

ISAS Guide for Participant's

What is the In-Home Supports Assurance System (ISAS)?



- ISAS is a phone-based electronic billing system for Personal Supports Services.
- ISAS records your Direct Support Professional's (DSP) shift start and end times.

Important: Using ISAS does not affect the services you receive

What ISAS means for you:

Your DSP will need to use your phone to clock in and out for all Personal Supports services provided:

- Make sure your phone is easily accessible for the DSP.
- Make sure your phone is fully charged.
- If you are having phone issues, let the DSP know in advance or contact the CCS.

What is an OTP Device?

- A One Time Passcode Device (OTP) is a time-synchronized device issued by your CCS as needed.
- Not all participants will have an OTP device in their homes. They are only used if you don't have a phone for your DSP to use or if you often receive care in the community
- You should keep the OTP device in a place where your DSP can easily access it. Your DSP will need it each time they clock in or out.
- If you have an OTP device it must remain in your possession. Your DSP or agency may never remove the device from your possession.
- If you have questions regarding your OTP or if your DSP took your OTP please contact your CCS.

Need an OTP?
Contact your agency
Administrator

