

# In-Home Supportive Services (IHSS) Investigations

- » Presenters:
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## ***What is IHSS?***

The In-Home Supportive Services (IHSS) Program helps pay for services provided to eligible persons who are 65 years of age or over, or legally blind, or disabled adults and children, so they can remain safely in their own homes.

IHSS is considered an alternative to out-of-home care such as nursing homes or board and care facility.



# *What Services are Offered?*

Household chores, such as housecleaning, changing bed linen, laundry, meal preparation, meal clean-up, food shopping and errands.

Personal care services, such as non-medical assistance with respiration, bowel and bladder care, feeding, bathing, grooming, dressing, assistance with ambulation, help in and out of bed, assistance with medications and prosthesis care.

Accompaniment to medical appointments.

Protective supervision

Paramedical services

# IHSS Program Funding (LAO 2024-25 IHSS Report)



FEDERAL  
\$15.3 BILLION



STATE  
\$7 BILLION



COUNTY  
\$2 BILLION



# *Interagency Cooperation*

ACL 13-83 – IHSS Uniform Statewide Protocols

- » Requires county IHSS agencies to triage fraud complaints and refer cases over \$500 to law enforcement where appropriate

MOU's – All County Letter 18-67

- » Counties with MOU's
  - Standard – 13 counties (Alameda, Colusa, Kern, Mariposa, Mendocino, Orange, Placer, San Diego, San Joaquin, Sierra, Tehama, Tuolumne, Merced)
  - County Only – 2 counties (Imperial, San Francisco)
- » MOU Types – shared jurisdiction vs county only

Other agencies- County Welfare Fraud, California DOJ, Federal HHS-OIG



# Interagency Cooperation

- » Deconfliction – DHCS Intake ([fraud@dhcs.ca.gov](mailto:fraud@dhcs.ca.gov)) provides deconfliction services to all investigating agencies.
- » Methods to report can be found online here
  - <https://www.dhcs.ca.gov/individuals/Pages/StopMedi-CalFraud.aspx>
  
- » Thresholds
  
- » Recoveries – All to County Agency
  - Processed through CMIPS/Multiple funding sources

# IHSS Eligibility





# Basic Recipient Eligibility for IHSS

- » IHSS is intended to provide assistance to aged, blind and disabled individuals (including SSI/SSP recipients) who are unable to safely remain in their own home without assistance.
- » IHSS is a Medi-Cal program intended as an alternative to out-of-home care.\*
- » To qualify for IHSS, recipients must qualify for Medi-Cal

\*There are four IHSS programs, IHSS-R does not require full-scope Medi-Cal

# Basic Recipient Eligibility for IHSS

- » Medi-Cal ... who doesn't qualify
  - Individuals who do not reside in California
  - Individuals who have excess income (can pay Share of Cost)

If you identify an IHSS recipient who clearly doesn't qualify for Medi-Cal contact DHCS to add the Medi-Cal loss to your case.



# Basic Recipient Eligibility for IHSS

- » Recipient must have conditions that would require out-of-home care if IHSS services not available
- » Assessed need – based on Social Worker Home Assessment
  - Functional Index Ranking (age appropriate)
  - Service authorization

# IHSS Services

## » Services IHSS can provide:

- Personal care services like dressing, bathing, feeding, toileting
- Paramedical services like helping with injections, wound care, colostomy, and catheter care under the direction of a licensed medical professional
- House cleaning
- Cooking
- Shopping
- Laundry
- Accompaniment to and from medical appointments

# Basic Recipient Eligibility for IHSS

California Health & Human Services Agency

California Department of Social Services

## IN-HOME SUPPORTIVE SERVICES (IHSS) PROGRAM HEALTH CARE CERTIFICATION FORM

### A. APPLICANT/RECIPIENT INFORMATION (To be completed by the county)

Applicant/Recipient Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_

County of Residence: \_\_\_\_\_ IHSS Case #: \_\_\_\_\_

IHSS Worker Name: \_\_\_\_\_

IHSS Worker Phone #: \_\_\_\_\_ IHSS Worker Fax #: \_\_\_\_\_

### B. AUTHORIZATION TO RELEASE HEALTH CARE INFORMATION (To be completed by the applicant/recipient)

I, \_\_\_\_\_, authorize the release of health care  
(PRINT NAME)

information related to my physical and/or mental condition to the In-Home Supportive Services program as it pertains to my need for domestic/related and personal care services.

