



BOUNDS Online Provider Enrollment Registration Information

When an In-Home Supportive Services (IHSS) applicant or recipient selects an IHSS provider, his/her IHSS provider will need to complete the provider enrollment requirements within 90 days of starting the process before he/she can be paid for services provided. **Stop here if you do not have an IHSS client and contact the Public Authority (PA) to get a Registry application.**

Important! Carefully read the instructions below for important information on how to complete the provider enrollment requirements and to reduce travel to your local IHSS office or the PA.

New IHSS providers without a BOUNDS account must:

- A. Create an account in the BOUNDS Online Provider Enrollment Portal (BOUNDS) by:
 - Going to the following website:
<https://SanBernardino.BoundsPortal.net/Intake/ProviderEnrollmentForm.aspx>,
 - Accessing BOUNDS from the San Bernardino County Aging and Adult Services website, or
 - Using the Quick Response [QR] code below, and
 - Selecting application type “New Application Provider,” and
 - Completing the provider enrollment form.
- B. Log in to BOUNDS using the Provider Portal Login link, User Name and Password included in the “Invitation to Portal” email sent to you from noreply@jumpfaster.com after enrolling in the BOUNDS portal.



Note: You must use a Google Chrome, Microsoft Edge or Firefox internet browser to access BOUNDS. Remember to review your Spam or Junk email folder for email messages sent by BOUNDS.

After registering in BOUNDS, you must complete the first five (5) enrollment activities within 90 days to be paid as an IHSS provider (refer to the **Action Required** screen in BOUNDS for some of these activities):

1. Complete Fingerprints/Background Check

- Take the enclosed *Request for Live Scan Service (BCIA 8016)* form to one of the locations listed on the *Live Scan Fingerprint Notice (IHSS PA 100)* located in BOUNDS, present valid Photo Identification (ID) and pay the fingerprinting fee.
- Return a copy of the signed BCIA 8016 form to the IHSS office or PA.
- Await a message in BOUNDS to notify you that your fingerprint background results were received from the Department of Justice (DOJ) and you are ready for the next enrollment step.

2. View the IHSS Provider Orientation Videos in BOUNDS

View each entire video to complete each video enrollment activity.

3. Complete the Provider Application Signature Activity to Electronically Sign Provider Enrollment Forms in BOUNDS

- Answer the questions, review and save answers, and then electronically sign New Provider Application Forms, including the *IHSS Program Provider Enrollment Form (SOC 426)*, *IHSS Provider Enrollment Agreement (SOC 846)*, and *IHSS Provider Declaration (DAAS DEC 1)*.
- Acknowledge review and understanding of all provider enrollment handouts in BOUNDS.

See next page for additional steps and instructions.

4. Enroll in an Electronic Timesheet Method (Electronic Services Portal or Telephone Timesheet System) to receive payment

Refer to the *Electronic Visit Verification (EVV) Information for New Providers (PA IHSS Orient 4)* document and **Enrollment in Electronic Timesheets** activity in BOUNDS for instructions on how to enroll.

5. After completing Steps 1-4 above, and once your client is in Eligible status (IHSS case has been approved), return the SOC 426A, and photocopies of your valid government-issued Photo ID and Social Security card (also bring originals for verification) to the IHSS Office or PA

- Have the recipient complete and sign the *IHSS Program Recipient Designation of Provider (SOC 426A)* form, which includes your actual start date.
- Bring photocopies of your valid government issued Photo ID and Social Security card **along with your originals for verification (cannot be laminated or metal)** to the IHSS office, as the IHSS office may not be able to make photocopies for you.
 - As an alternative to photocopies, you may upload a picture of your Photo ID and Social Security card in BOUNDS, but you must still bring **originals** for verification.
 - The name that is printed on your Social Security card will be the name that is printed on your paycheck. If you have questions regarding your Social Security card, contact the Social Security Office (1-800-772-1213) or log onto their website (www.ssa.gov) for information.
- Other documents to bring (if applicable):
 - If you are a minor, bring your Work Permit along with a photocopy.
 - Proof of authorization to work in the United States must be provided if the Social Security Card states "Valid for Employment Only with Department of Homeland Security (DHS) Authorization". Acceptable proof includes a photocopy of your Permanent Resident Card or employment authorization document (Work Permit).

6. Complete Tax Withholding Documents and Send to the State AFTER You are Linked to the Client

- **After you receive a message in BOUNDS** stating you have been linked to the client's case, mail your Employee's Withholding Certificate (W-4) for Federal taxes and Employee's Withholding Allowance Certificate (DE-4) for State taxes to the State at the address below. **The state will reject your W-4 and/or DE-4 if you mail them before you are linked.**
- Review the important information regarding tax withholding below.

Important Information Regarding Tax Withholding

In order to have taxes withheld from your paycheck, you will need to complete and mail the W-4 and DE-4 forms to **IHSS Payroll Management Unit, P.O. Box 1660 West Sacramento, CA 95691-6660**. **Note:** The Employer Identification Number (EIN) is the recipient's Case Number. No corrections or white out are permitted. For assistance completing the W-4 and DE-4 forms, contact your tax professional. Staff will not be able to assist with filling out these forms.

If you have any questions, contact your local IHSS office or the PA. If you will need an interpreter, contact the IHSS office in advance for accommodations.