

# Hints and Tips

Type: FAQ  
Category: Claiming Hours

### Claiming Hours (Also see [www.IPOne.org](http://www.IPOne.org), Payment page)

**Q: I care for my son/daughter/client 24 hours each day. How can I decide what to claim for each day?**

- Use the timesheets to record and claim the authorized, department-paid hours you work each day.
- If you have questions about scheduling department-paid hours, please contact your client's assigned case manager.

**Q: Not everyone has a computer or smart phone. What are these providers to do?**

- Providers may also submit paper timesheets by mail, or by fax. To ensure timely payment, paper timesheets must be received by the deadline, and be complete and correct. Deadlines for mailed timesheets are the 3<sup>rd</sup> and 18<sup>th</sup> of each month. Deadlines for faxed timesheets are the 1<sup>st</sup> and 16<sup>th</sup>.
- Electronic timesheets will be the fastest and best way to immediately correct most errors and receive timely payment. Information is not stored on the device so using a shared computer or friend/family phone or computer may be an option.

**Q: Do IPs still need to keep the paper timesheets?**

- No, not for DSHS purposes. The timesheets are all stored electronically for auditing purposes and clients will no longer need to sign timesheets. IPs may choose to keep a copy for their own record keeping purposes however, it is not required.