

RECIPIENT ELECTRONIC SERVICE PORTAL (ESP)

Reviewing Provider Timesheets

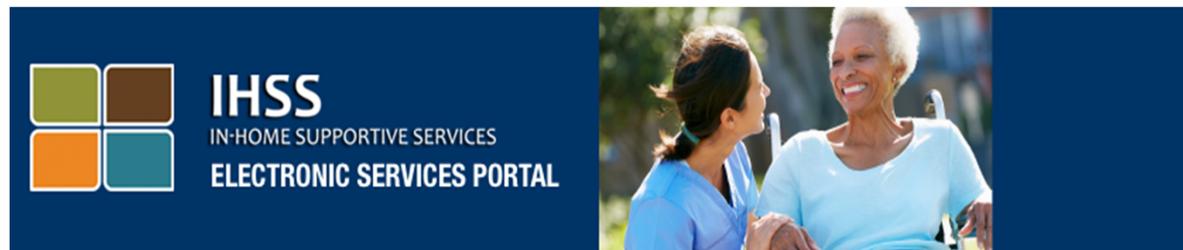
WHAT CAN YOU DO ON ESP?

- Review, approve, or reject timesheet for provider
- View your provider's Timesheet History
- Update your contact information
- Link to resources
- Read notification about the ESP
- Add a provider to your case

IN THIS COURSE:

By the end of this course, you will know how to:

- Find timesheets submitted by your providers
- Review timesheets for approval or rejection



Login to Your Account

User Name

User Name is case sensitive

Remember Me

Password

Password is case sensitive

Show Password

[Forgot User Name or Password?](#)

Registration

Register for the IHSS Website to:

- View your timesheet and payment statuses
- Enter and submit timesheets
- No longer mail paper timesheets
- Request additional timesheets
- Enroll in direct deposit
- Claim sick leave

[Register Here](#)

[Registration FAQs \(PDF\)](#)



YOUR ESP ACCOUNT

IHSS
In-Home Supportive Services
ELECTRONIC SERVICES PORTAL

Welcome, NAME!

Account Information Message Center Contact Us Logout

Timesheet Activity Hire Provider Resources

Home

TIMESHEET REVIEW **WHAT'S NEW**

PROVIDERS

Jane Doe
No Timesheets to Review

Provider Name 2
No Timesheets to Review

Provider Name 3
[1 Timesheet to Review](#)

LINKS AND REMINDERS

[IHSS Fact Sheets](#)

[IHSS Educational Videos](#)

- Your name will be shown on the upper right
- All providers connected to your case will be listed
- Different ways to get to the timesheets for review

REVIEW TIMESHEET(4)

- 3 ways to get to the timesheet for review

1. Click “Timesheet Activity”(1) for dropdown menu and choose “Review Timesheet”

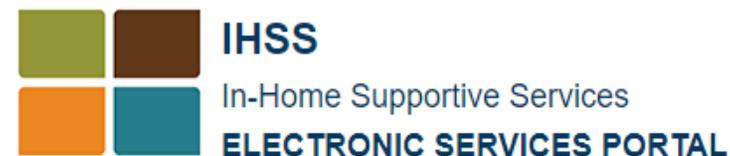
- o History of all timesheets submitted from Provider

2. OR, click the “Timesheet Review”(2) button

- o Next page, find the provider and click on the arrow

3. OR, click the blue link under the provider’s name(3) if there is a timesheet to review. “# Timesheet to Review”

- o Provider might submit for more than one pay period



1



2



PROVIDERS

Jane Doe	Provider Name 2	Provider Name 3
No Timesheets to Review	No Timesheets to Review	1 Timesheet to Review

3

REVIEWING HOURS TO APPROVE/REJECT

1

Provider Name

Pay Period - Payment Type

Dec 16, 2023 - Dec 31, 2023 | IHSS

Timesheet Number: 4167098211

Workweek 1

Workweek 2

Workweek 3

Timesheet Total: 105(H) 00(M)

