

**Individual
Provider**



ONLY 2 MORE MONTHS OF IP PAYMENTS FROM SSPS!

STEP 1: YOU HAVE RECEIVED AN IMPORTANT PACKET IN THE MAIL THAT INCLUDES:

- *A form you will use to tell IPOne that your information is correct (name, address, etc.)
- A welcome letter with information about the new system
- Phone numbers for the IPOne call center available in 13 languages
- Basic written training materials
- *Direct Deposit forms

***Return forms by mail, fax, go online or call the call center**

STEP 2: CHOOSE YOUR PAYMENT METHOD NOW:

You have new options for how you get paid: direct deposit, debit card, or paper check.

- If you get a paper check, you will continue to get a paper check
- If you have direct deposit you must submit a new EFT form by 12/31/2015 to keep your direct deposit. Otherwise, you'll receive payment on a new debit card.

STEP 3: GET TRAINED

Training materials that explain how use IPOne have been mailed. Review the options and choose how you want to learn about the new system. Don't wait until it's time to be paid!

STEP 4: HOW CAN I LEARN MORE?

- Log into your IPOne account at www.IPOne.org. Check the website regularly to learn more about the coming change.
- Email: IPCommunications@hca.wa.gov
- Fax: [1-855-901-6904](tel:1-855-901-6904)
- Call the call center at 844-240-1526. For a list of multi-language phone numbers, please visit www.ipone.org

HERE'S WHAT PROVIDERS SAY ABOUT THE NEW PAYMENT SYSTEM

"Online billing is the easiest way to be paid!"

"It is easy to make mistakes when using paper timesheets, which can delay getting paid."

"In person training makes it easy to learn to bill online."

"The mobile app is easy to use."

Please do not contact SSPS or your client's case manager with questions. They cannot help you with questions about IPOne.

**This message is intended for members of SEIU 775NW*