

IHSS Telephone Timesheet System for Electronic Timesheets

This service is available beginning May 22, 2017

This is an OPTIONAL service; it is not mandatory. If you wish to continue receiving paper timesheets, then do nothing. Your paper timesheets will continue as normal.

General Introduction to the Telephone Timesheet System.

The California Department of Social Services (CDSS) has created an Electronic Timesheet (E-Timesheet) Website for your IHSS and/or WPCS provider. Your provider now has the option to enroll in an E-Timesheet service to submit their IHSS and/or WPCS timesheet online using their tablet, smartphone, laptop or computer instead of submitting a paper timesheet. As a recipient, you also have the following options:

- Keep using paper timesheets,
- Enroll in the E-Timesheet service to approve provider timesheets online, or
- Enroll in the IHSS Telephone Timesheet System to approve provider timesheets online.

If you wish to continue receiving paper timesheets, then you do nothing. Your timesheets will continue as normal. If you wish to approve your provider's timesheets online, please visit www.etimesheets.ihss.ca.gov to enroll in the E-timesheet process. If you wish to review and approve timesheets using the IHSS Telephone Timesheet System, you must enroll in the Telephone Timesheet System by contacting your county. The Telephone Timesheet System allows you, the recipient, to review and sign or reject IHSS and/or WPCS timesheets using your telephone.

Overview of the IHSS Payroll Process and E-Timesheet Process

If your provider is enrolled in E-Timesheets, they can use the E-Timesheet Website to electronically submit timesheets to you, the recipient(s) for review. If, you, the recipient are enrolled in the Telephonic Timesheet System, you, will receive an automated call to review and electronically sign or reject your provider's timesheet. Benefits of this service include:

- Being able to approve timesheets over the phone
- Notifying provider faster if you reject a timesheet
- No more mailing timesheets
- Timesheets are processed sooner

Introduction to the Telephone Timesheet System

Review and Sign

The Telephone Timesheet System is used by enrolled recipients to review and electronically sign timesheets, or to reject a timesheet and record a rejection reason.

Review History

It can also be used to review up to six of your provider's most recently processed timesheets that have been processed by the Telephone Timesheet System.

Using the Telephone Timesheet System

If you, the recipient, enroll in the Telephone Timesheet System, your provider will no longer receive paper timesheets and you will no longer be required to physically sign your provider's timesheet. Please note, if the timesheets are signed by you using the online E-Timesheet Website process, you will not be called on the phone because the timesheet has already been signed online.

Language Support

The Telephone System will provide support in English, Spanish, Mandarin, and Armenian languages.

Things You'll Need

Please note, when using the Telephone Timesheet System, you should have two pieces of information readily available to use the system:

- Case Number
- Recipient Authentication Number (RAN).

Case Number

First, you will need to enter your seven-digit IHSS case number. This number is available on various IHSS documents including the Notice of Action and the current provider timesheet itself. It can also be obtained by contacting your county IHSS worker.

Recipient Authentication Number (RAN)

In addition to the case number you will need to have your four-digit recipient authentication number, or RAN. This number is created by you and provided to the county IHSS worker during your initial Telephone Timesheet System enrollment process. If you forget your RAN or need to reset it, you will need to contact your county IHSS worker.

Response Wait Times During a Call

When interacting with the Telephone Timesheet System, the system will prompt you to enter information and will wait up to six seconds for your response to begin. If you do not begin your response, the system will prompt you again. This will happen up to three times. If at the end of three attempts your information has not been entered successfully, you will be automatically transferred to the Assistance Line representative (during business hours Monday – Friday 8 a.m. to 5 p.m.; excluding holidays) where you can receive direct support from an Assistance Line representative to complete your IHSS timesheet review. After business hours, if at the end of three attempts there has been no response at all from you, the system will hang up.

Assistance Line Support

The Assistance Line supports English, Spanish, Mandarin, and Armenian speaking recipients.

Hours of Operation

The Telephone Timesheet System will make automated calls to you for timesheet approvals from 8 a.m. to 7 p.m., Pacific Time, Monday thru Friday, excluding holidays. You may call on your own to approve any submitted timesheets from 8 a.m. to 7 p.m., Pacific Time, Monday thru Friday. If you wish to speak to a live representative, they are available to assist from 8 a.m. to 5 p.m., Pacific Time, Monday thru Friday, excluding holidays. This Assistance Line phone number is 1-844-576-5445.

Outside Hours of Operation

Calls made to the Telephone Timesheet System outside of standard business hours will not be processed by the system or by an Assistance Line Representative. You will need to call back during the hours of operation.

Contact Attempts

When timesheets have been processed, and are ready for your review and electronic signature, the Telephone Timesheet System will attempt to contact you up to 5 times per day at two-hour intervals. This will happen for two (2) days. If you have an answering machine, the system will attempt to leave a message asking you to return the call.

