

Eastern Sierra IHSS Newsletter

Alpine, Inyo & Mono Counties

Summer 2024

IHSS Recipient and Provider Open House

CSS would like to invite all IHSS Recipients and Providers to an Open House. In mid-August CSS will host four of these events; Alpine County, Northern Mono County, Mammoth Lakes, and Bishop.

Invitations to your local event will be mailed separately.

We ask that you **RSVP to your local IHSS Registry office** if you plan to attend one of these events so that we can plan for enough refreshments.

We look forward to seeing you there!

- Alpine County: 530.694.1240
- Inyo County: 760.872.2121
- Mono County: 775.392.0055

New IHSS Advisory Committee Members

We are still looking for a few more members to join our IHSS Advisory Committees.

If you are a current or former IHSS Recipient or Provider and would like to become more involved with your local IHSS program, Community Service Solutions is looking for IHSS Advisory Committee members. We meet four times per year, and a stipend will be paid to participating members.

announcements

- Call IHSS Help Desk with any timesheet questions: **866.376.7066**
- Want to provide training opportunities to enhance your providers skills? Email: IHSSCareerPathways@dss.ca.gov

Courses will be available through September 30th, 2024. All course completion payment claims must be submitted by November 30th, 2024.



Who Do I Call?

IHSS is a great program, but can be confusing at times. When you have questions, who do you call?

Well, that can depend on who you are. In general, if you are a *Recipient* you call your Social Worker. If you are a *Provider*, you call CSS. But there is also the IHSS Help Desk. When should you call them?

To help alleviate some of the confusion, we have compiled a list of issues that may arise and who is best to contact for the quickest solutions.

IHSS Help Desk

- Provider payment status questions
- Travel Claim form status
- Sick Leave Claim forms and general information regarding sick leave rules
- Direct Deposit Enrollment Provider Live-In Self Certification status and questions
- ESP, TTS, and IHSS EVV Mobile App general information and technical assistance
- Information about the One-Time Verification code when using ESP or updating email address

Health & Human Services

- Program and Medi-Cal eligibility, authorized hours clarification, and Share-of-Cost information
- Recipient information inquiries including case status, care concerns, additional assistance, hours, fraud, elder abuse, child abuse
- Updates to Timesheet Signatory identification, information and forms
- Recipient information updates
- Assistance for Providers with timesheet approval and processing on a deceased Recipient case
- W-2, W-2 correction, W-2 Duplicate, FICA information and/or requests

Community Service Solutions

- Provider information updates
- Assistance for Recipients with locating and hiring a new Provider
- Provider authorized services to be performed, enrollment information, eligibility status, fingerprint information, and other general questions about the provider enrollment process
- Completing forms to become eligible for Travel Pay
- Request for supplemental timesheets, initial timesheets, and replacement timesheets
- General information regarding Overtime violations and disputes, including appeals notifications

Access and Functional Needs (AFN Registration)

mono & inyo counties

In 2008 the Office of Access and Functional Needs (OAFN) was established. No two disasters are the same; however, virtually all incidents disproportionately affect individuals with access and functional needs. The purpose of OAFN is to identify individuals with disabilities and other access and functional needs before, during, and after disasters.

Who is eligible?

- Individuals who have physical, developmental, or intellectual limitations; chronic conditions or injuries; are homeless, transportation dependent, or older adults, children and pregnant women.

Why register?

- AFN participants will be able to receive notifications during emergency events more efficiently.

- County emergency responders will be able to respond quickly to people in need and better allocate resources.

How to register:

Mono County:

<https://webapps.mono.ca.gov/afn/?county=mono>

If you have any questions, please call 760.924.1830

Inyo County:

<https://ready.inyocounty.us/pages/afn>

If you have any questions, please call 760.873.7871

alpine county
AFN Registry

To register, please contact
Kati Forster or Sabrina Ball at 530.694.2235

Violations

A violation is a consequence of a provider not following the overtime and travel time limitations. Some of the actions that will cause a provider to get a violation are:

1. Working more than 40 hours in a workweek without the recipient getting approval from the county when the recipient is authorized less than 40 hrs./week.

