

**Individual
Provider**



ARE YOU READY? ONLY 3 MORE MONTHS OF IP PAYMENTS FROM SSPS!

(This communication is meant only for providers who are members of SEIU775 NW)

COMING NEXT MONTH!

- You will receive an important packet in the mail that includes:
 - A form you will use to tell IPOne that your information is correct (name, address, etc.).
*****Update your information online or return the form by mail*****
 - 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.
*****Complete online or mail in paper forms*****
- If you have direct deposit now but do not fill out the new forms by December 31st, you will receive your pay on a debit card.
- If you get paper checks now, you will continue to get paper checks unless you request debit card or direct deposit.

Payment Schedule Example: **

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

** Beginning with the January 2016 pay periods, telephone claiming (IVR) will no longer be an option. A third payment cycle will be available in January 2016 to assist providers through the first month of using the new system. More information to come.

Where can I learn more?

- Regularly visit our website at www.IPOne.org to:
- Email: IPCommunications@hca.wa.gov

Please do not contact SSPS; they cannot answer your questions about the new system. Starting Nov. 2nd, you can call the IPOne call center 1-844-240-1526 if you have questions.