



CDSS

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STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES

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EDMUND G. BROWN JR.
GOVERNOR

June 26, 2013

ALL-COUNTY LETTER NO: 13-53

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY IHSS PROGRAM MANAGERS

SUBJECT: CLARIFICATION REGARDING THE PRIMARY POINT OF CONTACT FOR INFORMATION REGARDING PAYROLL AND OTHER PROGRAM RELATED QUESTIONS ABOUT THE IN-HOME SUPPORTIVE SERVICES (IHSS) PROGRAM AND THE IMPLEMENTATION OF THE CASE MANAGEMENT, INFORMATION AND PAYROLLING SYSTEM II (CMIPS II)

REASON FOR THIS TRANSMITTAL

- State Law Change
- Federal Law or Regulation Change
- Court Order
- Clarification Requested by One or More Counties
- Initiated by CDSS

This All-County Letter provides clarification to counties and identifies responsibilities related to providing assistance to providers and recipients on payroll and other In-Home Supportive Services (IHSS) program-related matters after the implementation of the new Case Management, Information and Payrolling System II (CMIPS II).

Background

Counties have always been the first point-of-contact for inquiries from recipients and providers in the IHSS program. With the implementation of the CMIPS II counties have seen an increase in call volumes and questions from providers and recipients related to payroll processing in the new system.

CMIPS II Vendor Responsibilities

Although the counties are still considered the primary point-of-contact for recipients and providers regarding any IHSS program related questions, the California Department of Social Services (CDSS) recognizes that the implementation of the new system will cause an increase in the counties workload. To assist the counties with this increased workload CDSS has requested the CMIPS II vendor to implement a Provider Assistance Line to take calls and answer basic payroll questions. The Provider

Assistance Line has been established to answer CMIPS II related timesheet questions, as well as direct deposit and garnishment questions for both CMIPS II and Legacy CMIPS. The scope of the Provider Assistance Line administered by the CMIPS II vendor is very limited and can only provide answers to the following types of calls:

Questions related to timesheet status will be limited to the following:

- Confirmation that a CMIPS II timesheet has been received at the Timesheet Processing Facility (TPF) and the date it was received.
- Confirmation that a CMIPS II timesheet has been processed.
- Information related to whether or not a timesheet has been rejected by CMIPS II and the date of rejection. The staff answering the Provider Assistance Line has no ability to take any action on behalf of the provider. NO reject reason shall be given to the provider.
- Confirmation that a warrant has been issued for a CMIPS II timesheet and issue date. If a warrant is showing as issued in CMIPS II, staff will advise the callers that the check should arrive within 10 business days of the issue date. If it has been 10 business days since the check was issued the provider will be referred to their county IHSS payroll office for further action.
- If a timesheet is “on hold” for any reason the provider will be referred to their IHSS county office for more information.
- Questions regarding Legacy CMIPS timesheets will not be answered and the provider will be referred back to their county IHSS office.

Direct Deposit and Electronic Funds Transfer (EFT) questions will be limited to the following:

- General questions about how an IHSS provider can sign up for direct deposit or electronic funds transfer (EFT) for an Advanced Pay recipient.
- Where to send the Direct Deposit/EFT request form:

IHSS Direct Deposit Processing Center
P.O. Box 1120
Roseville, CA 95678-8120

- How to fill out a Direct Deposit/EFT form.
- Questions about the status of a Direct Deposit/EFT form.

Lien/Garnishment questions related to payroll deductions from IHSS provider warrants will be limited to the following:

- Identifying the garnishing agency and the amount being garnished.
- The Provider Assistance Line staff will be the point of contact for garnishing agencies and IHSS providers for modifications and terminations for existing garnishments.

All other questions will be referred to the counties.

County Responsibilities

Counties are still considered the first point of contact for any issue or question related to IHSS payroll. Per Manual of Policy and Procedures (MPP) section 30-769.241(e), "The counties shall respond to and resolve payment inquiries from recipients and providers." As the primary point of contact, counties should be making every effort to answer IHSS provider and recipient questions and allocating staff to do so. Counties should not be automatically transferring or referring IHSS providers and recipients to the Provider Assistance Line or any other help desk staffed by the CMIPS II vendor. The Provider Assistance Line is not meant to replace the counties as the contact point for IHSS program related questions. It has been noted that counties have been referring providers to Provider Assistance Line inappropriately and as a result providers are often referred back to their county IHSS office. To minimize confusion and incorrectly routed callers counties should ensure their contact information is correct and current on CDSS' Very Important Contacts Database.

With the implementation of CMIPS II counties are still responsible for answering IHSS program related questions. These questions include but are not limited to:

- Lost timesheets and requests for supplemental timesheets, initial timesheets, and replacement timesheets,
- How to fill out a timesheet,
- Lost warrants, replacement warrants, stale date warrants and stop payment requests,
- Change of address requests,
- Any amount or entry on the timesheet or remittance advice (Hours, Hours Paid, Hours Remaining, Gross Amount Paid, Net Amount Paid, Tax, Deduction, etc.),
- W2, W2 Correction, W2 Duplicate, W4, DE4, DE5, FICA information and/or requests,
- Verification of employment,
- Provider enrollment information, including eligibility status, fingerprint information, and other general questions about the provider enrollment process,

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- Recipient requests for information and inquiries about their case.

If you have any further questions regarding this process, please contact the California Department of Social Services County Assistance line at (916) 551-1003.

Sincerely,

Original Document Signed By:

EILEEN CARROLL
Deputy Director
Adult Programs Division

c: CWDA