2. Working more hours for the recipient than the recipient's weekly maximum allows without getting approval from the county.

3. Working more than 66 hours in a workweek when working for more than one recipient.

4. Claiming more than 7 hours of travel time per workweek.

1st Violation The provider and recipient will get a notice of the violation with information on how to request a county review.

2nd Violation The provider will get the opportunity to complete a one-time self-certification training to have the second violation removed from their IHSS record.

If the provider does not complete the one-time self-certification training within 14 days of the date of notice, the second violation will remain on their IHSS record.

3rd Violation The provider will be suspended as an IHSS provider for 90 days.

4th Violation The provider will be ineligible to work as an IHSS provider for 365 days.

If you receive a violation notification, contact your local IHSS Provider Registry office immediately for help and assistance.

Alpine County: 530.694.1240 | **Inyo County:** 760.872.2121 | **Mono County:** 775.392.0055

Medi-Cal Fraud

Medi-Cal fraud is an intentional attempt by Providers, and in some cases Recipients, to receive unauthorized payments or benefits from any Medi-Cal program. This includes the IHSS program.

The most common fraud within the IHSS program involves Providers knowingly claiming time for services that have either not been performed, or services not pre-authorized by the Recipient's Social Worker.

To report Medi-Cal fraud, call 888.717.8302.

ACP Home Internet Discount

The Affordable Connectivity Program (ACP) provides households with a \$30/month discount on Home Internet plans.

If you, or another household member, receive CalFresh, WIC, or Medi-Cal benefits, you automatically qualify for this benefit.

Visit internetforall.org/applytoday for more information. Or call 866-932-0606

- Alpine County: 530.694.2235
- Inyo County: 760.872.2121
- Mono County: 775.392.0055



Helpful Tips to Prevent Fraud

- Only claim hours for services the Recipient has been authorized for, services that are IHSS approved, and time actually worked.
- Keep written records of dates and times IHSS services were performed. This is helpful for both Recipients and Providers.
- Only approve correct timesheets.
- Only claim hours for days the Recipient is in their own home. Claiming hours when a Recipient is in the hospital, a care facility, incarcerated, or out of town is fraud.

Mono County (North County) Public Health Services

Mono County Health Department now offers Public Health services at the Walker Senior Center.

Services will be offered every Monday and Tuesday between 9am-5pm, and the first Friday of the month between 11am-2pm.

For further information regarding services offered, contact:

Rachel Barnett
rbarnett@mono.ca.gov
760-924-4606

Kelly Romp
kromp@mono.ca.gov
760-937-8160

COMMUNITY SERVICE SOLUTIONS *and resources*



ALPINE *provider registry*

530.694.1240
alpineihss@gmail.com

(Mon-Fri 9:00a-1:00p)

Physical:
14831 HWY 89
Markleeville, CA 96120

Mailing:
P.O. Box 451
Markleeville, CA 96120

**Health and Human
Services:**
530.694.2235

**Behavioral
Health Services:**
530.694.1816

INYO *provider registry*

760.872.2121
inyoihss@gmail.com

(Mon-Fri 8:00a-4:30p)

407 W. Line Street #3
Bishop, CA 93514

**Health and
Human Services:**
760.873.6364

Senior Center:
760.873.5240

Bishop Wellness Center:
760.873.8039

MONO *provider registry*

775.392.0055
monoihssregistry@gmail.com

(Mon-Fri 8:30a-4:30p)

Physical:
1701 County Rd. Suite A
Minden, NV 89423

Mailing:
P.O. Box 346
Coleville, CA 96107

Social Services:
760.924.1770

Senior Center:
530.495.2323



- Eastern Sierra IHSS Website
- IHSS Career Pathways
- Ready Mono (AFN Reg.)
- Inyo Alerts (AFN Reg.)
- Alpine County Alerts (AFN Reg.)
- Douglas County Alerts (AFN Reg.)
- CSS Website
- CDSS Webinars & Trainings
- EVV Info by UDW (Alpine & Mono County)
- EVV info by SEIU (Inyo County)
- Facebook
- Instagram
- Eastern Sierra Resources Website