SEIU Leadership Conference 2016: Individual ProviderOne Payment System Presentation Questions and Answers

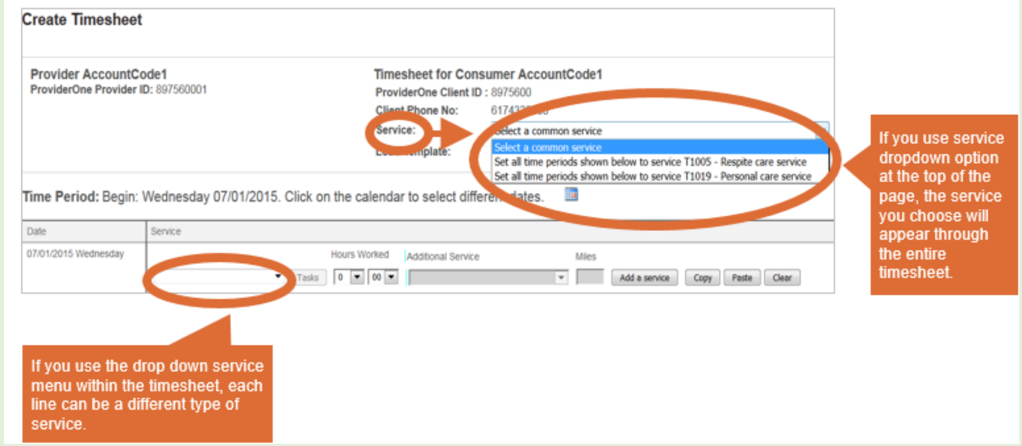
Washington State Department of Social & Health Services — Transforming lives

Individual Provider One

Introduction: The following questions were asked by Individual Providers attending the SEIU Leadership Conference in Seattle on September 16-17, 2016. DSHS staff and Individual ProviderOne Call Center (serviced by Public Partnerships LLC, aka "PPL") staff have collaborated to present the following responses.

Topic	Question	Response
Call Center	*Are there other languages spoken by agents at the multi-language call center? Do you have Samoan language available?*	The Individual ProviderOne (hereafter IPOne) Call Center located in SeaTac, WA is staffed with agents who are all bilingual. The languages offered are the 12 most commonly spoken languages by Individual Providers other than English. At this time, Samoan is not a language spoken by Call Center agents. However, the call center supports several hundred languages through an interpreter service. Any of the call center agents can use an interpreter in Samoan. For more information on which languages are available, please visit www.IPOne.org for the link to phone numbers in other languages.
Care Hours	*Why were caregivers hours reduced?*	Work week limits were put in place as a requirement of the law signed into effect in 2016 (Engrossed Second Substitute House Bill 1725) implementing overtime payments to Individual Providers to be consistent with federal rules issued by the Department of Labor. This bill gave DSHS the authority and requirement to manage Individual Provider overtime utilization by allowing the department to create rules and procedures, currently outlined in Washington Administrative Code (WAC) 388-114.
	Why were my hours reduced? My client needs more care (declined) and I lost 85 hours.	The number of personal care hours a client receives is determined through the assessment process, and the number of hours a client is eligible to receive did not change as a result of implementing this new law. The client determines how available hours are assigned to each provider within their work week limits and monthly authorization; and they may choose to hire or select additional providers. If there has been a recent change in the client's health and you feel the client needs more care hours than they currently receive, the client or the

Topic	Question	Response
		client's representative can contact the case manager and request a Significant Change reassessment.
CCH / PTO	*My cumulative career hours (CCH) are incorrect and my Paid Time Off (PTO) hours are also incorrect. What should I do?*	If you believe either your CCH or PTO hours are incorrect, please contact your client's case manager. Please have your backup details ready, and we will work with IPOne/PPL to correct this information in your profile.
CE / Training	*How do I receive pay after finishing continuing education?*	When the authorization for Continuing Education is received in IPOne, training hours are available to claim. Using the electronic timesheet, in the drop down field for "Select a Service", the training code you have been authorized to claim will appear. Add this to your timesheet for the desired dates of service. If you are using paper timesheets, you'll receive new timesheets in the mail prepopulated with the training service code you were authorized. Please note that if the service line is in Error status, the claims will be denied.

Topic	Question	Response
		
Claiming: Multiple Clients, Timesheets	*I would prefer to be paid only once each month. How should I submit my timesheets to get paid once a month?*	Timesheets can be submitted once per month for two pay periods at one time. This would result in one paycheck. You will still have to submit two timesheets, one for each pay period.
	I have two clients. I need help to fill out the timesheets.	Online training is available at the PPL training page, offering a step-by-step walk-through of how to complete and submit a timesheet online, including screenshots. Please visit http://www.publicpartnerships.com/programs/washington/ipone/index.html and click the links for the IPOne Written Training Packet or the Online Training for this resource. If you do not have access to the online training, please contact the IPOne Call Center and ask for a Program Support Specialist to contact you directly to arrange an individual training opportunity in your area.

