



## “Who do I Call?”

### For Independent Providers of In-Home Supportive Services (IHSS)

#### Call IHSS (408) 792-1600/ 1 (866) 668-2412:

- You have questions about paychecks or 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 change your address, phone number, name, etc.
- For Overtime questions choose your language, choose option 2 “Providers”, then option 3 “Overtime”
- To sign up for the Electronic Services Portal for timesheets: [www.etimesheets.ihss.ca.gov](http://www.etimesheets.ihss.ca.gov)

#### Call the helpline if you need help with Electronic Timesheets: (866) 376-7066 (option 4)

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| ■ <b>Office:</b><br>IHSS Social Services<br>353 West Julian Street<br>San Jose, CA 95110 | ■ <b>Mailing Address:</b><br>IHSS Social Services<br>P.O. Box 11018<br>San Jose, Ca. 95103-1018 | ■ <b>Fax:</b><br>(408) 792-1601 |
|--|---|---------------------------------|

Call Public Authority Services by Sourcewise for the following services or visit [www.pascc.org](http://www.pascc.org)

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

- You need to become an IHSS provider because an IHSS recipient wants you to work for them
- You need information about the State requirements for becoming an IHSS provider

Visit [www.ihss.pascc.org](http://www.ihss.pascc.org) to begin the enrollment process to become an IHSS provider

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

- You need information about medical, dental, or vision 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 SmartPass Clipper Card

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

- You want to sign-up for free IHSS care provider training classes
- You have questions about training opportunities for care providers or care recipients

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

- You are a Registry provider and start or stop working, or go on any type of extended leave
- You want to remove your name, temporarily or permanently, from going out on Registry lists
- You want to update your Registry profile due to change in address, phone number, name, availability, etc.
- If you have questions about joining the Public Authority Services Registry as a provider so you can work for more consumers call Registry Recruitment & Outreach: (408) 557-4717

\*Registry providers reporting availability once per month need to call (408) 350-3253

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

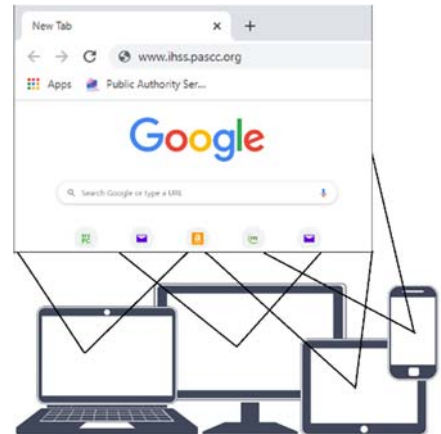
- You have questions about the union, union benefits, or union dues

# How to Enroll to Become an In-Home Supportive Services (IHSS) Care Provider in Santa Clara County

To enroll as an IHSS care provider so you can begin submitting timesheets you will need:

- Access to the internet
- A valid Social Security Card
- A valid government issued ID (Driver License, State ID card, Passport, etc.)

1. Visit [www.ihss.pascc.org](http://www.ihss.pascc.org) from a computer, tablet, or smart phone
2. Read the Enrollment Instructions for IHSS Independent Providers of Santa Clara County completely and carefully.
3. Click “Continue to Enrollment.”
4. Double check you have followed the instructions for the **Group Orientation Meeting** from the previous page, then click “Continue to Enrollment.”
5. Click “Start” button and fill in the Provider Information to create an account. **Write down your password and security questions** in case you need to return to finish the online enrollment later.



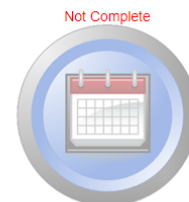
6. Use the 3 buttons to move through and complete the enrollment process.



Enter Your Provider Information



Watch the Orientation Video



Make an Appointment to Sign the Required Documents

- 1) Add your information using the “Enter Your Provider Information” button
  - 2) Watch the orientation videos. You must watch all the videos all the way through. You will be asked one of your security questions before and after each video.
  - 3) Schedule a one-on-one appointment to sign your paperwork, have your photo taken, and begin the required Department of Justice background check.
7. Once your background results have been processed, in 3-5 weeks you will be notified by mail of your provider eligibility.
  8. Ensure the Recipient Designation of Provider (426A) form has been completed by you and the consumer for whom you will be working and has been submitted to IHSS. This is the form that will add you to a consumer’s case and, once your enrollment is complete, will cause electronic timesheets to become available for you.
  9. Once the 426A form has been processed by IHSS you will receive the SOC 2271 form informing you of your provider ID number and the number of hours on your consumer’s case.

\*You and your consumer MUST BE registered for electronic timesheets for providers to receive pay from the IHSS program. For more information visit [www.pascc.org/services/providerETSESP.html](http://www.pascc.org/services/providerETSESP.html)