

Provider Services

The Provider Services department includes customer service for providers in the following areas:

- **Health Benefits** – This program is designed for a limited number of IHSS providers who are not eligible for Medi-Cal, Medicare, or other health insurance. Please select the link for additional information including Benefits FAQs.
- **Employment Verifications** – Employment and Income verifications are services provided by the Public Authority, for all San Bernardino County IHSS Providers. All requests must include the provider's social security number and signed release of information.

All requests are completed within 3 business days. You may fax the requests to (909) 386-3071. Click the link for additional information including the employment verification form.

- **Paychecks Customer Service** – Paycheck Customer Service includes information regarding provider timesheets and paychecks. Please click the link for additional information related to timesheets and paychecks. Our toll-free paycheck customer service number is (800) 722-4595.
- **Workers Compensation** – The Public Authority is responsible for processing Workers Compensation claims and authorizing the initial doctor's evaluation for all San Bernardino County IHSS Providers.

IHSS recipients are responsible for reporting work-related injuries to the Public Authority. If you are injured while performing your job-related duties, you must immediately report the injury by calling 1-866-985-6322; or in person by visiting our main office at 600 N. Arrowhead Ave, Suite 100, San Bernardino, CA, 92401.