

## **FAQ on Medical Accompaniment to COVID Vaccination Appointments**

Beginning March 15, 2021, IHSS recipients aged 16 to 64 are considered eligible to receive COVID-19 vaccine (while those over 65 years of age and older are already eligible to be vaccinated).

Claim Forms are available here [click]: [\[English\]](#) [\[Spanish\]](#) [\[Chinese\]](#)

### **Can IHSS providers claim IHSS hours to accompany their recipients to COVID vaccination appointments?**

- 1. Recipients with Medical Accompaniment already authorized on their case:*  
Their provider can use those service hours for this purpose. But if they need additional time for this purpose, a one-time payment for up to four hours (two hours per vaccine appointment) is allowed per recipient.
- 2. Recipients who do not have authorized time for accompaniment to medical appointments but require this IHSS service to get their vaccine:*  
A one-time payment for up to four hours (two hours per vaccine appointment) is allowed per recipient.

### **Who is eligible for this one-time payment?**

- Provider must be active on the named recipient's case.
- Recipients who are already authorized for the maximum 283 hours (or 195 hours for residual cases) will NOT be eligible for this one-time payment.
- Recipients who are authorized close to the maximum hours will be eligible for up to the maximum hours, for example, for a recipient who is authorized 282 hours, their provider can claim up to 1 hour for accompaniment to a COVID vaccination appointment.

### **For what time period can providers submit claims for?**

Claims received requesting payments for the COVID Medical Accompaniment can be paid retroactively back to January 1, 2021. Claims can only be made after the appointment(s) and not before the appointment(s).

### **Will providers incur a violation if they already claim 66 IHSS hours in a week in addition to this one-time payment?**

No, the hours will NOT be counted toward the provider's weekly working hours and will NOT be paid at an overtime rate.

**How can providers claim payment?**

Providers would complete and have the recipient sign the Claim Form and submit to the county's Public Authority office by one of the following ways:

- Email: PAforms@smcgov.org
- Fax: (833) 285-1128
- Mail: IHSS Public Authority  
P.O. Box 5892  
San Mateo, CA 94402
- Drop off to the Public Authority drop box: 225 37<sup>th</sup> Avenue  
San Mateo, CA 94403

**When will providers receive payment?**

If the claims is approved, payment should be received in 10 business days from the time the claim was received. If direct deposit has been set up on the case, payment will be issued directly to the provider's bank account. Otherwise a check will be issued payable to the provider.