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
(APPLICANT/RECIPIENT OR LEGAL GUARDIAN/CONSERVATOR)

Witness (if the individual signs with an "X"): \_\_\_\_\_  
Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

SOC 873 –  
IN-HOME  
SUPPORTIVE  
SERVICES (IHSS)  
PROGRAM  
HEALTH CARE  
CERTIFICATION  
FORM

# Basic Recipient Eligibility for IHSS

## Functional Index Rankings

- » Rank 1: Independent. Able to perform function without human assistance.
- » Rank 2: Able to perform a function but needs verbal assistance, such as reminding, guiding, or encouragement.
- » Rank 3: Can perform the function with some human assistance, including, but not limited to, direct physical assistance from a provider.
- » Rank 4: Can perform a function with only substantial human assistance.
- » Rank 5: Cannot perform the function, with or without human assistance.
- » Rank 6: Requires Paramedical Services.



# IHSS Programs

There are  
four IHSS  
programs

The IHSS Residual (IHSS-R) Program is for people who are not eligible for full-scope Medi-Cal. It provides a maximum of 283 hours of services per month for people with severe disabilities and a maximum of 195 hours for people with disabilities that are not severe.

The Personal Care Services Program (PCSP) is for people with full-scope Medi-Cal who are:

Adults who get care services from a parent, or

Adults who don't have a spouse to provide services, or

Children under 18 who don't have a parent to provide services.

Severely and non-severely disabled people can get up to 283 hours of services per month, including protective supervision.

The IHSS Plus Option (IPO) Program is for people who get services from a spouse or parent (for people under age 18), or who get restaurant meal allowance or advance pay. The program provides a maximum of 195 to 283 hours of services per month, depending on the severity of the impairment.

The Community First Choice Option (CFCO) Program is an alternative for PCSP and IPO recipients. CFCO provides home and community-based attendant services and supports, including help with household chores, personal care services, paramedical services, and protective supervision. Severely and non-severely disabled people can get up to 283 hours of services per month, including protective supervision.

# Basic Recipient Eligibility for IHSS

## Hourly Task Guidelines

- » 4 IHSS Programs with different eligibility criteria and maximum hours available.

Program	Severly Impaired Max	Non-Severly Impaired Max
PCSP	283 hrs/mth	283 hrs/mth
IPO	283 hrs/mth	195 hrs/mth
IHSS-R	283 hrs/mth	195 hrs/mth
CFCO	283 hrs/mth	283 hrs/mth

The Social worker assesses the recipient for functional index allowed service areas. They then use hourly task guidelines to determine the amount of hour to assess.

Severity is based on assessed monthly hours in specific services.

# Basic Provider Eligibility for IHSS

## Provider Enrollment Requirements

» Attend IHSS Provider Orientation

» Complete SOC 426

» SOC 846

» Fingerprinting

» Criminal Background

» Valid Photo I.D.

» Proof of Current Address

» Original SS Card



# Basic Provider Eligibility for IHSS

## » Disqualifying Crimes - Tier 1

Tier 1 crimes, as set forth in Welfare and Institutions Code (W&IC) section 12305.81, include the following:

1. Specified abuse of a child (Penal Code [PC] section 273a[a] )
2. Abuse of an elder or dependent adult (PC section 368 )
3. Fraud against a government health care or supportive services program.



# Basic Provider Eligibility for IHSS

## » Disqualifying Crimes Tier 2

Tier 2 crimes, as set forth in W&IC section 12305.87, include the following:

- A violent or serious felony, as specified in PC section 667.5(c) , and PC section 1192.7(c) ,
- A felony offense for which a person is required to register as a sex offender pursuant to PC section 290(c) , and
- A felony offense for fraud against a public social services program, as defined in W&IC sections 10980(c)(2) and (g)(2).



# Basic Provider Eligibility for IHSS

- » Disqualifying Crimes Tier 2 (continued)
  - An IHSS recipient who wishes to hire a provider found guilty of a Tier 2 crime may sign a waiver to hire the provider in spite of the crime.
  - The IHSS recipient will be informed of the conviction and will be directed to keep the information confidential.
  - The recipient who wishes to hire them must submit an IHSS Recipient Request for Provider Waiver (SOC 862) to the County IHSS Office or IHSS Public Authority.



# IHSS Recipient Responsibilities

SOC 332

IN-HOME

SUPPORTIVE

SERVICES

Recipient/Employer

Responsibility

Checklist

- » Verify that my provider legally resides in the United States.
- » Pay my share of cost, if any.
- » Verify and sign my provider's timesheet for each pay period, showing the correct day(s) and the total number of hours worked. I understand I can be prosecuted under Federal and State laws for reporting false information or concealing information.

