



“Who Do I Call?” For Independent Providers of In-Home Supportive Services (IHSS)

Call the IHSS main telephone number: (408) 792-1600/ 1 (866) 668-2412 when:

- You need a timesheet or you haven't received your paycheck
- You need tax forms: W-2, W-4, DE-4, Live-in Self-Certification Form for Federal and State Tax Wage Exclusion (SOC 2298)
- You need to report a work injury
- You need to change your address, phone number, name, etc.
- For Overtime questions choose your language, choose option 2 'Providers', then option 3 'Overtime'
- You want to sign-up for electronic timesheets, go to www.etimesheets.ihss.ca.gov

Call the IHSS Help Desk for direct deposit or electronic timesheet help: 1 (866) 376-7066

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| ■ Office Location:
IHSS Social Services
1888 Senter Road
San Jose, Ca. 95112 | ■ Mailing Address:
IHSS Social Services
P.O. Box 11018
San Jose, Ca. 95103-1018 | ■ Fax:
(408) 792-1600 |
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Call Public Authority Services by Sourcewise for the following services, or visit our website at www.pascc.org

Call (408) 350-3290 Public Authority Benefits when:

- You need information about medical, dental or vision benefits and the service provider of those benefits
- You need to request enrollment packets to apply for benefits
- You need to know the eligibility criteria and cost of coverage
- You need information on the free transportation / VTA ECO Pass Clipper Card

Call (408) 350-3220 Public Authority Training when:

- You want to sign-up for free home care provider training classes
- You want to learn how to complete your IHSS timesheet, or visit www.pascc.org/services/training.html
- You have questions about steps and criteria to join the Public Authority Services Registry as an Independent Provider (IP)
- You have questions about the status of your registry application

Call (408) 350-3251 Public Authority Registry when:

- You are a registry provider and you start or stop working or go on any type of extended leave
- You want to remove your name from the Public Authority Registry
- You need to update your registry profile if you had a change in address, phone number, name, schedule, etc.

***If you are a registry provider and you are reporting your work availability once every month, call (408) 350-3253**

Call (408) 350-3252 Public Authority Enrollment when:

- You have a client who wants you to work for them
- You need information about the state requirements for becoming an IHSS provider or visit the Public Authority Services website at www.ihss.pascc.org to begin the enrollment process

Call (855) 810-2015 for the Service Employees International Union (SEIU) local 2015 union member action center