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***Electronic Visit Verification***

***IHSS Provider Assignment in Electronic  
Services Portal (ESP)***

***Recipient User Guide***

## **IHSS PROVIDER ASSIGNMENT IN ELECTRONIC SERVICES PORTAL (ESP) RECIPIENT USER GUIDE**

This User Guide provides easy step-by-step instructions for IHSS recipients who want to assign a provider to their case using the Electronic Services Portal (ESP).

The Hire Provider tool in the ESP allows recipients to assign an eligible provider to their case. This tool was added as a self-service option to save time when hiring a provider. The [IHSS Program Recipient Designation of Provider \(SOC 426A\)](#) paper form option is still available for recipients and can be found on the CDSS website using the link above and should be completed and mailed to your local county IHSS office.

### **What is Required to Assign a Provider in the ESP:**

To assign a provider to your case using ESP please have the following information available:

- Your ESP Username
- Your ESP Password
- The provider's 9-Digit Provider Number (If you do not have the provider's number, you will need to reach out to your provider for the information, or contact your local county office.)

**Note:** *If you have not yet registered for ESP, please see: [Registrations FAQs](#) on the ESP website for instructions.*

## ***Let's Get Started!***

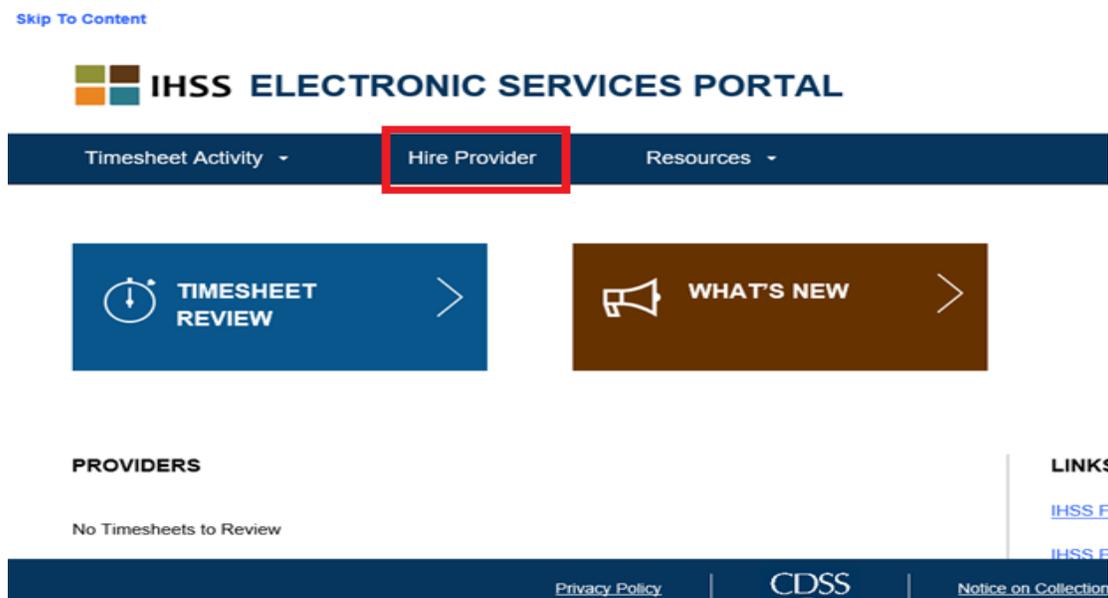
### **How to Assign a Provider to Your Case in ESP:**

1. Go to the ESP website by clicking [Electronic Services Portal](#) or by entering the following address into your internet browser <https://www.etimesheets.ihss.ca.gov/login>.

2. Log in to the ESP using your username, password, and select 'Login.'

**Note:** *If you forget your login information, you can reset your Username and Password by selecting the Forgot Username or Password link.*

3. Once you log in to your ESP account, you will see the 'Hire Provider' menu in the navigation bar. Click on the 'Hire Provider' menu.



### ***Hire Provider Menu***

4. Selecting the 'Hire Provider' menu option will take you to the Hire Provider screen where you will finish four steps ("Locate Provider", "Select Provider", "Provider Details", and "Confirm Hire") to complete the Provider Assignment process.