Approve Timesheet

Reject Timesheet

2

Click to expand

1. Check to see which pay period you are reviewing
 - o If there are timesheets for more than 1 pay period, review them one at a time by selecting one
 - ▣ 2 pay periods each month: 1st to 15th and 16th to end of the month
2. Expand each Workweek by clicking on the week or down arrow

PROVIDER TIMECARD EXAMPLES

Live-in Provider

Workweek 1
Sunday 27 Aug
Hours Worked: 05(H) 00(M)
Monday 28 Aug
Hours Worked: 08(H) 00(M)
Tuesday 29 Aug
Hours Worked: 08(H) 00(M)
Wednesday 30 Aug
Hours Worked: 04(H) 05(M)
Thursday 31 Aug
Hours Worked: 04(H) 00(M)
Friday 1 Sep
Hours Worked: 00(H) 00(M)
Saturday 2 Sep
Hours Worked: 00(H) 00(M)
Workweek Total: 29(H) 0(M)

Non-Live-in Provider

Workweek 1
Sunday 25 Jun
Hours Worked: 00(H) 00(M) Start Time: N/A Start Location: N/A End Time: N/A End Location: N/A
Monday 26 Jun
Hours Worked: 04(H) 00(M) Start Time: 01:00 PM Start Location: Home End Time: 04:00 PM End Location: Home
Tuesday 27 Jun
Hours Worked: 00(H) 00(M) Start Time: N/A Start Location: N/A End Time: N/A End Location: N/A
Wednesday 28 Jun
Hours Worked: 00(H) 00(M) Start Time: N/A Start Location: N/A End Time: N/A End Location: N/A
Thursday 29 Jun
Hours Worked: 00(H) 00(M) Start Time: N/A Start Location: N/A End Time: N/A End Location: N/A
Friday 30 Jun
Hours Worked: 00(H) 00(M) Start Time: N/A Start Location: N/A End Time: N/A End Location: N/A
Saturday 1 Jul
Hours Worked: 08(H) 00(M) Start Time: 11:00 AM Start Location: Home End Time: 07:09 PM End Location: Home
Workweek Total: 12(H) 00(M)



REVIEWING HOURS TO APPROVE/REJECT

Live-in Provider

Workweek 1
Sunday 27 Aug
Hours Worked: 05(H) 00(M)
Monday 28 Aug
Hours Worked: 08(H) 00(M)
Tuesday 29 Aug
Hours Worked: 08(H) 00(M)
Wednesday 30 Aug
Hours Worked: 04(H) 05(M)
Thursday 31 Aug
Hours Worked: 04(H) 00(M)
Friday 1 Sep
Hours Worked: 00(H) 00(M)
Saturday 2 Sep
Hours Worked: 00(H) 00(M)
Workweek Total: 29(H) 0(M)

- Only the number of hours worked per day for the workweeks will be shown
- To review the timesheet, check that the number of daily hours and the total hours for the workweek are correct

REVIEWING HOURS TO APPROVE/REJECT

- You will see
 - Hours worked per day
 - Time the provider started work
 - Where the provider started their workday
 - Time the provider stopped work
 - Where the provider ended their workday
 - Total hours worked in the workweek

Non-Live-in Provider

Workweek 1				
Sunday 25 Jun				
Hours Worked: 00(H) 00(M)	Start Time: N/A	Start Location: N/A	End Time: N/A	End Location: N/A
Monday 26 Jun				
Hours Worked: 04(H) 00(M)	Start Time: 01:00 PM	Start Location: Home	End Time: 04:00 PM	End Location: Home
Tuesday 27 Jun				
Hours Worked: 00(H) 00(M)	Start Time: N/A	Start Location: N/A	End Time: N/A	End Location: N/A
Wednesday 28 Jun				
Hours Worked: 00(H) 00(M)	Start Time: N/A	Start Location: N/A	End Time: N/A	End Location: N/A
Thursday 29 Jun				
Hours Worked: 00(H) 00(M)	Start Time: N/A	Start Location: N/A	End Time: N/A	End Location: N/A
Friday 30 Jun				
Hours Worked: 00(H) 00(M)	Start Time: N/A	Start Location: N/A	End Time: N/A	End Location: N/A
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Workweek Total: 12(H) 00(M)				



