

DEPARTMENT OF SOCIAL SERVICES  
744 P Street, Sacramento, CA 95814



March 27, 2008

**ALL-COUNTY INFORMATION NOTICE NO.: I-23-08**

TO: ALL COUNTY WELFARE DIRECTORS  
ALL IHSS PROGRAM MANAGERS

**SUBJECT: IN-HOME SUPPORTIVE SERVICES  
(IHSS) PROVIDER DIRECT DEPOSIT  
(PDD)**

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 Information Notice (ACIN) is to provide counties with information regarding the implementation of the section of Assembly Bill (AB) 1808, Chapter 75, (Statutes of 2006) relating to Provider Direct Deposit (PDD). This ACIN will include descriptions of outreach and enrollment activities that will occur prior to implementation, the ongoing processes for administering PDD and modifications to CMIPS screens that will allow counties to identify payments made to providers via PDD. While counties do not have an active role in processing PDD, the California Department of Social Services (CDSS) believes the following information will be important to them in their administration of the IHSS payroll function.

**GENERAL INFORMATION**

The CDSS will be implementing PDD on May 1, 2008. Direct Deposit is an optional way for providers to receive their IHSS payroll warrants. Direct Deposit is also known as Electronic Funds Transfer (EFT). The CDSS believes PDD will provide benefits to providers who participate by eliminating lost and stolen warrants, as well as the need to redeposit and reissue undeliverable warrants. Additionally, PDD will allow the provider faster access to their money by eliminating the postal delivery time necessary to send the warrant to the provider through the mail.

Providers who wish to continue to receive their pay warrants in the mail do not need to return the Provider Direct Deposit Enrollment/Change/Cancellation form or take any other action.

Providers who choose to participate in PDD will have their payroll warrants deposited directly into their checking or saving account instead of receiving them by mail. Payroll warrants can be electronically deposited at a bank, savings and loan or credit union. Providers will receive a Direct Deposit Remittance Advice that will contain all the same information providers currently receive on their Statement of Earnings (pay stub) that is attached to the IHSS warrants. Additionally, a new turn-around timesheet will be attached to each Direct Deposit Remittance Advice, as is the practice with current payroll warrants.

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The CDSS' CMIPS vendor, EDS, will administer all PDD activities. All PDD mailings, notifications and outreach documents will be distributed and processed by EDS. EDS will process enrollments, changes and cancellations as well as monitor the PDD account for failed deposits. When a deposit fails, EDS will request issuance of a paper warrant to the provider and the provider will be required to re-enroll in PDD.

Additionally, EDS will provide customer service including a Help Desk for problem resolution. Provider calls regarding PDD should be referred to the Direct Deposit Processing Center at the toll free number (866) 376-7066. The PDD Help Desk at the Direct Deposit Processing Center will be active effective March 17, 2008. **This Help Desk number is for PDD calls only.** The PDD Help Desk is not the same as the CMIPS Help Desk. PDD Help Desk staff will have access only to screens dedicated to PDD. Therefore, they will not be able to answer any IHSS CMIPS questions or conduct any payroll related research. Calls for issues other than PDD will be referred back to the county in which the provider works.

## **Eligibility and Enrollment/Disenrollment**

Providers who are eligible for PDD must meet all of the following three requirements:

- have a checking or savings account, and
- receive Arrears Pay paper warrants twice a month, and
- have worked in the IHSS Program for a minimum of 90 days.

Payroll warrants can be deposited into a checking or savings account at the financial institution of the provider's choice. The financial institution can be a bank, savings and loan, credit union or other institution that is able to accept EFTs.

Providers who work for recipients receiving Advance Pay cannot participate in the PDD program because those providers receive their payments directly from their recipient-employer, not through the State Controller's Office payment process.

Providers who wish to enroll in PDD must complete the Provider Direct Deposit Enrollment/ Change/Cancellation (SOC 829) form. The Provider Direct Deposit Enrollment/Change/ Cancellation (SOC 829) form includes detailed instructions on the enrollment process. If providers need assistance completing the form, they can go to their bank, savings and loan or credit union or they can call the Direct Deposit Processing Center toll free at (866) 376-7066 for assistance.

