

WE'RE IMPROVING TO SERVE YOU BETTER

As part of our on-going effort to improve our delivery of service and technology, we are undergoing a significant upgrade to our computer system for the In-Home Supportive Services program. On July 30, 2012, DESS will be piloting this new computer system, Case Management and Payrolling System II (CMIPS II). Our end goal is to increase our ability to support you by providing our staff with more tools and more up-to-date information.

Two of the key changes in CMIPS II are in the processing of timesheets. The CMIPS II timesheet must now be completed in hours and minutes (the previous system required IHSS providers to complete in hours and decimals). In addition, the timesheet will now be mailed by the IHSS provider to a timesheet processing center in Chico, CA.

To assist with this transition, the California Department of Social Services will staff a Provider Timesheet Status Help Desk to answer CMIPS II timesheet status questions. Questions not related to the status of the provider timesheet will be referred back to the county. The types of questions they will be able to answer include:

- Has a timesheet been received at the processing center
- Has a timesheet been processed
- Has timesheet been rejected (unreadable or missing signatures are examples of why a timesheet may be rejected. If a timesheet is rejected, a new timesheet must be submitted.)
- Has a warrant (check) been issued

While we do not anticipate any challenges, we know that these types of transitions sometimes come with a short learning curve; so we ask in advance for your understanding and support as we make this change.

We appreciate your patience!

To access the Provider Timesheet Help Desk, call 1-866-776-0930.