



IHSS

IN-HOME SUPPORTIVE SERVICES

TELEPHONE TIMESHEET SYSTEM



Electronic Visit Verification

IHSS Telephone Timesheet System

Recipient Registration

For additional assistance please contact the IHSS Service Desk at (866) 376-7066 Monday through Friday from 8am to 5pm.



To register for the IHSS Telephone Timesheet System (TTS) dial (833) DIAL-EVV or (833) 342-5388 and you will hear the following message:

“Thank you for calling the IHSS Telephone Timesheet System. Please select your preferred language from the following options, you may make your selection at any time.”

Following each prompt, use your keypad to enter the information requested.

For English, press 1.

For Spanish, press 2.

For Armenian, press 3.

For Chinese, press 4.

Next, the TTS will ask you to identify if you are a provider or recipient.

“If you are a recipient, please press ‘1’, if you are a provider, please press ‘2’.

You will now be taken to the Main Menu.

“This is the Main Menu. Please select from the following options. You may make your selection at any time:

Press 1 to Log in

Press 2 to Reset your passcode

Press 3 for Registration

For the next section you will need to have the following information available and ready.

- Your 6-digit Registration code.
 - Your registration code was previously mailed to you. If you cannot locate it, please contact your local county office.
- Your recipient number.
 - Your recipient number should be 7-digits and can be located on your notice of action.
- Date of Birth.

Next, the TTS will prompt you:

“To Continue, press 1.”

“To return to the main menu, press 9.”

“If you do not have a Registration Code, please press 0 for assistance.”

If you press 0 you will be transferred to the IHSS Service Desk.

“Using your telephone keypad, please enter your 6-digit registration code followed by the pound key. Your registration code was mailed to you at an earlier date.”

“Please enter your 7-digit case number followed by the pound key. Your case number is located on any notice of action you have received.”

“Please enter your date of birth followed by the pound key. Your date of birth should be entered as a 2-digit month, 2-digit day and 4-digit year. For example, if your birthday is May 12, 1976, then you would enter 0 5 1 2 1 9 7 6. Please enter your date of birth followed by the pound key.”

For example: May 01, 2019

Month: May

Day: 01

Year: 2019, pound key



If you enter any incorrect numbers, the TTS will let you know the information is incorrect and ask you to re-enter the numbers.

If numbers are entered incorrectly again the TTS will ask you to press 0 for assistance. You will be transferred to the IHSS Service Desk.

Once you enter the correct numbers you will hear the following message:

“Your information has been confirmed. Now you will create your passcode. Your passcode will be a 4-digit number that you will use each time you log in to the IHSS Telephone Timesheet System. Using your telephone keypad, enter the 4-digit number that you want to use as your passcode followed by the pound key.”

Remember to keep your passcode secure and do not share with anyone.

Once you complete the passcode section you will hear:

“Congratulations! Your registration is complete, and you are now registered to use the IHSS Telephone Timesheet System. You will now be taken to the Main Menu to login or you may hang up to end this call.”

You can now use your passcode and navigate through the TTS to review and approve or reject your providers time worked.

It is important that you secure your passcode and do not share your passcode.

This concludes the EVV TTS Recipient Registration process. Remember as a recipient you can also do the following in TTS:

- Review and take action on any pending timesheet, and
- Review previous approval or denial actions you have taken on timesheets for the previous 3 months.