Providers will receive one PDD outreach letter and enrollment form for each recipient/provider relationship they maintain. For example, a provider working for four recipients will receive four outreach letters and four enrollment forms. Providers must submit a separate form for each recipient/provider relationship. A single form received indicating multiple recipient/provider relationships for PDD will be returned to the provider with a request that the provider complete and submit a separate form for each recipient/provider relationship.

A provider who works for multiple recipients may choose to have their pay from one recipient deposited to their checking account and their pay from another recipient deposited to a savings account or a different checking account. However, it is important to know that it is not possible to have part of their pay for the same recipient, i.e., one payroll warrant, split so that a portion is deposited into a checking account and a portion into a savings account. Nor can a provider have their pay for the Part A timesheet deposited in their checking account and the pay for their Part B timesheet deposited into another account. In order to have money from one PDD deposited into more than one account, the provider must make arrangements with their financial institution for this transaction to be processed after their PDD transaction is completed.

Additional copies of the Provider Direct Deposit Enrollment/Change/Cancellation Form (SOC 829) will be available on the CDSS Internet site at <http://www.cdss.ca.gov/agedblinddisabled>. Providers must click on the tab labeled CMIPS to access and download the enrollment form. Copies of the Enrollment/Change/Cancellation Form (SOC 829) can also be accessed on the CDSS website at <http://www.dss.cahwnet.gov/>. On this website providers must click on the tab labeled "Forms/Brochures" to access and download the enrollment form. The

enrollment form will be available on both websites in eleven different languages including English, Spanish, Armenian, Cantonese, Russian, Vietnamese, Mandarin, Tagalog, Korean, Farsi and Cambodian. These eleven languages comprise 98.5 percent of all IHSS providers based on a query of provider primary languages recorded in CMIPS. Forms will be available on the Internet by mid-March 2008 to coincide with the initial outreach mailing by EDS on March 17, 2008.

By submitting an enrollment form, the provider is considered to be self-certifying that they have met the 90-day eligibility requirement. The outreach letter will not be sent to a provider until the 90-day threshold has been met. However, we recognize that a provider may print a form off the Internet and submit it prior to meeting the 90-day requirement. A provider who submits their enrollment form prior to working for the IHSS Program for 90 days may have their form returned with a request that it be resubmitted when the provider has met the 90-day requirement.

Enrollment forms can be submitted any time after outreach mailing begins on March 17, 2008. The forms must be mailed to the Direct Deposit Processing Center at Post Office Box 1600, Rancho Cordova, California 95741-1600. **It is important to note that neither the toll-free number nor the post office box will be monitored until after the outreach and enrollment activities begin on March 17, 2008.** Therefore, providers must not submit enrollment forms or attempt to call the Help Desk before that time.

All providers who sign up for PDD will continue to receive paper warrants by mail until their Direct Deposit account has been established. The provider's banking information will be put through what is called a "pre-note" process to verify that the data provided will be accepted by the financial institution indicated. Once the provider's banking information passes the "pre-note" test, PDD will be activated for that provider. Occasionally, a "pre-note" verification request will fail to be validated by the financial institution. "Pre-note" failures are generally caused by transpositions of routing and/or account numbers either on the form or during key data entry. EDS will correct key data entry errors. However, if the "pre-note" fails for any other reason, the provider will be notified and must correct the cause of the failure before PDD can be activated. It may take as long as 45 to 60 days before providers see their first Direct Deposit, though it is generally sooner than that.

It is extremely unusual for a deposit to fail once the routing and account information have passed "pre-note", however, it could happen in the case of a provider changing or closing an account without submitting a new Provider Direct Deposit

Enrollment/Change/Cancellation form. If a PDD transaction is unsuccessful, EDS will request issuance of a paper warrant for the provider, notify the provider and cancel the provider's enrollment until the problem can be resolved.

If a provider closes their bank account, their direct deposit will be automatically cancelled. They must submit a new Provider Direct Deposit Enrollment/ Change/Cancellation (SOC 829) form in order to re-enroll with their new bank account. The same is true if a provider changes banks or accounts, wants their payroll warrants directly deposited to a different account than is currently identified or wants to stop having their payroll warrants directly deposited. The form must be submitted to the Direct Deposit Processing Center at Post Office Box 1600, Rancho Cordova, California 95741-1600.

