

Electronic Visit Verification (EVV)

Background:

- The federal [21st Century Cures Act](#), passed in 2016, requires States to implement Electronic Visit Verification (EVV) for In-Home Supportive Services (IHSS) and Waiver Personal Care Services (WPCS) by January 1, 2021.

What is EVV?

- EVV is an electronic-based system that collects IHSS/WPCS service delivery information including Hours Worked, Minutes Worked, Start Time, End Time, and Location. This information is collected through a secure website (Electronic Services Portal) or telephonically using the Telephone Timesheet System (TTS).
- EVV replaces the paper timesheet process for IHSS and WPCS.
- Recipients are required to approve/reject timesheets either online (ESP) or by telephone (TTS).
- Providers are required to submit timesheets either online (ESP) or by telephone (TTS).

When will California start using EVV?

- California began implementing EVV by county in July 2019, with a statewide implementation date of January 1, 2021.

How does EVV work?

- EVV does not change the amount of service hours a recipient receives.
- EVV does not change how services are performed.
- Providers do not need to check in and out throughout the day.
- California's EVV system is housed in the Electronic Services Portal (ESP) and Telephone Timesheet System (TTS).
- CDSS ensures that the system is easy to use and accessible to all.

For more information about EVV/TTS:

- Visit the CDSS EVV website for general information and training:
<https://www.cdss.ca.gov/inforesources/cdss-programs/ihss/evvhelp>.
- Access the IHSS Telephone Timesheet System: (833) DIAL-EVV or (833) 342-5388.
- Visit the Electronic Services Portal Website: www.etimesheets.ihss.ca.gov.
- For general assistance with ESP or TTS: (866) 376-7066.