

Hints and Tips

Type: Provider
Category: Timesheet

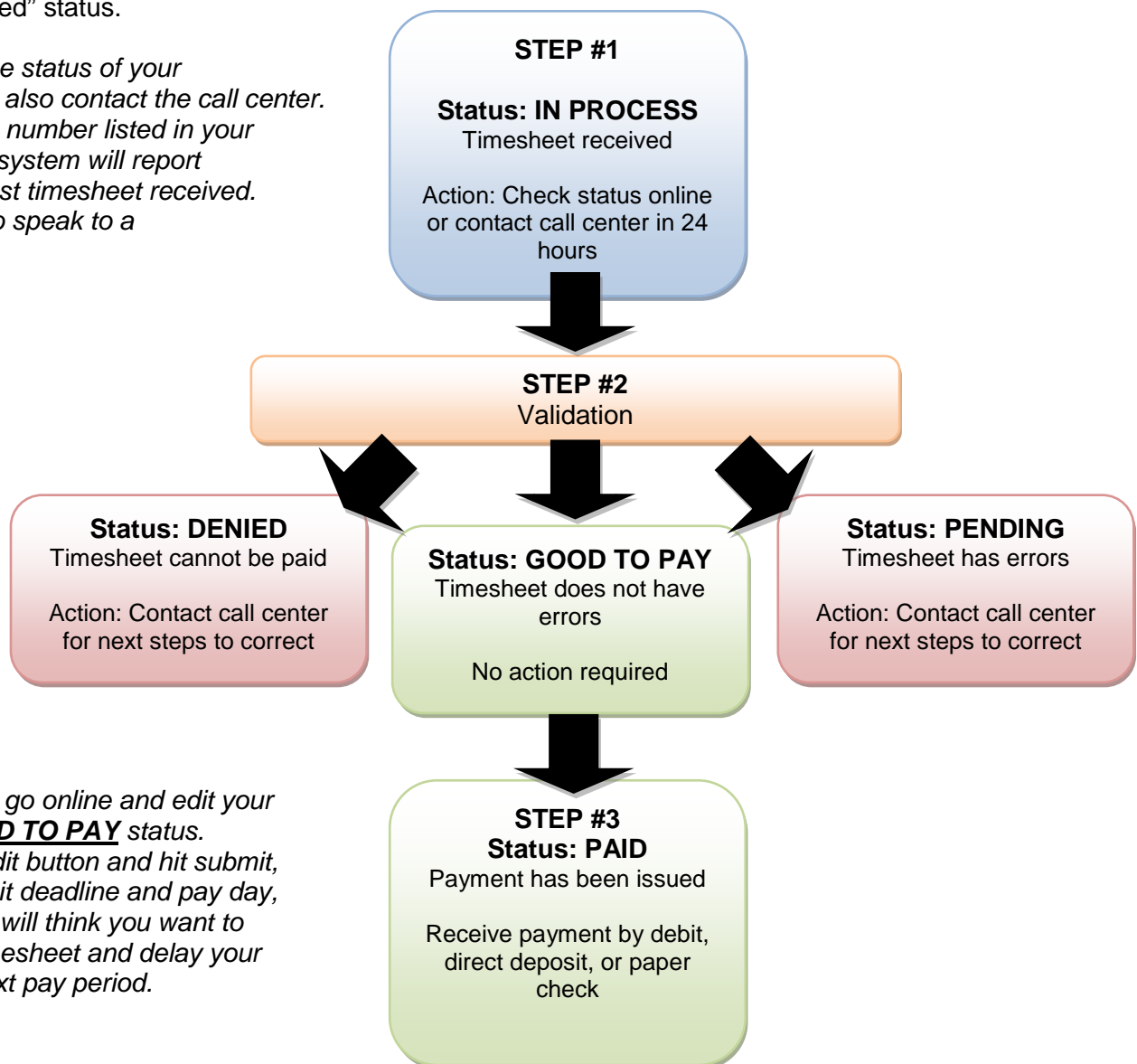
Individual Providers can look up their timesheet status and find payment information in IPOne. Refer to the IP training packet for step by step instructions are found at:

<http://www.publicpartnerships.com/programs/washington/ipone/index.html>.

On the Timesheet menu in IPOne you can view the status of your timesheet. This will tell you if there is any action needed on your timesheet, or if your timesheet is ready to be paid in the next payroll cycle.

Timesheet processing happens in three steps after the timesheet is mailed or faxed AND received by IPOne. Each step below shows a timesheet status and the related action for a provider to correct a timesheet with a "Pending" or "Denied" status.

NOTE: To learn the status of your timesheet you can also contact the call center. If you call from the number listed in your IPOne profile, the system will report the status of the last timesheet received. You do not have to speak to a call center agent.



CAUTION: Do not go online and edit your timesheet in GOOD TO PAY status. If you select the edit button and hit submit, between the submit deadline and pay day, the IPOne system will think you want to reprocess your timesheet and delay your payment to the next pay period.