Busy Calls

If the Telephone Timesheet System initiates a call to you, and you are already on the phone, the system will call you again in approximately 15 minutes. If the call back is not successful, the system will try again in approximately two

hours. This call back process can occur up to five times per day at two hour intervals.

No Response to Calls

If the Telephone Timesheet System is unable to contact you, which may happen if you have call blocking services on your phone, the system will continue to call you five times each day until you answer the call to review and approve the timesheet it.

Abandoned Calls

If the Telephone Timesheet System calls you and the call is answered but then you hang up or the call is disconnected, the call is considered to have been abandoned and the system will not make further attempts to call you for that timesheet. You, the recipient can contact the TTS at 1-844-576-5445 to review and approve your provider's timesheet.

How to Review and Sign Timesheets on the Telephone

When a Telephone Timesheet System call is initiated, the following steps will take place:

Select Your Language

First, you will be asked to identify your preferred call language. If English or Spanish are selected, the interactive call will continue. If Mandarin or Armenian are selected, the call will be redirected to the Assistance Line where a voice message can be left so an appropriate language speaking staff member can call you back.

Verify that it is you calling

Next, the system will ask you to verify your identification. This will require that you provide a valid

- Case number and
- Recipient Authentication Number (RAN) be entered.

Successful Verification

If your recipient case number and RAN are successfully entered and validated by the system, the call will continue.

Unsuccessful Verification

If you enter a recipient case number and RAN that are not valid, you will be asked to re-enter your information. This will happen up to three times. After a second unsuccessful attempt, you will be asked if you would like to be

transferred to the Assistance Line representative for help with verifying. If you do not transfer to the Assistance Line representative, you will be prompted one more time for a valid case number and RAN. If the information entered on the third attempt is not valid, the RAN will be locked and you will need to contact your county IHSS worker to establish a new RAN.

Review Timesheet

Once you are verified with a valid case number and RAN, the system will check to see if there are any timesheets waiting that you need to review.

Multiple Timesheet Process

If there are multiple timesheets available to approve, you will continue to be asked if you would like to review the next timesheet until all timesheets have been approved or rejected, whichever action you choose to take.

Single Timesheet Process

If there is only one timesheet available to review, you will be asked to approve or reject the one timesheet.

Two Review Paths

Once a timesheet has been selected for the review process, you will have the choice to view the timesheet in “summary” or in “detail.” A summary review will report hours for a pay period showing total amounts for the week only. A detailed timesheet review will provide information about hours on a day by day basis for the pay period.

Rejection Process

If you wish to reject a timesheet, you will be prompted to select one of three possible rejection reasons. The rejection reasons are:

- Hours claimed are not correct
- This is not my Provider, or
- Other Reason.

Sign Process

If you wish to approve a timesheet, you will be prompted to sign it by “saying or pressing 1” on the telephone keypad.

What Happens Next

If you approve a timesheet it will be released to the payroll system for further processing using standard IHSS processes and it will be released for payment. If you reject a timesheet, your provider will be notified so an appropriate follow-up can occur.

Capabilities of the Assistance Line

The Telephone Timesheet System Assistance Line is intended to help recipients if they need assistance reviewing and approving or rejecting their provider's timesheets by telephone. The Telephone Timesheet System will make automated calls to you, the recipient, for timesheet approvals from 8 a.m. to 7 p.m., Pacific Time, Monday thru Friday, excluding holidays. You may call on your own to approve any submitted timesheets from 8 a.m. to 7 p.m., Pacific Time, Monday thru Friday. If you wish to speak to a live representative, they are available to assist from 8 a.m. to 5 p.m., Pacific Time, Monday thru Friday, excluding holidays. This Assistance Line phone number is 1-844-576-5445.

Functions and Limitations

The Telephone Timesheet System Assistance Line can help you in the following ways:

Return Calls from Mandarin and Armenian Recipients

The telephone system can receive and assist with calls from English or Spanish speaking recipients. It can also receive voice messages from recipients that speak Mandarin or Armenian. However, Mandarin or Armenian speaking recipients must first leave a message and then an assistance line staff member will then return the call as soon as they are available.

Read Timesheet Hourly Data

Assistance Line Representatives can read timesheet information to you to assist you in reviewing a timesheet.

Capture Your Approval

Assistance Line Representatives can approve a timesheet by phone at your direction to do so.

Capture your Rejection and Reason

Assistance Line Representatives can also reject a timesheet at your direction and enter the rejection reason you wish to select. These available reasons to select are:

- Hours claimed are not correct
- This is not my provider, or
- Other Reason.

Change or Unlock your RAN

Assistance Line Representatives cannot change or unlock your recipient authentication number (RAN). You will need to contact your county IHSS worker to change your RAN.

Need for Other Assistance

The Assistance Line staff is limited to providing support with the timesheet telephonic review process. All other questions should be directed to your county IHSS office.

Thank you for participating in the IHSS Telephone Timesheet System.