Topic	Question	Response
	How do I submit timesheets to get a full pay check? *How should I claim hours in a pay period?*	Providers must only claim for the hours worked on the date worked. Claiming hours on dates the hours were not worked or claiming more hours than worked is considered fraud. Please refer to the 2016 Payment Schedule for pay period start and end dates, as well as timesheet due dates for each pay period. The payment schedule will be updated for 2017.
	I haven't received paper timesheets in the mail. What do I do?	Please contact the IPOne Call Center at 1-844-240-1526 and ask for paper copies of your timesheets to be generated and mailed out to you. If you have internet access, you can see and reprint any correspondence previously sent to you. Log on to your profile in the IPOne portal, and click on "Documents". The authorization letter and timesheets can be viewed and reprinted from this page. If you need help logging on to the portal, please contact the IPOne Call Center at 1-844-240-1526 and ask for assistance getting onto your provider profile.
Client Responsibility	*What should I do if my client's copay ("Client Responsibility") was taken out of my check twice in the same month?*	This happens when a change is made to an authorization in the middle of the month. Sometimes, because of a defect, the system doesn't see that Client Responsibility was already deducted for a previous line in the authorization. In many cases, resubmitting the timesheet for the first pay period in the month caused the system to re-process the assignment of Client Responsibility, and released that payment to the provider at the next payday. Client Responsibility should not be deducted twice in one month. We are working with the payment system vendors to fix this issue, and this should be resolved for most providers with this issue soon. If you are still experiencing this problem after November, 2016, please contact the IPOne Call Center and tell the agent that you need help with this issue. Since this issue is complex, you may need to be transferred to another agent or to a lead worker. IPOne/PPL is

Topic	Question	Response
		working to get you the assistance you need to resolve this issue as quickly as possible. You should not be directed back to your client's case manager. If this happens, ask for assistance from a Program Support Specialist (PSS) who can provide you with individual support. Please note that a PSS may not be immediately available and your call may need to be returned. Allow 1-2 business days for additional research and response by PSS staff.
Demographic	*I'm getting married. How do I change my name on my debit card and get a new card?*	Please contact the IPOne Call Center at 1-844-240-1526 and follow the instructions provided. In addition, be sure to contact the contract manager at your local office, as you will need a new contract to reflect your name change.
Earnings Statements	*I have direct deposit. How can I get my paystub?* *Why I am not getting paid stubs?*	An electronic Earnings Statement is available in the IPOne portal under your profile. Log into the profile and select "View Timesheets", then filter for "All" or "Paid" timesheets. The Earnings Statement is the blue hyperlink in the search results table. Click the hyperlink and a PDF document will appear on your screen. You can either save this to your computer, print, or close the document. Earnings Statements are saved indefinitely on your profile at the IPOne portal. Paper copies of Earnings Statements are mailed to providers who have this preference noted in your IPOne profile.
Hourly Rate / Portal	*Why didn't I get my raise in July?*	Provider rate increases took effect automatically for the pay period beginning July 1. This pay period was paid on August 1. Hourly rate information is available on your profile in the IPOne portal and on the Earnings Statement for each paycheck. If you believe your pay rate is not accurate, contact the IPOne Call Center at 1-844-240-1526.

Topic	Question	Response
Issue Resolution	*If my paycheck is lost in the mail how soon can it be reimbursed?*	Please contact the IPOne Call Center at 1-844-240-1526 in the event of a lost paycheck. IPOne/PPL will initiate a review process dependent upon the circumstances and will make its determination on a case by case basis. Using direct deposit will eliminate having paychecks lost in the mail. To sign up for direct deposit, contact the IPOne Call Center at 1-844-240-1526.
Issue Resolution	*Is there a way that we can get an email or a text message when there is an issue with a timesheet?*	At this time, the way you are notified of any issue with your timesheet is through an automated "Blaze" call to the contact number in your profile. If you receive a Blaze call please pay close attention to this information and respond quickly to avoid a potential delay in receiving payment.
Issue Resolution / Portal	*When will we be paid for late payments due to timesheet difficulties?*	Please refer to the 2016 Payment Schedule for payroll dates and timesheet due dates for each pay period. The payment schedule will be updated for 2017. If you had a payment error with a timesheet that was not corrected by the next payday, contact the IPOne Call Center at 1-844-240-1526 to report your error. Your issue will be reviewed and you will paid at the next possible check issue date, depending on the resolution needed for your issue. The Payment Schedule is posted on www.IPOne.org. Each pay period has a due date in order to begin processing payroll for timely payment to all Individual Providers in Washington State. With two paydays each month, IPOne pays providers faster than once per month. Each pay period has a due date for Faxed Timesheets, and one for mailed or electronically submitted timesheets. Pay close attention to the due date for the timesheet submission method that you use to ensure your timesheet is received on time. Some payments may be processed outside of the regular scheduled

