



Coronavirus Crisis: Provider Enrollment Changes

ATTENTION!

In-Home Supportive Services (IHSS) Provider Orientation and Enrollment Packets

- The orientation process has been temporarily modified. Group orientations are suspended until further notice.
- Providers who have received a clearance letter dated before March 20 may call to request an orientation packet by mail.
- Providers who were mailed their clearance letter dated March 20 and later will have their orientation packet included with their clearance letter.
- Completed packets can now be dropped off in the designated box in the lobby of any DAAS-PG office or mailed to: 784 E. Hospitality Ln., San Bernardino, CA 92415.
- For enrollment packet questions call: **1-(866) 985-6322** and press **option 2**.

Information and Resources From the Public Authority (PA)

Electronic Visit Verification (EVV)

- EVV information sessions have been suspended until further notice.
- Providers can self-register for EVV via the:
 - Electronic Services Portal (ESP) - www.etimesheets.ihss.ca.gov
 - Telephone Timesheet System (TTS) - **1-(833) 342-5388**
- Visit <https://www.cdss.ca.gov/inforesources/esphelp> for online training.

Employment Verification and Trainings

- Employment verification forms may be requested over the phone or through email at: IHSEmploymentVerif@hss.sbcounty.gov. The Public Authority will reply via mail or email.
- Provider trainings are suspended for 30 days effective March 19. For questions about training, call: **1-(866) 985-6322** and press **option 6**.

Registry Services

- Clients who need to request a provider from the registry may call: **1-(866) 985-6322** and press **option 3**, then press **option 1** for Provider Registry. Clients will be given a list of providers over the phone.
- Providers who wish to apply for the registry may request an application by calling: **1-(866) 985-6322** and press **option 3**.
- Applications will be mailed to the prospective provider.

Criminal Background Investigations (CBI)

Providers may call **1-(866) 985-6322** and press **option 5** for CBI inquiries, including:

- Duplicate clearance letters
- Inquiries regarding fingerprint results
- Any other questions