# IHSS Recipient Responsibilities

- » Services IHSS cannot pay for:
  - Moving furniture
  - Paying bills
  - Reading mail to you
  - Caring for pets, including service animals
  - Gardening
  - Repair services
  - Sitting with you to visit or watch TV
  - Taking you on social outings



# IHSS Provider Responsibilities

- SOC 426 and SOC 846
- Penalty of Perjury

# IHSS Case Management

# CASE MANAGEMENT, INFORMATION AND PAYROLLING SYSTEM (CMIPS)

## » Key Recipient information

- Identification/Contact Info
- Case Notes (includes details on calls to SW's)
- Provider & Hours (all current/former providers)
- Timesheet #'s, gross pay, net pay

## » Key Provider information

- Identification/Contact Info
- Enrollment Info
- Tier 1 & 2 data
- Timesheets
- Payment Info
- Overpayment information & status



# CASE MANAGEMENT, INFORMATION AND PAYROLLING SYSTEM (CMIPS)

» Timesheet (insert photo)

# CASE MANAGEMENT, INFORMATION AND PAYROLLING SYSTEM (CMIPS)

» Payment Info (insert photo)



# CASE MANAGEMENT, INFORMATION AND PAYROLLING SYSTEM (CMIPS)

- » Functional Index
- » Journal Entries (case notes)
- » Social worker communication

# CASE MANAGEMENT, INFORMATION AND PAYROLLING SYSTEM (CMIPS)

## Banned providers

Weekly Maximum (HH:MM) : 70:45  
Number of Active Cases : 1  
Weekly Travel Hours (HH:MM) : 00:00  
Eligible : No  
Enrollment Effective Date : 03/28/2017

Person Home **Provider** Payroll & Timesheet Overtime & Travel Time

Provider Details: [Redacted]


Enrollment

[Edit...](#)

<b>Eligible:</b>	No	<b>Ineligible Reason:</b>	Tier 2 Conviction
<b>SOC 426 - Provider Enrollment:</b>	Yes	<b>DOJ Background Check:</b>	Yes
<b>SOC 846 - Overtime Agreement:</b>	Yes	<b>SOC 846 - Provider Agreement:</b>	Yes
<b>Provider Orientation:</b>	Yes	<b>Provider Orientation Date:</b>	
<b>Effective Date:</b>	03/28/2017	<b>Enrollment County:</b>	Santa Clara
<b>Provider Enrollment Begin Date:</b>		<b>Number of Active Cases:</b>	1
<b>Updated By:</b>	srubalca001	<b>Provider Enrollment Due Date:</b>	
<b>DOJ Counties:</b>	Santa Clara	<b>Last Updated:</b>	03/08/2017 10:10

# CASE MANAGEMENT, INFORMATION AND PAYROLLING SYSTEM (CMIPS)

## Overpayment recoveries

 **[Redacted Name]**  
Male **[Redacted Address]**



Weekly Maximum (HH:MM) : 70:45  
Number of Active Cases : 1  
Weekly Travel Hours (HH:MM) : 00:00  
Eligible : No  
Enrollment Effective Date : 03/28/2017

Person Home Provider **Payroll & Timesheet** Overtime & Travel Time

- Payment Search
- Timesheet Search
- Weekly Provider Paid Hours
- Monthly Provider Paid Hours
- Travel Claim Search
- Overpayment Recoveries**
- Sick Leave Hours
- Sick Leave Claim
- Career Pathways
- Preferences

Overpayment Recoveries: **[Redacted]**

**Service Period**

**From Date:**   **To Date:**  

**Status:**  **Overpayment Number:**

Overpayment Recoveries

Action	Recipient Name	Overpayment Number	County	Service From	Service To	Total Overpaid Hours	Recovery Amount	Balance	Status
<a href="#">View</a>	<b>[Redacted]</b>	<b>[Redacted]</b>	Santa Clara	01/01/2024	04/30/2024	628:24	\$11,472.00	\$11,472.00	Pending
<a href="#">View</a>	<b>[Redacted]</b>	<b>[Redacted]</b>	Santa Clara	12/01/2023	12/31/2023	157:08	\$2,732.77	\$2,732.77	Pending

# Timesheet Processing



# Timesheets

» Electronic Services Portal (ESP)

» Telephonic Timesheet System (TTS)

» Paper

- Not allowed for providers who do not live with recipient since 7/1/2023 due to EVV rules.