REVIEWING HOURS TO APPROVE/REJECT

Provider Name

Pay Period - Payment Type
Dec 16, 2023 - Dec 31, 2023 | IHSS ▾

Timesheet Number: 4167098211

Workweek 1	▾
Workweek 2	▾
Workweek 3	▾

Timesheet Total: 105(H) 00(M)

[Approve Timesheet](#) [Reject Timesheet](#)

- After reviewing the first workweek, continue expanding and reviewing each workweek until you have reviewed the hours being claimed for the entire pay period

REVIEWING HOURS TO APPROVE/REJECT

- If the timesheet is correct, you can click on the Approve Timesheet button

Workweek 3

Timesheet Total: 12(H) 00(M)

Approve Timesheet

Reject Timesheet

- If there are any errors, you can click on the Reject Timesheet button

TO APPROVE A TIMESHEET

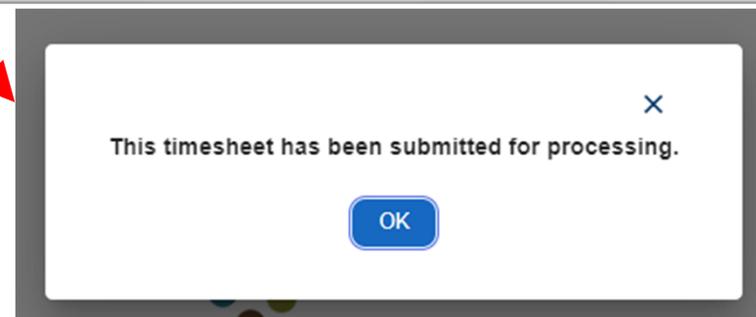
- When approving a timesheet, check:
 - Provider name is the correct one
 - Timesheet period is the one you would like to approve
 - Read message and check mark the box to agree
 - Click “Electronically Sign Timesheet & Submit for Payment”
 - Finish by clicking on “OK”

Please electronically sign **JANE DOE** timesheet for 12/16/2023 - 12/31/2023.

I declare that the information on this timesheet is true and correct. I understand that any false claim may be prosecuted under Federal and State laws and that if convicted of fraud, I may be subject to civil penalties

I, YOUR NAME, agree to the terms above.

Electronically Sign Timesheet & Submit for Payment Cancel and Return to Timesheet



TO REJECT A TIMESHEET

- When rejecting a timesheet, check:
 - Provider name is the correct one
 - Timesheet period is the one you would like to reject
 - Check mark the box to confirm the rejection
 - Click “Reject Timesheet”

The screenshot displays a web interface for rejecting a timesheet. At the top, a blue header reads "Reject Timesheet". Below it, a message states: "Please select the checkbox below to confirm that you want to reject JANE DOE IHSS electronic timesheet for 12/16/2023 - 12/31/2023." A checkbox is checked, with the text "I, Name confirm that I want to reject this timesheet." To the right, there are two buttons: "Reject Timesheet" and "Cancel". A red arrow points from the "Reject Timesheet" button to a modal dialog box. The dialog box has a close button (X) in the top right corner and contains the text "Timesheet has been rejected." with an "OK" button below it.

TO REJECT A TIMESHEET

- Provider will be notified by email that their timesheet was rejected
 - You should notify the provider specifically why their timesheet was rejected so they can fix it and resubmit it to you
- Once your provider has corrected their timesheet and resubmitted it to you, go back into the ESP to review and approve it

CONGRATULATIONS!



- You now know how to review and approve or reject provider timesheets.
- Watch the "Hire a Provider" video to learn more about:
 - Adding providers to your case so they can complete timesheets and receive payment

If you have questions or issues with the ETS or timesheets, call the ETS Helpdesk:

(866) 376-7066, Option 1



Public Authority Services

by Sourcewise

PUBLIC AUTHORITY
SANTA CLARA COUNTY

www.pascc.org

