



Avoiding IHSS Program Violations

Starting July 1st, IHSS providers who submit timesheets that exceed their workweek and/or travel time limits will be subject to violations, up to and including termination from IHSS.

What is a violation?

- ✓ Working more than 40 hours in a workweek for a recipient if that recipient is authorized for less than 40 hours in a workweek
- ✓ Working more than your recipients' maximum weekly hours if it results in you working more overtime than you are authorized to work that month
- ✓ Working for more than one recipient and exceeding 66 hours in a workweek
- ✓ Claiming more than seven hours of travel time per workweek

Important: If you do any of the above, you can avoid receiving a violation by getting approval from your local county office before you turn in your IHSS timesheet.

What happens if I get a violation?

Each time an IHSS provider receives a violation, it goes on your record, and both the recipient and the provider receive a notice and appeal rights information. The consequences for each violation escalate like this:

1st Violation

Notice
only

2nd Violation

Notice with option of
avoiding the second
violation by completing
a one-time training on
the new rules

3rd Violation

Notice and
3-month
suspension

4th Violation

Notice and
1-year
termination*

**Terminated providers must reapply and complete all the provider enrollment requirements again if they want to resume work through IHSS after the one-year termination.*

For more information about the new timesheet rules, visit udwa.org/timesheets
If you need help completing your IHSS timesheet or have questions about the new rules or violations,
call the UDW Member Benefits Center at 1-800-621-5016.