

# IHSS We are here to HELP!!!

## PUBLIC AUTHORITY

(For IHSS Providers)



## IHSS PAYROLL

(For IHSS Providers)

*PLEASE CONTACT PUBLIC AUTHORITY (800) 333-1081 IF YOU ARE A PROVIDER or WANT TO BECOME A PROVIDER and NEED HELP WITH:*

- *Becoming a Provider... or any questions about the enrollment process*
- *Being linked to a specific recipient*
- *Provider assistance with navigating the Electronic Service Portal including registration and or how to enter hours*
- *Provider assistance with completion of travel timesheet forms*
- *Provider assistance with calculating hours and inputting time*
- *Requesting past due timesheets*
- *Updating provider name, email, or address in system (address must be in writing)*
- *Assist with navigating conflict resolution regarding your timesheet*

*PLEASE CONTACT IHSS PAYROLL (877)-335-2171 IF YOU NEED HELP WITH:*

- *Verification of employment as an IHSS Provider*
- *FLSA Violations*
- *Special Transactions for backpay*
- *Replacement Warrant (Lost or Stale)*
- *Provide forms for taxes, direct deposit or paid sick leave requests.*
- *Assistance with navigating the Electronic Service Portal including registration and or how to enter hours*
- *Requesting past due timesheets*
- *Provider assistance with calculating hours and inputting time*
- *Review and discuss overpayments*

## **PUBLIC AUTHORITY**

(For IHSS Recipients)

***PLEASE CONTACT PUBLIC AUTHORITY (800) 333-1081 IF YOU ARE AN IHSS RECIPIENT AND NEED HELP WITH:***

- *Need assistance finding a provider*
- *Linking a specific provider to a specific recipient or*
- *Completing mandatory paperwork to designate a provider*
- *Updating or modifying specific hours for providers when there are multiple providers*
- *Reinstating your provider as you have returned from Hospital stay*
- *Requesting past due timesheets*
- *Terminating a Provider or Reenrollment of a Provider*
- *Reporting Potential Provider Fraud claim*

## **IHSS Social Worker**

(For IHSS Recipients)

***PLEASE CONTACT IHSS SOCIAL WORKER IF YOU ARE AN IHSS RECIPIENT AND NEED HELP WITH:***

*Social Workers phone numbers are located on Notice of Action they provided to you.*

- *Understanding Hours per task assigned to your case*
- *Request a reevaluation of case due to change of circumstances*
- *To update your name, address phone number etc.*
- *Assist with conflict resolution between your provider and you*
- *When you have been released from a hospital and need your case reinstated*
- *Any questions about the hours assigned to your IHSS case*