Topic	Question	Response
		paydays, in limited circumstances, with required approval granted on a case by case basis. The approval for this must be routed through your client's case manager, not the IPOne Call Center. Please contact your client's case manager for more information.
	What should I do if I'm having problems getting paid?	Please contact the IPOne Call Center at 1-844-240-1526 with any difficulties you are experiencing. Explain your issue to the call center agent and they will assist you. Some calls may need to be transferred to another agent or to a lead worker. Please be patient with this process as IPOne/PPL is working to get you the assistance you need to resolve your issue(s). If you have contacted the call center before about the same issue without resolution, you can ask for assistance from a Program Support Specialist (PSS) who can provide you with individual support. Allow 1-2 business days for someone to reach back out to you. If your issue is complex, additional research for resolution may be needed.
Mobile App	*When will the IPOne application be available for iPad4?* *When will the mobile IP app be up and running again?*	The IPOne mobile app release will occur sometime during 2017.
Overpayment	*Why can't IPOne fix overpayment issues? I think more training is needed for how providers can fix this issue.*	In order to make the required system changes to implement Overtime, it was necessary to turn off your ability to self-adjust timesheets either negatively or positively. We anticipate this will be restored in early 2017, and training will be offered for both staff and providers. A small number of providers received

Topic	Question	Response
		overpayment notices from DSHS and we are working directly with affected providers on this issue. We have a process in place with Office of Financial Recovery (OFR) to validate overpayments and are keeping affected providers informed. If you receive an overpayment notice from OFR, it is important to respond to that notice and follow the instructions in the notice to request a hearing if you don't feel the overpayment is valid. This will protect your hearing rights.
Overtime	*Does someone have to verify Overtime?*	Individual Providers may work overtime up to their work week limits within the policy established under WAC 388-114. Any additional overtime must be approved by the Department of Social and Health Services and meet criteria in WAC 388-114-0080 to avoid contract actions.
Overtime / Claiming	*For providers who are accumulating Overtime each week, how will we know when IPOne will be caught up from April, 2016 to the current time?*	Overtime will be paid for providers with more than one client, including all overtime not previously paid, as soon as changes to IPOne which will calculate these payments have been fully tested. Information about Overtime is being communicated to providers through messages on the Earnings Statement and on the IPOne portal. Field staff are also aware of Overtime payments, and can answer questions about timing.
	How are the Overtime hours calculated and paid?	IPOne pays overtime by calculating all of your hours at your full rate, then calculating your hours in excess of 40 at half your full rate, and adds the two sums together. PTO hours are not subject to overtime accrual.

Topic	Question	Response
	How many hours can I work for each client? Is there a limit?	For each client you are authorized a specific number of hours per month. You are also assigned a work week limit that applies to all clients for whom you work. You must not work more hours for a client than you are authorized in a month and you may not work more than your work week limit unless you are approved to do so based upon WAC 388-114-0080. You have a work week limit of 40 hours a week, unless you were notified by DSHS that you have a different work week limit.
	How many hours does one work before they can claim Overtime?	All hours claimed over 40 in a work week will be calculated and paid as Overtime. PTO hours are not subject to overtime accrual.
	I am no longer paid to take care of a client I had for 2 years because of overtime. I did not want to get paid overtime. Now I work fewer hours and do not get overtime. The client is angry because I no longer provide care for her.	Work week limits were established based upon the number of hours worked in January 2016. If these hours did not accurately represent your work history for January, February, and March of 2016 you may request a review of your work week limit by contacting the client's case manager. The client is in charge of his/her plan of care and determines the schedule of care hours, and who works for them within the limits of their plan of care and your work week limit.