For providers who choose Direct Deposit and receive a zero net payment because their recipient made a Share of Cost payment directly to them that equaled the amount of the provider's net pay, the provider will receive a zero dollar Remittance Advice by mail. Additional wages that they earn, above the Share of Cost, are eligible for Direct Deposit.

Providers who stop working for a recipient will be paid by Direct Deposit if they submit their timesheet within 60 days of their last pay period. Providers who do not submit any timesheets for 60 days will have their Direct Deposit automatically cancelled. Providers will receive a paper warrant by mail, and will be required to re-enroll if they wish to continue Direct Deposit.

## **OUTREACH**

On March 17, 2008, the CDSS will begin mailing PDD outreach letters (SOC 831) with enclosed Provider Direct Deposit Enrollment/Change/Cancellation (SOC 829) forms to approximately 380,000 eligible IHSS providers. Due to the magnitude of the mailing, it may take as long as two weeks to complete. It should be noted that a separate PDD outreach letter and enrollment form is being sent to the provider for each recipient case for which a provider is associated.

Each month EDS will send the outreach letter and Provider Direct Deposit Enrollment/Change/Cancellation form to approximately 11,000 additional providers who have reached the 90-day program participation requirement.

The outreach letter will also be available in mid-March on the CDSS Internet site at the address above in 11 languages including English, Spanish, Armenian, Cantonese, Russian, Vietnamese, Mandarin, Tagalog, Korean, Farsi and Cambodian. These 11 languages comprise 98.5 percent of all IHSS providers based on a query of provider primary languages recorded in CMIPS. The outreach letter includes detailed information on PDD.

CDSS has developed the PDD process with the goal of having a minimal impact on county staff. However, we realize that, despite our best efforts, counties will receive calls. To help counties handle these calls CDSS is compiling a list of Frequently Asked Questions (FAQs) as a reference guide. This reference guide will be transmitted to the counties shortly via another ACIN. The reference guide is a living document and counties are encouraged to submit suggestions of questions/answers for inclusion in the FAQs. When counties receive provider calls regarding Direct Deposit they are encouraged to refer all calls to the Direct Deposit Processing Center at the toll free number at (866) 376-7066.

### **CMIPS MODIFICATIONS FOR PDD**

Although counties have no direct responsibilities for PDD, the implementation of PDD will result in some changes to CMIPS that are important for counties to know.

It is critical that counties recognize that PDD will eliminate the county's ability to void a warrant after issuance for any provider enrolled in PDD. While it will still be possible for counties to do same-day deletions of warrant request entries (TIME, SPEC or WPCS), county staff will not be able to void PDD EFT payment transactions after the system closes for the day. Therefore, it is imperative that extra care be exercised to ensure that keyed payments are being made to the correct provider and for the correct number of hours.

It is also important that providers be reminded whenever possible that they must still report any change of address to the county as soon as possible. Although the provider's payroll warrant will be deposited regardless of the recorded address in CMIPS, it is still imperative that CMIPS maintain a current address for the provider to ensure that the provider receives their Direct Deposit Remittance Advice with their Statement of Earnings and next Turn-Around Timesheet. Incorrect addresses in CMIPS will result in the provider's Direct Deposit Remittance Advice being returned to the State Controller's Office as undeliverable and will likely result in the county needing to issue the provider a duplicate timesheet.

**PELG Screen**

In order for county offices to be able to identify which providers are participating in PDD the Provider Eligibility Screen (PELG) has been enhanced with a new EFT field on line H4. The EFT field will display a 'Y' if the provider has an active status PDD associated with the 16 digit recipient/provider case number. If there is no PDD associated with the case, the EFT field will display an 'N'.

