

WAIVER PERSONAL CARE SERVICES (WPCS) PROVIDER INFORMATION

Welcome to the WPCS program! This guide provides essential information and resources to support you in your role as a WPCS care provider. Please review this important information as it will help you to be a successful WPCS provider and avoid issues regarding payments, overtime violations, and etc. Additional information, including details for the information below, can be found in the WPCS Frequently Asked Questions (FAQ):

[https://www.dhcs.ca.gov/services/ltc/Pages/Waiver-Personal-Care-Services-\(WPCS\)-Frequently-Asked-Questions-FAQ.aspx](https://www.dhcs.ca.gov/services/ltc/Pages/Waiver-Personal-Care-Services-(WPCS)-Frequently-Asked-Questions-FAQ.aspx).

What is WPCS?

WPCS is a service provided through the Home & Community-Based Alternatives (HCBA) Waiver. WPCS assists waiver members with gaining independence with the activities of daily living (ADLs), preventing social isolation, and assists waiver members with maintaining independence in their home and community.

Provider Responsibilities

WPCS providers are responsible for adhering to all applicable federal and state requirements and guidelines, submitting timesheets timely and correctly, ensuring to stay within the provider daily/weekly hourly limits, following the member's care plan, and ensuring the health and safety of the member.

How to Access Timesheets

- After the provider has enrolled as an In-Home Supportive Services (IHSS) provider and the HCBA Waiver Agency submits a WPCS provider enrollment request to the Department of Health Care Services (DHCS) the provider will be enrolled as a WPCS provider and added to the payroll system. Initial timesheets will be issued electronically and will be available in the online e-portal called the IHSS Electronic Services Portal (ESP). Both the WPCS member and provider must agree to use the ESP.
- Providers must register for the ESP to receive e-timesheets at: <https://www.etimesheets.ihss.ca.gov/login>. If assistance is needed with registration or timesheets, you may call the IHSS Service Desk at 1 (866) 376-7066.
- Providers are required to register for direct deposit to receive paychecks or a pay card to have their paychecks automatically deposited into a bank account or loaded onto a pay card of their choice. Please use this link for additional information: [Direct Deposit](#). Additional information regarding direct deposit, including Frequently Asked Questions (FAQ) can be found [here](#).

Workweek and Pay Period Information

- Providers who exceed the weekly limits will receive an overtime violation and may result in the provider being terminated. See below for additional information: Overtime Violations.
- WPCS providers who work for one member: can work no more than 12 hours in a day, up to a total of 70 hours and 45 minutes of WPCS and IHSS combined in one workweek, with a limit of no more than 283 hours worked in a month.
- WPCS providers who work for 2 or more members: can work no more than 12 hours in a day, up to a total of 66 hours of WPCS and IHSS combined in one workweek, with a limit of no more than 283 hours worked in a month.
- Providers cannot work more hours than these limits unless they have an approved overtime exemption. See below for additional information.
- A workweek begins at 12:00 a.m. on Sunday and ends at 11:59 p.m. the following Saturday.
- There are two work periods each month. The first work period is from the 1st day of the month to the 15th of the month. The second work period is from the 16th of the month to the last day of the month. One payment will be issued for each work period that a provider submits a timesheet for.
- WPCS timesheets must be submitted by providers after the end of each work period. Timesheets submitted prior to the end of the work period will be held until the end of the work period. Please submit your timesheets as soon as possible after the workweek has completed. Not submitting timesheets timely may result in payment issues and/or delays.
- Hospitalizations: If the member you care for is hospitalized, their IHSS may be suspended or deactivated, which will also result in the temporary deactivation of your status as their provider. Members who are hospitalized or admitted to other healthcare facilities may be terminated from IHSS because IHSS is only available to members residing at their home. If this happens you should notify the member's assigned HCBA Waiver Agency as soon as you can after they are discharged from the healthcare facility as you will be unable to claim time worked or be paid until DHCS reactivates you as a WPCS provider. Note, the member's IHSS must be reactivated before WPCS providers can be reinstated.

WPCS Provider Hourly and Overtime Pay

- The WPCS provider hourly pay rate is the same as the local county's IHSS provider hourly pay rate.

