

HEMOCARE 4-1-1

From PASC's Provider Services Department
Year III, Issue 7, March 7, 2022



**PERSONAL ASSISTANCE
SERVICES COUNCIL**
Supporting and Enhancing Independence

Travel Time Pay for IHSS

IHSS providers who travel between more than one client on the same day are eligible to be paid for the time spent travelling between the two clients, up to 7 hours per workweek.

Travel time does not include the time it takes a provider to travel from their own home to the location where they provide services for a recipient or back home after the work is completed. Providers will get paid for actual travel time regardless of the method of travel used (driving a car, taking public transit, walking, riding a bicycle). The cost of the travel (gas, bus fare, etc.) is not paid.

Providers are responsible for keeping track of their travel time each week and reporting it on the travel claim form. The maximum amount of time a provider can be paid for travel is 7 hours per week. [Reporting more than 7 hours a week in travel time will result in a program violation.](#) Travel time does NOT count towards a provider's maximum weekly hours.

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**Great
News!**

CalSavers Retirement Savings Program

This is a new **optional** retirement program designed for all California individuals, including IHSS/WPCS providers, which offers automatic employment retirement contribution options. All IHSS/WPCS providers, including live-in providers, can choose to enroll in the CalSavers Retirement Savings Program to save their earnings for retirement. Enrollment and access to an individual's account is available online, over the phone, or through an app. Multilingual support and materials are available, as well.

For more information, to sign up, and ongoing support, providers can visit www.calsavers.com or call the CalSavers Help Desk at (855) 650-6918, Monday to Friday, from 8:00 am to 8:00 pm PST.



PASC HOMECARE REGISTRY

PASC operates a Registry that “*matches*” IHSS consumers and providers.

Registry Requirements for Consumers

- Be a current IHSS consumer in Los Angeles County
- Submit a completed Registry Application Form, along with a signed Participant’s Rights, Responsibilities and Release Agreement
- Comply with IHSS and PASC Registry policies and procedures

If you are a recipient who needs to find an IHSS provider, or you know of a recipient who is looking for an IHSS provider, simply call (877) 565-4477 and press option #1, or email your request to Info@pascla.org

Registry Requirements for Providers

- Submit a completed Registry Application Form, along with a signed Participant’s Rights, Responsibilities and Release Agreement
- Submit valid proof of identity, and be authorized to work in th US
- Meet state requirements for IHSS providers—which include passing a criminal background investigation as administered by the state Department of Justice
- Comply with IHSS and PASC Registry policies and procedures

Reminder for Registry-Approved Providers

If you are a Registry-approved provider and you are looking for work, you must update your availability for work at least once every 30 days. If you have found work and don’t need to be referred to other recipients, please call or send a message to the Registry, indicating that you are not available to work for other recipients.

You can update your availability online by going to <https://la.ihsspa.org> and following the login and updating instructions. You also can update your availability for work by calling 877-565-4477, option 2, and option 2 again.

PROVIDER SERVICES DEPARTMENT

This department focuses on helping IHSS providers with background check-related inquiries, trainings, Essential Protective Gear (EPG) distributions, and provider-specific activities. To reach the Provider Services Department, please dial (877) 565-4477, press 2 and then 4.



PASC Back-Up Attendant Program

This program provides short-term homecare assistance to eligible IHSS recipients when the recipients' regular homecare providers are unable to work due to an *unplanned or unexpected* event. Eligible recipients are consumers who receive at least 25 hours per week of personal care services (i.e., tasks such as *bathing, grooming, lifting & transferring, paramedical services* and *protective supervision*).

Provider requirements:

1. Approved to do IHSS work and for PASC Registry
2. Working fewer than 35 IHSS hours per week
3. Have a Home Health Aide, Nursing Assistant, or Homecare Integration Certificate obtained from the Center for Caregiver Advancement (formerly the Long-Term Care Education Center)
4. Participate in a 1-hour Back-Up Program information meeting
5. Complete and submit Back-Up Program Application Forms

Provider applicants who do not have a certificate under item #3 can opt to take PASC's 8-Hour Online Training when the training is available.

Back-Up providers are paid \$19.00/hour in Los Angeles County. For additional information about the Back-Up Program, please call us at the number listed below.

(877) 565-4477, press 2 and then 4

PROVIDER SERVICES DEPARTMENT...continued

Back-Up Program Information Meetings



Meetings in English

- Wednesday, March 9, 2022, from 3:00 to 4:00 PM
- Friday, March 18, 2022, from 3:00 to 4:00 PM
- Wednesday, March 23, 2022, from 3:00 to 4:00 PM

Meeting in Spanish

- Monday, March 14, 2022, from 3:00 to 4:00 PM

Essential Protective Gear (EPG) Distribution for IHSS



Saturday, March 12, 2022: From 9:00 am to 12:00 noon
Southeast Los Angeles—WorkSource Center (WLCAC)
11101 South Central Avenue, Los Angeles, CA 90059

Saturday, March 19, 2022: From 10:00 AM to 12:30 PM
In collaboration with North Hollywood Home Alliance
St. Matthew's Lutheran Church
11031 Camarillo Street, North Hollywood, CA 91602

In consideration of your fellow homecare providers, please pick up supplies at 1 location only. Have your ID and checkstub ready for review by staff. Do not call these locations.

Provider Forum



"OPEN TABLE TALK"

TUESDAY, MARCH 29, 2022, on ZOOM

From 3:00 to 4:00 PM

Register today at (877) 565-4477, press 2 and then 4

“You have not lived today until you have done something for someone who can never repay you.”

John Bunyan

IMPORTANT TELEPHONE NUMBERS

- | | |
|--|----------------|
| 1. IHSS Helpline | (888) 822-9622 |
| 2. IHSS Provider Self-Service Line | (844) 800-9095 |
| 3. IHSS Application Hotline for Consumers | (888) 944-4477 |
| 4. Personal Assistance Services Council (PASC) | (877) 565-4477 |
| 5. Background Check Inquiries | (877) 565-4482 |
| 6. PASC-SEIU Health Plan for Providers | (855) 727-2756 |
| 7. Long-Term Care Workers Union | (855) 810-2015 |
| 8. Adult Protective Services | (877) 477-3646 |
| 9. Elder Abuse Hotline | (800) 992-1660 |
| 10. To Report Welfare/IHSS Fraud | (800) 349-9970 |

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Send comments or inquiries to: Info@pascla.org

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