

Public Partnerships, LLC
Attention: WA IPOne
7776 S. Pointe Parkway, Ste. 150
Phoenix AZ 85044



{System Date}

{Provider Name}
{Address 1}
{Address 2}
{City State Zip+4}

RE: Authorization Number: {Authorization ID}
{Client Name} Client ID: {Client ID}
Service Code(s): {Service code # - definition}, {Service code # - definition}, {Service code # - definition}

Dear {Provider Name}:

In March, you will change from using SSPS to claim the hours you are authorized to provide care to using Individual ProviderOne (IPOne). Enclosed are paper timesheets that you may use to report your hours worked starting March 1, 2016. You can also report online your hours worked, or use the IPOne mobile app available for free in your smartphone app store. *The online and mobile app are the faster, more user-friendly methods of reporting your hours worked.*

You should have received details about this change in a Welcome Packet that was sent to you in early November. In mid-November, you should also have received training materials in the mail.

Please call Public Partnerships Limited (PPL) at {PPL Telephone Number} if you:

- Do not have your Welcome Packet,
- Do not have your IPOne training materials, or
- Have questions about how to complete the timesheets (paper, online or mobile app)

PPL can also help you with questions about how to change the way you get paid (e.g., paper check, direct deposit, or debit card). Their number is {PPL Telephone Number}.

Information about the services and hours you have been authorized are in {client's name} CARE plan. Please call {client's name}'s case manager if you have questions about the CARE plan, authorized services, authorized hours, or the dollar amount that {client's name} is responsible to pay you each month. Please direct all other questions to PPL.

{PPL}
{PPL Telephone Number}
{Portal URL}



Paper Timesheets Tips

1. Before you start filling out your paper timesheet, locate your most recent client authorization letter(s).
2. Use your Individual Provider Training Manual as a guide.
3. PTO (Paid Time Off) hours are found online or on your most recent pay stub.
4. Call the IPOne call center if you have questions or concerns about your timesheet (1-844-240-1526)
5. **Your payment can be delayed or denied if your paper timesheet is not completed correctly or not received on time.** The most common paper timesheet problems are described below.

DO	DO NOT
Do fill out the timesheet carefully and clearly. Complete all required fields. Write neatly so the timesheet can be read by the scanner.	Do NOT cross out mistakes or write over previously written numbers to make corrections. Use a new, clean timesheet.
Do use black ink to mark an “x” for each authorized task you provide. Example: <input checked="" type="checkbox"/> Your assigned tasks are bolded on your paper timesheet.	Do NOT use check marks or fill in the boxes with black marks. Example: <input checked="" type="checkbox"/> or <input type="checkbox"/> Do NOT use light colored ink to fill out your timesheet.
Do leave boxes blank on the days you did not provide service.	Do NOT enter dashes into blank boxes to indicate you did not provide service.
Do claim for services you provided based on your authorization letter and client’s care plan.	Do NOT bill for time periods outside the date range listed on your authorization letter, or for time periods outside the dates authorized by the case manager.
Do submit your paper timesheet the day after each pay period: the 16 th and the 1 st of each month.	Do NOT add future dates to your timesheet.
Do fill out your timesheet for only one pay period at a time.	Do NOT overlap pay period dates on the same timesheet. Example: Using dates 1, 3, 5, 16, 25 on the same timesheet will deny. Use one paper timesheet for 1, 3, and 5. Use another paper timesheet for the 16 and 25.
Do mark <input checked="" type="checkbox"/> for each authorized task provided on each date you provide service. Your authorized tasks are bolded on your paper timesheet.	Do NOT mark tasks not listed on your client’s care plan. Do NOT write additional notes on your timesheet.
Do mark authorized tasks and hours provided on the same days you claim miles.	Do NOT claim miles on days you do <i>not</i> provide service and an authorized task.
Do use separate paper timesheets for each of your clients and for each separate service you provide. Example: For 2 clients use 2 paper timesheets. For one client with two services use 2 paper timesheets.	Do NOT use the same paper timesheet for two separate clients. Do NOT use one paper timesheet for one client who has two separate services.
Do sign your timesheet prior to mailing or faxing.	Do NOT forget to sign your timesheet. It will not be processed.
Do fax OR mail your paper timesheet. Do make sure to follow the fax machine instructions on which direction to fax your timesheet. The fax number is listed on your timesheet.	Do NOT fax your timesheet to any other fax number not listed on your timesheet. Do NOT fax your paper timesheet the wrong direction. If the fax comes through in the wrong direction, it could prevent us reading it and from notifying you.
Mailed paper timesheets are sent to: Public Partnerships LLC/Individual ProviderOne P.O. Box 98698 Seattle, WA 98198.	Do NOT mail your timesheet to any other address. It will not be processed. Do NOT email your timesheet. It will not be processed.

The online system and mobile app are the faster, more user-friendly methods for reporting your hours.