pay rate will increase to \$16.50 per hour making the over time rate \$24.75 per hour.

## Staff Contact Information

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