



The way you get paid is changing!

What is changing?

In early 2016, individual providers will begin using **Individual ProviderOne (IPOne)** to report the hours worked. You will no longer use the Social Service Payment System (SSPS) to claim your IP hours.

What is different? You will be able to:

- Submit timesheets online using your personal or borrowed
 - Computer
 - Tablet
 - Smartphone
- Submit timesheet by toll free fax
- Submit timesheet by mail*
- Receive payment by direct deposit, debit card or paper check

Where can I find a fax machine?

- Grocery store/convenience store
- Tribal center
- Library

What are new payment deadlines?

- You must submit your timesheet the day after the pay period ends (Timesheets received after deadline will be paid in the next pay period more than 14 days later)

How can I prepare?

- Watch for and read the updates that you will receive attached to your SSPS invoices.
- Return forms you receive in your Welcome Packet, or make changes to your personal information in the IPOne (Better@Work) portal online. You may link to the portal from www.ipone.org
- Learn to use Individual ProviderOne. You will receive training packets in the mail in late 2015 or early 2016.
 - Online
 - Printed
 - In-person -- Your training packet will include a schedule of in person training opportunities.

Questions?

- Website: www.IPOne.org
- Email: pplwaipone-cs@pcgus.com
- The IPOne Call Center will begin receiving calls on November 2, 2015. The Toll Free Phone number is: **844-240-1526**. For a list of multi-language phone numbers, please visit www.ipone.org

SSPS cannot answer any questions about the new payment system.

Pay Period Example

Individual ProviderOne			
Example Pay Period	Faxed and online timesheets must receive by...	Mailed timesheets must be received by....	Payment Date
March 1-15	March 16	March 18	April 1
March 16-31	April 1	April 3	April 16
April 1-15	April 16	April 18	May 1

***Mailing a paper timesheet may delay payment! If you cannot submit your timesheet online, locate a nearby fax machine now.**

*This information is intended only for members of SEIU775 NW