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THIS PELG I 9999999999999999
NEXT PELG I 9999999999999999

SEQ# 999 REPRINT X          RECIP XXXXXXXXXXXXXXXXXXXX,XXXXXXXXXXXXXXXXX SW# XXXX
B LAST NAME XXXXXXXXXXXXXXXXXXXX FIRST XXXXXXXXXXXXXXXMI X  STAT X  ETH 9  LANG 9
C STR 1234567890XXXXXXXXXXXXX  CY XXXXXXXXXXXXXXXXXXXXXXXX  ST XX Z 99999 9999
D SSN 999 99 9999  DED X  PH# 999 999 9999  SX X  DOB  MMDDCCYY  W5 X MMDDCCYY
E CNY USE XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX  REL 99  #PROV 9  WC X

ACTION  BEG DATE  END DATE  HOURS  SHR/COST  RATE  SDI BEG DATE
F  X  MMDDCCYY  MMDDCCYY  999.9  9999.99  99.99  MMDDCCYY
G  MMDDCCYY  MMDDCCYY  999.9  9999.99  99.99  SDI END DATE
H  MMDDCCYY  MMDDCCYY  999.9  9999.99  99.99  MMDDCCYY

H1 FIT W4  X 99  FIT WHOLD 999.99  SIT W4 X 99  SIT WHOLD 999.99  RCVY $00000.00
FIT W4 ENTRY DATE MMDDCCYY  SIT W4 ENTRY DATE MMDDCCYY

H2 TIMESHEET  START DT  STOP DT  RECIP AIDE#  PCSP Y
H3 UPDATE ALL PELG? Y/N =  SSNV X
EFT Y

LAST CHANGE DATE 04/04/2003  CURRENT DATE 11/03/2004 TIME 07:51  ENT=ENTER F03=EXIT
F08=NEXT

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**PSUM Screen**

Additionally, the Provider Summary Screen (PSUM) has been enhanced with a new EFT column in the line item detail section of the screen. When a payment request is entered from the TIME, SPEC or WPCS screens, the EFT column will display an 'F' beside the payment line if the payment was submitted to the SCO as an EFT. The SCO will provide an eight-digit Control Number that begins with '99' in place of the warrant number. The Control Number will display in the warrant number field. The turnaround time will be the same as a warrant request. Counties will see the control number approximately three days after the payment request was entered in CMIPS.

THIS PSUM I 9999999999999999  
NEXT PSUM I 9999999999999999

IHSS PROVIDER SUMMARY  
O 114491 T 682514

NAME GOBBLYDE \_ GOOK

MONTH-TO-DATE-TOTALS

<u>YR</u>	<u>MO</u>	<u>PD HOURS</u>	<u>GROSS</u>	<u>SOC</u>	<u>YR</u>	<u>MO</u>	<u>PD HOURS</u>	<u>GROSS</u>	<u>SOC</u>
2007	08	0.0	0.00	0.00	2007	07	0.0	0.00	0.00
2007	06	25.1	225.90	0.00	2007	05	0.0	0.00	0.00

HRS= 25.10 WAGES= 225.90 FICA= 17.29 SDI= 0.00 EIC= 0.00

<u>TP</u>	<u>S</u>	<u>FRMDT</u>	<u>TO DT</u>	<u>WAR.DT</u>	<u>WAR NUM</u>	<u>HOURS</u>	<u>GROSS</u>	<u>WARR NET</u>	<u>RS</u>	<u>X</u>	<u>V AUTH</u>	<u>LD</u>
H	P	080107	081507	071907	99145403	12.0	108.00	99.73		P		P
H	V	070107	071507	071907	75645404	12.1	108.90	100.57	05	O V	99999	P
H	P	061607	063007	071907	75645402	13.1	117.90	108.88		O		P
H	P	060107	061507	071907	75645403	12.0	108.00	99.73		O		P

F07=BWD F11=CONT

If you have any questions regarding the contents of this letter, please contact the Adult Programs Systems Unit, at (916) 229-4002.

Sincerely,

**Original Document Signed By:**

EVA L. LOPEZ  
Deputy Director  
Adult Programs Division

c: CWDA

**Attachments**

- [Provider Direct Deposit Outreach Letter \(SOC 831\)](#)
- [Provider Direct Deposit Enrollment/Change/Cancel Form \(SOC 829\)](#)