

# Eastern Sierra IHSS Newsletter

Alpine, Inyo & Mono Counties

## Announcements!

- **New Rule starting at the end of 2026:**  
**Medi-Cal will need to be renewed every six months.** That means you'll need to submit renewal paperwork twice a year to keep your coverage active.
- Contact us if you are interested in becoming a member of one of the Advisory Committees.

## W-2

2025 W-2s will be mailed no later than January 31st, 2026. W-2s will also be available to download and print on the Electronic Services Portal for those Providers who are registered. We would like to remind those Providers who live with their Recipients, and are therefore exempt from Federal Income Tax, that you will NOT be receiving a W-2.

The IHSS Service Desk is available to assist with questions regarding W-2s. Providers needing help with the **ESP website can call (866) 376-7066** during normal business hours. A W-2 (original, duplicate and/or amended) will be mailed to the Provider's mailing address in the IHSS system at the time the W-2 is created. If you have a new mailing address, mail a change of address request form, along with a copy of your California picture Identification Card to:

*In-Home Supportive Services  
PO Box 11018  
San Jose, CA 95103-1018*

## Scam Alert: IHSS Program Grants

If you receive an email or any message regarding an "IHSS Grant," please do not respond. The message falsely claims you can receive a "financial grant" in exchange for a \$500 payment fee. This is a scam designed to steal your money and personal information. Do NOT respond. Do NOT click any links. Do NOT send money. Report all suspicious emails.

## Medi-Cal Asset Limits Reinstated

As of Jan 1st, 2026, Medi-Cal has reinstated asset limits for certain programs, setting them at \$130,000 for an individual, plus \$65,000 for each additional household member, up to 10 people.

Winter 2026

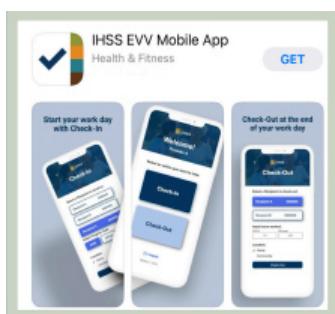
# Electronic Visit Verification (EVV)

As of July 1st, 2023, all non-live in Providers are required to check in when they begin to provide authorized services to their Recipient, and check out at the end of their shift. There are three EVV options for Providers to choose from:

- Mobile APP
- Electronic Services Portal (ESP)
- Telephone Timesheet System (TTS)

## Mobile APP and Electronic Service Portal (ESP)

users can download the free IHSS EVV Mobile App through Apple's App Store or the Google Play Store for Android devices. Providers can easily find the app by searching for the following keywords: IHSS, EVV, EVV app, EVV Mobile, or Electronic Visit Verification. Since many other states are using similar apps, California Providers should choose the following apps:



### Apple Devices:

California's In-Home Supportive Services (IHSS Program, Electronic Visit Verification (EVV) Solution for IHSS and WPCS Providers.

### Android Devices:

California's EVV Solution for IHSS and WPCS providers to Check-In & Check-Out.

Providers who are already registered for ESP will use the same log in Username and Password for the IHSS EVV Mobile App. **It is VERY important that Providers enable their Location settings on their phone if using either the app or ESP.** This is to verify the Providers' location, using geo-location, at the time of check-in and check-out. The **app does not track** the Providers location between these two events.

When checking in/out the Provider will record their location as either Home or Community. Geo-location will only be used when Home is selected. Providers will be given the option to record the hours worked at the time of check-out, or they can record their hours at a later time.

**Telephone Timesheet System (TTS)** The third option for Providers is to use TTS. When checking in/out at the Recipient's Home the Recipient's landline phone must be used. This is to record an electronic geo-location. Providers can use their own cell phones when checking in/out in the Community as geo-location is not needed for this option. If the Recipient does not have a landline, the Provider **must** use ESP or the IHSS EVV Mobile App for checking in/out.

If a Provider forgets to check out at the end of their shift, the system will automatically check them out at 11:59pm. There is no penalty for this.

For further information and step-by step instructions, please visit:  
[www.cdss.ca.gov/inforesources/cdss-programs/ihss/evvhelp](http://www.cdss.ca.gov/inforesources/cdss-programs/ihss/evvhelp)  
Providers can also call the **IHSS Service Desk** for additional help.

They can be reached at **866.376.7066** and are available between the hours of 8:00a-5:00p, Monday-Friday



## Medi-Cal Fraud

Medi-Cal fraud is an intentional attempt by a provider, and in some cases also recipients, to receive payments for either unauthorized services or services not provided.

### *Tips for avoiding fraud*

- Only submit hours you actually worked
- Only claim hours for services covered by IHSS
- Only claim hours for days the recipient is in their own home. Claiming hours when a recipient is hospitalized, traveling without their provider, incarcerated, or out of their home for any other reason is considered fraud
- Providers and recipients should keep written records of hours worked. If there are any discrepancies, these should be resolved before timesheets are submitted
- Recipients should NEVER approve timesheets that are inaccurate

If you suspect Medi-Cal fraud is taking place, please contact the Department of Health Care Services at:

**Website:** [www.dhcs.ca.gov/fraud](http://www.dhcs.ca.gov/fraud) | **E-mail:** [Fraud@dhcs.ca.gov](mailto:Fraud@dhcs.ca.gov)

# COMMUNITY SERVICE SOLUTIONS

## *and resources*



### ALPINE *provider registry*

530.694.1240  
ihss@csssolutions.org  
  
(Mon-Fri 9:00a-1:00p)

**Physical:**  
14831 HWY 89  
Markleeville, CA 96120

**Mailing:**  
1701 County Rd. Suite A  
Minden, NV 89423

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**Health and Human Services:**  
530.694.2235

**Behavioral Health Services:**  
530.694.1816

### INYO *provider registry*

760.872.2121  
ihss@csssolutions.org  
  
(Mon-Fri 8:00a-4:30p)

407 W. Line Street #3  
Bishop, CA 93514

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**Health and Human Services:**  
760.873.6364

**Senior Center:**  
760.873.5240

**Bishop Wellness Center:**  
760.873.8039

### MONO *provider registry*

775.392.0055  
ihss@csssolutions.org  
  
(Mon-Fri 8:30a-4:30p)

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

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

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**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

