

Hints and Tips

Type: Provider

Category: All

What do you need help with?	Who can help?	How can you get the most from their help?
<ul style="list-style-type: none"> • Logging in or resetting passwords • Using the IPOne web page • Accessing timesheet training or Hints and Tips • Understanding timesheets, payments, and payment deductions. • Payment options (direct deposit, debit card, and paper check) • Returned, lost or stolen checks • Address change • Getting answers to other questions 	<p>IPOne PPL: Washington SeaTac Multi-language Call Center</p> <p>The call center is made up of 50 bilingual staff who assist providers all over the state. They are experts regarding system logins, timesheets, and using other features in IPOne.</p> <p>Email pplwaipone-cs@pcqus.com or by phone at 844-240-1526</p> <p>News and Information: www.ipone.org</p>	<ul style="list-style-type: none"> • View the IPOne training materials prior to calling for assistance • Ask questions about the items they can help with and direct other questions to the appropriate area <p>Training: http://www.publicpartnerships.com/programs/washington/ipone/index.asp</p>
<p>Understanding:</p> <ul style="list-style-type: none"> • The CARE assessment process • Authorized services and care plans • Authorization errors • Client responsibility • Client functional and financial eligibility. • The contracting process and background checks. • Overpayments 	<p>Your client's case worker</p> <p>There are approximately 1200 case workers throughout Washington state. Case workers prepare client assessments, develop service plans, and authorize services to ensure each client lives successfully in the least restrictive environment. Case worker contact numbers are found at the bottom of the authorization letters mailed to each provider. Case workers will also direct you to the correct contracting person in your area to answer contracting and background questions.</p>	<ul style="list-style-type: none"> • Ask questions about the items they can help with and direct other questions to the appropriate area • Direct your questions about IPOne, timesheets, payment, and navigation to the IPOne Call Center
<ul style="list-style-type: none"> • Union questions (dues, membership, etc.) • Caregiver training • Health Benefits 	<ul style="list-style-type: none"> • SEIU 775 Member Resource Center 866-371-3200 or mrc@seiu775.org • Training Partnership Student Support Student.support@myse iubenefits.org 	<ul style="list-style-type: none"> • Ask questions about the items they can help with and direct other questions to the appropriate area
<ul style="list-style-type: none"> • Caregiver certification 	<ul style="list-style-type: none"> • Department of Health, Home Care Aide Credentialing Coordinator 360-236-2700 	
<ul style="list-style-type: none"> • Caregiver testing 	<ul style="list-style-type: none"> • Prometric 800-324-4689 or WAHCA@prometric.com • How to get started www.prometric.com/washington 	

**Individual
Provider**



**IPOne PPL
Washington SeaTac Multilanguage Call Center**

English: 844-240-1526

TTY: 800-360-5899

Email: pplwaipone-cs@pcgus.com

News and Information: www.ipone.org

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

Arabic	العربية	معلومات لاصتالاتنا اجراء IPOne نع لي صرافتنا تفرعنا:	844-885-6915
Cambodian	ខ្មែរ	ចំពោះសំណួរអំពីការហៅតាមទូរស័ព្ទ IPOne :	844-240-1524
Cantonese	廣東	有關 IPOne 的問題, 請撥打客服电话	844-240-1525
English	(English)	For questions about IPOne call:	844-240-1526
Korean	한국어	IPOne 호출에 대한 질문의 경우 :	844-240-1527
Laotian	ລາວ	ສໍາລັບຄໍາຖາມກ່ຽວກັບການເສີມ IPOne :	844-240-1528
Mandarin	普通话	有关 IPOne 的问题, 请拨打客服电话	844-240-1529
Russian	русский	По вопросам IPOne вызова:	844-240-1530
Somali	Somali	Wixii su'aalo ah oo ku saabsan IPOne wac:	844-240-1531
Spanish	Español	Para preguntas acerca de la llamada IPOne:	844-240-1532
Tagalog	Tagalog	Para sa mga katanungan tungkol sa IPOne call:	844-240-1535
Ukrainian	український	З питань IPOne виклику:	844-240-1533
Vietnamese	tiếng Việt	Nếu quý vị có câu hỏi về IPOne vui lòng gọi:	844-240-1534