⚡ Please be advised that the system will be unavailable starting at 6:00 PM to 10:00 PM on Friday, September 20, 2024 for maintenance.

## Login to Your Account

**User Name**

User Name is case sensitive

Remember Me

**Password**

Password is case sensitive

Show Password

[Forgot User Name or Password?](#)

Login

## Registration

**Register for the IHSS Website to:**

- View your timesheet and payment statuses
- Enter and submit timesheets
- No longer mail paper timesheets
- Request additional timesheets
- Enroll in direct deposit
- Claim sick leave

Register Here

[Registration FAQs \(PDF\)](#)

# Recipient ESP Enrollment

## Electronic Services Portal

<https://www.etimesheets.ihss.ca.gov/login>

### » Account Creation Requirements

- First/Last Name
- DOB
- Provider Number/Case Number
- Last 4 SSN/TIN

# Recipient ESP Functionality

Electronic  
Services Portal

- » Review your provider's timesheets electronically
- » Approve or reject your provider's timesheets electronically
- » View your provider's Timesheet History

# Provider ESP Enrollment

## Electronic Services Portal

<https://www.etimesheets.ihss.ca.gov/login>

### » Account Creation Requirements

- First/Last Name
- DOB
- Provider Number/Case Number
- Last 4 SSN
- ~~TIN~~

# Provider ESP Functionality

- » Submit your timesheets in the Electronic Timesheet System
- » View Payment History
- » Sign up for Direct Deposit online
- » Submit a Sick Leave Claim online

The screenshot displays the 'Main Landing Page' of the IHSS Electronic Services Portal. At the top, the title 'Main Landing Page' is centered. Below it is the IHSS logo and the text 'IHSS ELECTRONIC SERVICES PORTAL'. A dark blue navigation bar contains several menu items: 'Electronic Timesheets', 'Payments', 'Direct Deposit', 'Sick Leave Claim', 'Account', 'What's New', 'FAQs', 'Training', and 'Contact Us'. Below the navigation bar are three large, colorful buttons: a blue button for 'TIMESHEET ENTRY', a green button for 'RECENT PAYMENTS', and a brown button for 'WHAT'S NEW'. Below these buttons, there are two sections: 'RECIPIENTS' and 'LINKS AND REMINDERS'. The 'RECIPIENTS' section shows a placeholder for a recipient's name, 'TESTFIRSTNAME TESTLASTNAME', and a message 'Not Registered in ESP or TTS'. The 'LINKS AND REMINDERS' section contains two links: 'IHSS Provider Resources' and 'IHSS Recipient Resources'. At the bottom left, the text 'CDSS Adult Programs Division' is visible.

# Direct Deposit Information

- » Historical Account Records
- » Requesting direct deposit records ([Jodi.McBroom@dss.ca.gov](mailto:Jodi.McBroom@dss.ca.gov))

Provider: John Doe - 001234567

Recipient: Jane Doe - 0987564

We only keep hard copy records going back 5.5 years. The record below exceeds our date range. I have taken a screen shot of the bank information submitted back in July 2011. The account below belongs to **Bank of America**.

Employee ID : 00 [REDACTED] Appointment ID : \* Name [REDACTED]

Line Number	ABA Routing Number	Account Number	Distribution Percent	Distribution Amount
1	[REDACTED]	[REDACTED]		

From 1 to 1 Total: 1     Show Lines: 10

Action:  No Action  Update  Delete

**Accounting Information** Account Distribution Travel Bank Account

ABA Routing Number: [REDACTED] \* From: 08/05/2011

Account Number: [REDACTED] To: 12/31/9999

\* Nickname:  Prenote Issue Date: 07/22/2011

Account Type: Checking  Mail Check Indicator: Direct Dep to Home



# Timesheet Submission/Review

- » IHSS pay periods
  - "Pay Period A": 1<sup>st</sup> – 15<sup>th</sup> of the month
  - "Pay Period B": 16 – end of the month
- » Provider must input hours/recipient verifies and approves

# Timesheet Submission/Review

## » Electronic Visit Verification (EVV)

- Required through the 21<sup>st</sup> Century CURES Act enacted in 2016
- States must enact a system for Medicaid funded home health care that tracks:
  - (i) the type of service performed;
  - (ii) the individual receiving the service;
  - (iii) the date of the service;
  - (iv) the location of service delivery;
  - (v) the individual providing the service; and
  - (vi) the time the service begins and ends.