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**IHSS ELECTRONIC SERVICES PORTAL**

Timesheet Activity ▾ Hire Provider Resources ▾

**Hire Provider**



<p><b>1</b></p> <p><b>Locate Provider</b> Enter the Provider Number to locate an eligible provider</p>	<p><b>2</b></p> <p><b>Select Provider</b> View and confirm Provider information from search results</p>	<p><b>3</b></p> <p><b>Provider Details</b> Select Provider Start Date and Relationship information</p>	<p><b>4</b></p> <p><b>Confirm Hire</b> Review Recipient Agreement and Confirm Hire</p>
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Please enter the Provider Number of the provider you want to hire and select the Find Provider button.

**Provider Number**  
You must enter all 9 digits of the Provider Number.

[Privacy Policy](#) | [CDSS](#) | [Noti](#)

*Hire Provider screen*

**There are four steps in ESP to hire your provider. Each time you complete a step you will be moved to the next step.**

**Step 1:** Locate Provider – Under ‘Provider Number,’ enter the provider’s 9-digit provider number and click on ‘Find Provider.’



**IHSS ELECTRONIC SERVICES PORTAL**

Timesheet Activity ▾ Hire Provider Resources ▾

**Hire Provider**



<p><b>1</b></p> <p><b>Locate Provider</b> Enter the Provider Number to locate an eligible provider</p>	<p><b>2</b></p> <p><b>Select Provider</b> View and confirm Provider information from search results</p>	<p><b>3</b></p> <p><b>Provider Details</b> Select Provider Start Date and Relationship information</p>	<p><b>4</b></p> <p><b>Confirm Hire</b> Review Recipient Agreement and Confirm Hire</p>
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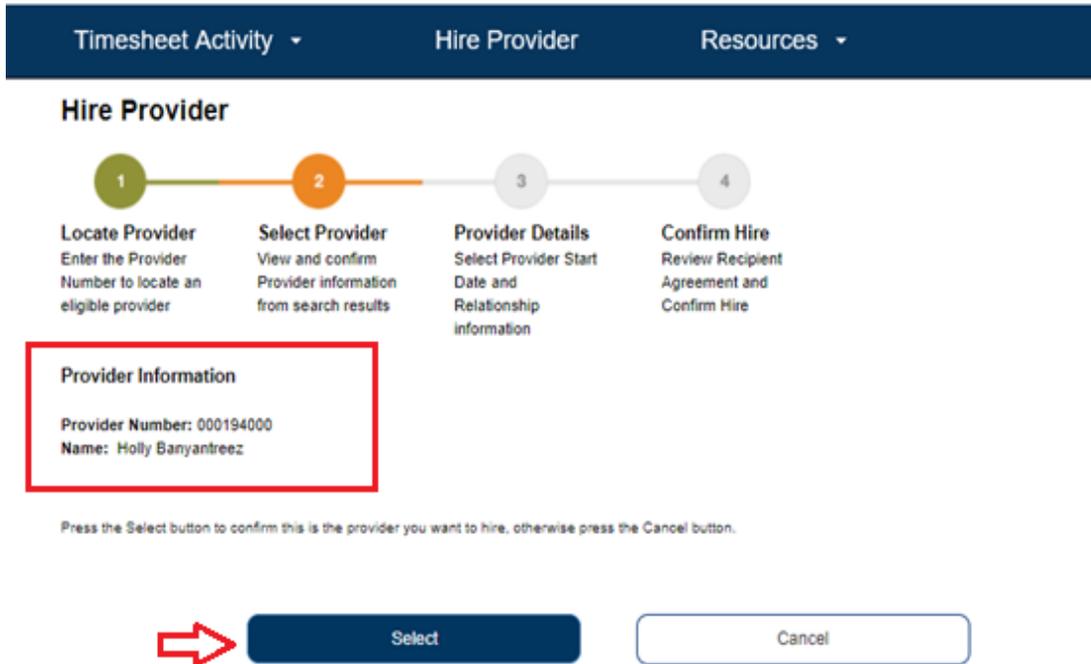
Please enter the Provider Number of the provider you want to hire and select the Find Provider button.

**Provider Number**  
You must enter all 9 digits of the Provider Number.



*Locate Provider screen*

**Step 2:** Select Provider – The provider’s information will display. Review the provider’s information to ensure it is the correct provider you would like to hire and then click ‘Select.’



