

# IHSS Application Process

The applicant or their representative calls **(916) 874-9471** to apply for IHSS.  
A Human Services Specialist will process the application over the telephone.

The Human Services Specialist will

Check if you are on Medi-Cal. If you do not currently have Medi-Cal, a referral will be made on your behalf to the Medi-Cal program and they will send you an application. A Medi-Cal eligibility determination must be completed or your IHSS application will be denied.

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Mail a Health Care Certification (SOC 873) form to you. The SOC 873 must be returned within 45 days and must indicate a need for IHSS or your IHSS application will be denied.

Once your Medi-Cal eligibility is determined and the SOC 873 is returned indicating need for service, your case will be assigned to a Social Worker.

The Social Worker will contact you to schedule an intake assessment interview. This interview will be held at your home.

Once your need for IHSS is determined, a Notice of Action (NOA) will be mailed to you informing you of your case approval or denial.

**Denial**

OR

**Approval**

If denied, you will receive a Denial Notice of Action informing you of the reason for denial.

If approved, you will receive an Approval Notice of Action informing you of the services and number of hours authorized.

**To maintain your IHSS eligibility, your Medi-Cal eligibility must remain active. Please contact Medi-Cal at 1-800-560-0976 directly for annual renewal information.**

Upon receipt of your Approval Notice you will hire a provider. For assistance see the Provider Enrollment and Orientation Checklist or call the IHSS Caregiver Registry at **(916) 874-2888**.

To approve your Care Provider's timesheets you will be automatically enrolled in the Telephone Timesheet System (TTS). To switch to Electronic Timesheets go to [www.etimesheets.ihss.ca.gov](http://www.etimesheets.ihss.ca.gov)

A reassessment interview will be conducted at your home every 12 months to determine your continued IHSS eligibility.