# Timesheet Submission/Review

- » Electronic Visit Verification (EVV) continued
  - For IHSS, EVV is accomplished by:
    - Electronic Timesheet (or telephonic) with signatures for both recipient/provider
    - Designation of service location (in-home/in-community)
    - Daily start time/end time
  - EVV does not capture GPS when in-community
  - EVV is not required for providers who live with recipients



# Timesheet Submission/Review

- » ESP/TTS – What information can investigators obtain?
- » How do I access: [CMIPSII-Requests@DSS.ca.gov](mailto:CMIPSII-Requests@DSS.ca.gov)

# Timesheet Submission/Review

» Electronic Visit Verification – Start/End Times

Weekly Maximum (HH:MM) : 70:45  
Number of Active Cases : 1  
Weekly Travel Hours (HH:MM) : 00:00  
Eligible : No  
Enrollment Effective Date : 03/28/2017

Person Home Provider **Payroll & Timesheet** Overtime & Travel Time

Payment Search EVV Details: [REDACTED] ?

Timesheet Search  
Weekly Provider Paid Hours  
Monthly Provider Paid Hours  
Travel Claim Search  
Overpayment Recoveries  
Sick Leave Hours  
Sick Leave Claim  
Career Pathways  
Preferences

EVV Details

	Start	End		Start	End		Start	End		Start	End
SUN :			SUN 4:	08:00 a.m. Home	06:00 p.m. Home	SUN 11:			SUN :		
MON :			MON 5:			MON 12:			MON :		
TUE :			TUE 6:			TUE 13:			TUE :		
WED :			WED 7:			WED 14:			WED :		
THU 1:	08:00 a.m. Home	06:00 p.m. Home	THU 8:			THU 15:			THU :		
FRI 2:	08:00 a.m. Home	06:00 p.m. Home	FRI 9:			FRI :			FRI :		
SAT 3:	08:00 a.m. Home	06:00 p.m. Home	SAT 10:			SAT :			SAT :		

# Backend ESP Data

- » IP addresses logs with timestamps for timesheets
  - Pending recipient review
  - Timesheet approved
- » Browser & Operating system information (user agent strings)
- » Account profile information
  - Pin numbers and passwords not provided



# Backend TTS Data

- » Call logs with timestamps and originating phone numbers
  - Legal process to phone companies/cellular network providers
    - Geolocation data can be obtained

# IHSS Investigations



# IHSS Investigations

- » Checklist (handout)
- » Common Fraud Schemes
  - Overlaps
    - Recipient inpatient hospital stays
    - Incarceration “recipient or provider”
  - Post death claims
  - Subcontracting
  - Impossible hours

# IHSS Investigations

- » Ongoing fraud considerations
  - Real time surveillance
  - Pings
  - Vehicles, phones, and persons
  - Video surveillance



# IHSS Investigations

- » Time and distance considerations
  - Out of state/country
  - Geolocation analysis

# IHSS Investigations

## » Common ESP & TTS Issues

- Shared login credentials/passcodes
- Same IP addresses/phone numbers for submissions and approvals

# Laws & Regulations

## » Laws

- » W&I 14107 – False Application
- » PC 487 – Grand Theft
- » PC 550(a) – False Claims
- » PC 118 - Perjury

## » Regulations

- » Social Service Standards “30 Regs” (CDSS)
- » All County Letters



# IHSS Investigations

## » Geolocation

- Considerations employing these methods
- Time & effort
- Dollars at risk
- Criminal viability
- Prosecutor consultation/brief

# IHSS Investigations

## » Payments

- Direct deposit & checks
- Check images
- Check splitting
- Bank warrants
- Net vs gross payments & recovery



# IHSS Investigations

## » Calculating dollar loss

- Overpayment calculations should be prepared by managing county.
  - Preparing OP but not initiating administratively (criminal)
  - Preparing & initiating OP recovery efforts by county (administrative)
  - Restitution should be directed to managing county

# IHSS Investigations

» Case example:

- Billing for services not rendered (overlaps)

# IHSS Investigations

## » Case example:

- Subcontracting others enrolled and not enrolled to provide services

# IHSS Investigations

- » Case example:
  - Impossible hours

# IHSS Investigations

» Case example:

- Geolocation for ongoing and past fraud over large distances

# IHSS Investigations

## » Other Considerations

- Examine entire case history not just the identified timeframe

# General Discussion



**Questions? Email:**  
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**[Fraud@DHCS.CA.Gov](mailto:Fraud@DHCS.CA.Gov)**

