

**Individual
Provider**



There has been a delay in your new payment system:

- 1. You will *not* begin using the Individual ProviderOne (IPOne) system in January.***
- 2. We won't require you to use the new system until we know it will pay you the correct amount, and pay you on time. Until the new system is ready, continue to use SSPS by mailing or calling in your invoice hours.**
- 3. Watch for new date to be announced soon. We will notify you in three ways:**
 - a. By mail**
 - b. Notice attached to your SSPS invoice**
 - c. Online at: www.IPOne.org**
- 4. To have future IPOne payments made via direct deposit once the system is ready, please use the form in your welcome packet or contact IPOne directly.**
- 5. Questions? Get more information:**
 - a. Online: www.IPOne.org**
 - b. Call Center: 844-240-1526**
 - c. Email pplwaipone-cs@pcgus.com**

Please do not contact SSPS or your client's case manager with questions. They cannot help you with questions about IPOne.

**This message is intended for members of SEIU 775NW and non members who are contracted individual providers*