Timesheet Activity ▾ Hire Provider Resources ▾

### Hire Provider

- 1** **Locate Provider**  
Enter the Provider Number to locate an eligible provider
- 2** **Select Provider**  
View and confirm Provider information from search results
- 3** **Provider Details**  
Select Provider Start Date and Relationship information
- 4** **Confirm Hire**  
Review Recipient Agreement and Confirm Hire

**Provider Information**

Provider Number: 000194000  
Name: Holly Banyantreez

Press the Select button to confirm this is the provider you want to hire, otherwise press the Cancel button.



*Select Provider screen*

**Step 3:** Provider Details – Under ‘Start Date for the Provider (MM/DD/YYYY),’ enter the date they started working for you and then select the provider’s relationship to you under the drop-down menu. Select ‘Hire Provider’ to proceed.

**Note:** *Domestic Partner relationship is for those partnerships registered with the California Secretary of State.*

**Note:** *The ESP prevents a recipient from entering a start date that is more than 90 days prior to the current date. A recipient can only hire a provider in ESP up to 90 days prior to the current date. If you need to assign a provider more than 90 days prior to the current date you will need to contact your local IHSS county office.*



# IHSS ELECTRONIC SERVICES PORTAL

Timesheet Activity ▾ Hire Provider Resources ▾

## Hire Provider



### Provider Information

Provider Number: 002194678  
Name: Holly Banyantreez

Start Date for this Provider (MM/DD/YYYY)

### Relationship

This Provider is my...

Select Relationship ✓

- Parent
- Spouse
- Domestic Partner
- Child
- None of the above

Hire Provider Cancel

*Provider Details screen*

**Step 4: Confirm Hire** – Confirm the completion of hiring your provider by reviewing the electronic SOC 426A, recipient agreement. This step includes an electronic signature by you (the recipient) stating you have reviewed the declaration and acknowledge that you understand the terms and conditions of the agreement, and that the information entered is true and correct. Check the box if you agree with the terms and conditions of the agreement and select ‘Confirm Hire.’

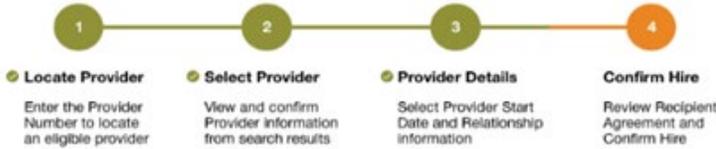


**IHSS ELECTRONIC SERVICES PORTAL**



Timesheet Activity ▾ Hire Provider Resources ▾

**Hire Provider**



Please review the following terms and conditions of the Recipient Agreement below related to hiring **T Elmtreez** as your provider:

**Recipient Agreement**

I understand and agree that:

- If I choose to have this person provide services for me before he/she is enrolled as an IHSS provider, and the county sends me a notice telling me that he/she is not eligible to be an IHSS provider, I will have to pay him/her with my own money for the services that he/she provided before he/she was determined ineligible to be a provider and for any services he/she provides after the county notifies me that he/she is ineligible.
- Neither the county nor the State will be held responsible for any claims and/or losses caused by the above-named person I choose to hire as my IHSS provider. I agree to hold harmless the State and county, their officers, agents, and employees, and to take responsibility for any and all claims and/or losses to any person caused by the named person I choose to hire as my IHSS provider.
- The county can provide information about my authorized services and service hours to the person I have chosen as my provider. The county will send my provider the IHSS Provider Notice of Recipient Authorized Hours and Services (SOC 2271).
- My total monthly authorized hours will be divided by 4 to determine my maximum weekly hours. The maximum weekly hours is a guideline telling me the highest number of hours my provider(s) will be able to work for me during a workweek. However, since most months are slightly longer than 4 weeks, I will work with my provider(s) to spread his/her hours throughout the month in order to make sure I have all the service hours I need for the month.
- Sometimes I may need my provider to work more than my maximum weekly hours. I must ask for county approval to adjust my maximum weekly hours only if the change requires my provider to work:
  1. More overtime hours in the month than he/she would normally work.
  2. More than 40 hours for me in a workweek if my maximum weekly hours are 40 hours or less in a workweek.
- If I do not get an approved exception, my provider will get a violation for working more than my maximum weekly hours.
- I can **never** authorize my provider to work more than my total authorized monthly service hours. Therefore, when I authorize my provider to work extra hours in one week, I must have the provider work fewer hours in the other week(s) of the month.
- If my provider works for another recipient, the maximum number of hours that he/she may claim in a workweek for all of the time he/she works for his/her recipients combined is 66 hours. **I must make a work schedule for my provider to determine how many hours he/she will be working for me each week to make sure he/she does not work more than 66 hours per workweek.** I will get a Recipient Notification of Maximum Weekly Hours (SOC 2271A) which will include information on my maximum weekly hours so I can use it to make the work schedule for my provider(s). In order to make the schedule, my provider must tell me how many hours he/she is available to work for me each workweek. If my provider cannot work all of my authorized hours, I will need to hire additional provider(s). **If I need help finding and hiring another provider(s), I can call my county IHSS Public Authority to obtain a provider from the registry or my county IHSS office.**
- The county will send me a notice each time my provider gets a violation. If my provider gets three violations, he/she will be suspended from providing IHSS for three months. If he/she gets another violation after being reinstated from the three-month suspension, he/she will be terminated as a provider for one year.