- Overtime is paid for the authorized hours a provider works over 40 hours in a workweek, regardless of how many Medi-Cal members the provider serves. This total includes both IHSS and WPCS hours worked.
- The overtime hourly pay rate is one and a half times the regular hourly pay rate.
- The HCBA Waiver requires that any members authorized for more than 360 hours of combined IHSS/WPCS care must have 2 or more providers and/or have an approved overtime exemption.
- An overtime exemption allows providers to work and be paid up to 12 hours per day, for a total of 360 hours per month of IHSS and WPCS combined, not to exceed the member's monthly authorized hours.
- Members/providers may request an overtime exemption by working with their assigned HCBA Waiver Agency to complete and submit a [Waiver Personal Care Services \(WPCS\) Workweek Overtime Exemption Request \(DHCS 2279\)](#) to DHCS.

Overtime Violations

- First Violation: A violation notice and dispute rights will be mailed to the WPCS provider. A copy of the violation notice will also be mailed to the WPCS member.
- Second Violation: A violation notice, dispute rights, and training packet will be mailed to the WPCS provider. A violation notice will also be mailed to the WPCS member. The WPCS provider has a one-time option to review the training material and return the training completion form to DHCS in order to remove their second violation.
- Third Violation: A violation notice, and State Administrative Review rights information will be mailed to the WPCS provider and WPCS member. The WPCS provider will be suspended from WPCS and IHSS for 90 days.
- Fourth Violation: A violation notice and State Administrative Review rights information will be mailed to the WPCS provider and WPCS member. The WPCS provider will be terminated from WPCS and IHSS for one year.
- Violations may be disputed. It is important that providers review the violation notice as they are responsible for following the directions on the notice to dispute violations within the timeframes provided.
- Violations remain on providers record across calendar years, however, the number of violations a provider has will be reduced by one each year they do not receive another violation as an active provider.
- Additional information can be found in the [WPCS FAQ](#).

Sick Leave

- Sick leave claims can be submitted via the [Electronic Service Portal \(ESP\)](#).

WPCS Provider Employment Verification

- WPCS members and providers can obtain a WPCS employment verification by submitting a request within the [Electronic Service Portal \(ESP\)](#).
- Third party requests, including those from lenders, must submit a completed [In-Home Supportive Services \(IHSS\)/Waiver Personal Care Services \(WPCS\) Employment/Wage Verification Request Form \(SOC 2301A\)](#) to DHCS via fax at (916) 552-9149 or via email at HCBAAlternatives@dhcs.ca.gov. Please allow at least 5 business days for the request to be processed.

Additional Resources

- The IHSS Provider Resources site contains valuable information, much of which applies to WPCS providers, such as: the IHSS provider enrollment process, timesheet processing, direct deposit, ESP information, and more. IHSS provider resources can be found at: <https://www.cdss.ca.gov/inforesources/cdss-programs/ihss/ihss-provider-resources>.
- The WPCS program site, which includes the WPCS FAQ and other WPCS information, can be found [here](#).
- Frequently Asked Questions about Payments Issued by the State Controller's Office can be found [here](#).
- Information regarding filing HCBA grievances can be found [here](#).

Contact Information

- Providers should contact their assigned HCBA Waiver Agency case manager with any HCBA/WPCS questions. The list of Waiver Agencies and links to their websites can be found [here](#).
- IHSS Service Desk for Providers & Members: (866) 376-7066.
- Contact IHSS if you have IHSS related questions regarding provider enrollment, eligibility, effective date issues and for IHSS timesheets. Local IHSS county contact information can be found at: <https://www.cdss.ca.gov/county-offices>.
- DHCS WPCS Hotline: Monday through Friday 8:00 a.m. to 5:00 p.m. 916-552-9214.

By signing here, the provider acknowledges that they have reviewed this information and understand their responsibilities.

Printed name of the individual signing:	
WPCS Provider Signature:	Date

By signing here, the Waiver Agency representative acknowledges that they have provided this information to the person listed above.

Printed name of the individual signing:	Title
HCBA Waiver Agency Representative Signature:	Date