

Electronic Services Portal (ESP)

What is ESP?

Electronic Services Portal (ESP)

- ESP is a service that allows you to submit your timesheets online using the ESP.
- ESP is available in English, Spanish, Chinese, and Armenian for recipients and providers.

Benefits to using ESP for Providers and Recipients:

Providers:

- Faster payment
- Help avoid violations
- Fewer timesheet errors
- Save on postage
- View payment history
- Enroll in Direct Deposit
- Submit Sick Leave Claim
- Check Payment Status
- Request Supplemental Timesheets

Recipients:

- Approve or Reject provider timesheets online
- Review timesheet details online
- Review timesheet history online

What is TTS?

Telephone Timesheet System (TTS)

- TTS is a service that allows recipients to use their telephone to review, approve, or reject their provider's timesheet.
- Recipients have the option to enroll and use the TTS if they choose not to use ESP.

Benefits to using TTS for Providers and Recipients:

Providers:

- Faster payment
- Help avoid violations

- Fewer timesheet errors
- Check Payment Status
- Save on postage
- Request Supplemental Timesheets

Recipients:

- Approve or Reject provider timesheets using the telephone
- TTS will call the recipient on the phone when their provider(s) has submitted a timesheet for review.

Please contact your local county IHSS office for more TTS information.

For more information on ESP/TTS:

- Access our website at www.cdss.ca.gov/inforesources/IHSS-Providers/Resources/Timesheet-Information
- For additional assistance, contact the IHSS Service Help Desk at (866) 376-7066, Monday through Friday from 8:00 a.m. to 5:00 p.m.

To enroll for ESP:

- Access the website at: www.etimesheets.ihss.ca.gov
- To complete the enrollment process, you will need to have all of the following:
 - Provider or Recipient Number
 - Last 4-digits of Social Security Number
 - Date of Birth
 - Valid email address

To enroll for TTS:

- Access the telephone system at: (833) Dial-EVV (833)-342-5388.
- You will need your 9-digit provider number or 7-digit case number (recipient).
- Registration Code - Recipients and Providers will be mailed a registration code in a letter from IHSS.