Completing this process online will give this provider access to all of your authorized hours. If you do not want to continue, please press cancel. If you want to continue, please complete your electronic signature. You can contact your county at anytime to adjust the hours available to your provider.

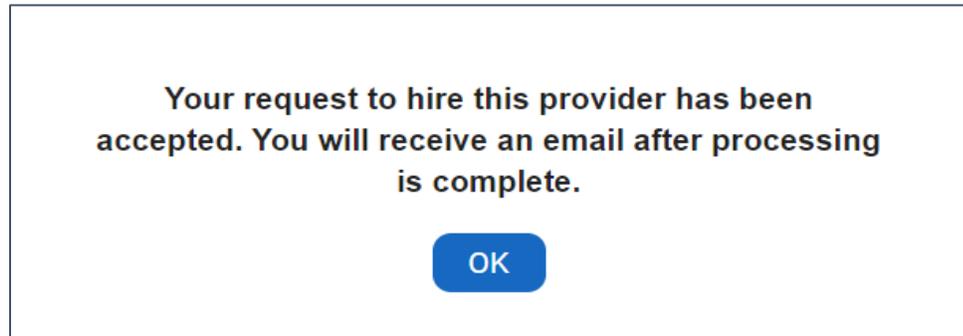
  By checking this box, I **Chad Olivetreez** have read and agree to the terms and conditions and the Recipient Agreement above.



*Confirm Hire screen*

**Note:** *The Sign and Confirm Hire button will be disabled until you check the box agreeing to the terms of the Recipient Agreement displayed on the “Confirm Hire” step.*

A confirmation pop-up message will display after you select the Sign and Confirm Hire button. Select ‘OK’ once you have read the pop-up message. Your request to hire your provider has been accepted.



*Pop-Up Message Confirming Hire Provider Request*

After you have completed the steps above, you will receive an email confirmation that you have successfully hired your provider and timesheets will be generated automatically for that individual provider. If you have any questions or if you received an e-mail but did not assign a provider, please contact your local IHSS office.

If the provider has already registered to use the ESP, they will also receive an email confirmation of being hired. If the provider has any questions or if they need additional timesheets, they should contact their local county office or public authority office.

**Things to Remember:**

IHSS Providers are required to complete all the steps of the IHSS Provider Enrollment process (Provider Orientation, SOC 846 – Provider Enrollment Agreement, SOC 426 – Provider Enrollment Form, DOJ Background Check) to be eligible to provide services as an IHSS Provider. If you have questions about Provider Enrollment please contact your local county office or public authority office for details.

If your provider is currently in the process of completing the required IHSS provider enrollment requirements you can still assign them to your case. 'Pending Hire' will appear under their name on the Recipient Home and Provider Selection screens. They will not be able to submit timesheets until provider enrollment has been completed. Once your provider completes the provider enrollment requirements you will receive a Confirmation of Hired Provider email to inform you that timesheets will now be generated for your provider. The provider will also receive a Notification to Hired Provider email to inform them that they may now complete and submit timesheets.

For additional assistance on how to assign a provider to your case using the ESP, please contact the IHSS Service Desk at (866) 376-7066 Monday through Friday from 8am to 5pm and select the Electronic Services Portal option to speak with the ESP Service Desk agents.