



## Important Announcement for Individual Providers

December 2015

Dear Provider:

Individual ProviderOne (IPOne) has been delayed temporarily and will not be ready on January 1, 2016. We will not ask you to use the new system to claim and receive payment until we are confident that it is ready. Until IPOne is ready, you will continue to receive monthly invoices from SSPS and either call in your hours to SSPS or mail your completed invoice to SSPS.

We will let you know when the IPOne system is ready by mailing you a notice directly and by including information with your SSPS invoice(s). We will also post updates on [www.ipone.org](http://www.ipone.org). In the meantime, please check your information in the IPOne portal to be sure it is correct, or return the Information page you received in your Welcome packet, or you may contact the IPOne Call Center at 1-844-240-1526. If you have already registered for IPOne, you will not need to register again.

Also, continue to read the training materials you received in the mail, attend an optional, in-person training, and use the training material online at <http://www.publicpartnerships.com/watraining/>.  
**NOTE:** The optional in-person IPOne trainings scheduled for January 2016 have been cancelled. Additional training will be scheduled soon.

If you have questions about the delay or about IPOne, please check the IPOne website at [www.IPOne.org](http://www.IPOne.org). You can also contact the IPOne call center at 1-844-240-1526, or email IPOne at [pplwaipone-cs@pcgus.com](mailto:pplwaipone-cs@pcgus.com). Remember, we will not introduce the new system until it is ready.

Sincerely,

The IPOne Project Team

