

County of Santa Clara

Social Services Agency



In Home Supportive Services
1888 Senter Road
San Jose, CA 95112
Main Number: 408-792-1600

Common Fraud Issues in IHSS

IN-HOME SUPPORTIVE SERVICES fraud is an intentional attempt by some providers, and in some cases beneficiaries, to receive unauthorized payments or benefits from the program. This fraud can take many forms, but the most common involves providers knowingly billing for services not performed, or providers billing for the care of more beneficiaries than they can actually serve.

It is often the case that either recipients or providers do things they might not know are fraudulent. This information is provided to help you understand what actions on your part could be considered fraud so that you might avoid making these mistakes.

- **USING A FALSE IDENTITY**

Providers **must** use their own personal information, such as name, address and Social Security Number. A provider must have Legal Employment Status.

- **TIMESHEETS**

If the recipient is not available to sign the timesheet, you **may not** sign it for them. Your recipient is your employer. Only the recipient can sign your timesheet **AFTER** all hours claimed have actually been worked.

If your recipient dies, **do not** sign the timesheet for them. Sign your own name and write "deceased" and the date they died instead of their signature.

Do not turn in the timesheet early. You must wait until all the hours have actually been worked.

MISSING PAYCHECKS

If you complete an affidavit to receive a replacement check, **do not** cash the original check if it arrives. Return it to the IHSS office. Cashing both checks is fraud.

RECIPIENT OUT OF HOME

A Provider **cannot** be paid to take care of a recipient who is:

1. In the Hospital
2. In a Nursing Home
3. Incarcerated
4. Living out of the County

Board of Supervisors: Mike Wasserman, Cindy Chavez, Dave Cortese, Ken Yeager, S. Joseph Simitian
County Executive: Jeffrey V. Smith

IHSS is designed to help a recipient remain safely in their own home; therefore, you cannot claim hours worked or turn in timesheets for work done while the recipient is out of the home.

You are only permitted to claim, and receive payment for, the hours you work for the recipient, **in their home**.

When a recipient returns home a provider **cannot** make up those hours by adding extra hours to their next timesheet.

SPLITTING THE CHECK

You may not.....

- Split the IHSS check between the recipient and the individual provider. Only the provider can be paid for services performed on behalf of the recipient. You are not allowed to split a check for services. It is a program violation.

You may not.....

- Split the IHSS check between the official care provider and a second, unofficial helper. Splitting the check with a “helper” is a program violation.

It is important to note that you **can not** claim more hours on your timesheet than you actually work.

RECIPIENT’S TRUE FUNCTIONAL ABILITY

Recipients must report.....

- **All** the members in the household, whether or not they are related.
- If your **spouse** lives with you, whether legally married or common-law.
- Changes in living situation, residence or level of disability.

These changes might affect the amount of services available to you and must be reported.

PROSECUTION

If you are reported for IHSS fraud, the report will be reviewed and/or investigated. Fraud will be prosecuted. If information is found that another agency is being defrauded (SSA, Welfare) a referral will be sent to the appropriate agency.

If you suspect fraud, please contact IHSS at the number below. IHSS Fraud hurts everyone.

DHCS **IHSS** Fraud Hotline telephone number, **1-800-822-6222**

You can also e-mail your complaint to IBREF@dhcs.ca.gov or on-line via on-line complaint form at: <https://apps.dhcs.ca.gov/AutoForm2/default.aspx?af=1828>