Topic	Question	Response
	Can case managers terminate IP contracts when IPs work overtime?	Case managers will not terminate contracts for working overtime. However, contract actions, up to and including termination, are taken for excess claiming outside of the work week limit. IPs will be notified by mail when 1st, 2nd, and 3rd contract action steps are initiated. The 3rd contract action step is termination of the IP contract for convenience for a 90 day period; unless the excess claim constitutes Medicaid fraud, waste, or abuse, in which case the IP's contract may be terminated immediately for default.
	When do we get our overtime pay from April of this year?	Overtime will be paid for providers with more than one client, including all overtime not previously paid, once changes to IPOne which will calculate these payments have been fully tested. Information about Overtime is being communicated to providers through messages on the Earnings Statement and on the IPOne portal. Field staff are also aware of Overtime payments, and can answer questions about timing.
	Why were hours reduced to only working 40 hours a week?	Most providers have a work week limit of 40 hours per week based upon criteria outlined in legislation passed by our state legislature and signed into law in April 2016. However, some providers were assigned a higher work week limit based on hours worked in January, 2016. Work week limits were put in place as a requirement of the law signed into effect in 2016 (Engrossed Second Substitute House Bill 1725) implementing overtime payments to Individual Providers to be consistent with federal rules issued by the Department of Labor. This bill gave DSHS the authority and requirement to manage Individual Provider overtime utilization by allowing the

Topic	Question	Response
		department to create rules and procedures, currently outlined in Washington Administrative Code (WAC) 388-114.
	If I claim overtime on my timesheets, they get denied. Why?	Providers should claim the hours authorized and worked for each client. The system will calculate overtime based on the number of hours worked over 40. Claims for hours will be denied if they exceed the monthly authorization. Please contact your client's case manager for clarification of how many monthly hours you are authorized to work for your client, and your work week limits.
Overtime / Multiple Clients	*How will overtime be calculated in IPOne for a provider with multiple clients?*	All hours worked over 40 in a work week are calculated as overtime pay, with the exception of PTO hours. IPOne will pay overtime when a provider works more than 40 hours in a work week providing services to more than one client. OT payment begins with the 10/16-31/2016 pay period going forward. The first overtime payment for providers with more than one client was paid on the November 16 payday. Below is an example of how IPOne will calculate OT for a provider with two clients, who worked 45 hours in a work week, based on a pay rate of $10.00/hour: Client A 20 hours worked x $10.00/hour = $ 200.00 Client B 25 hours worked x $10.00/hour = $ 250.00 + OT 5 hours worked x $ 5.00/hour = $ 25.00 Total = **$ 475.00**

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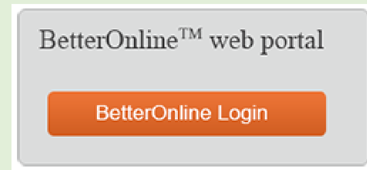
Pay Dates	*If I missed submitting my timesheet by the due date, why do I have to wait until the next pay period to be paid?* *What happens if I fail to submit my timesheet by the cutoff date and submit it at a later time? Will I still get paid on time? If not, when?* *When are paper or faxed timesheets due?* *Why does it take so long to get paid after we put it in the computer?* *Why must we wait two weeks if a timesheet is submitted late?*	Please refer to the 2016 Payment Schedule for timesheet due dates for each pay period. The payment schedule will be updated for 2017. This schedule is posted on www.IPOne.org. Each pay period has a due date in order to begin processing payroll for timely payment to all Individual Providers in Washington State. With two paydays each month, IPOne pays providers faster than once per month. Each pay period has a due date for Faxed Timesheets, and one for mailed or electronically submitted timesheets. Pay close attention to the due date for the timesheet submission method that you use to ensure your timesheet is received on time. The IPOne payment system is similar to other systems that pay twice monthly, with due dates which allow the system necessary time to complete payroll processing steps. When a timesheet is submitted, there are specific validation and processing steps which must be completed before it can be paid. These are necessary to meet both payroll requirements and federal standards. Payroll is processed in a batch with all other timesheets for that pay period, in order to issue paychecks according to the payday listed on the payment schedule.
Pay Dates Portal	*Why are checks sent in the mail not received the same day as electronic payments?*	Paper checks are mailed through the US Postal Service on payday, according to the 2016 Payment Schedule posted at www.IPOne.org. Please allow for normal mailing times. The payment schedule will be updated for 2017.
	Why are paydays on different dates? Some months are 1st & 15th, some are	Paydays are the 1st and the 16th of each month. Sometimes these dates fall on a weekend. In that case, if the 1st or the 16th fall on a Saturday, payday is the

	1st & 16th, and some are 1st & 17th, depending on the month.	previous Friday. If the 1st or the 16th fall on a Sunday, payday is the following Monday. Pay dates are established in accordance the SEIU Collective Bargaining Agreement.
	Is it possible to make payday not for two weeks?	Pay dates are established in accordance the SEIU Collective Bargaining Agreement. Providers can choose to submit timesheets less frequently, for example once per month for two pay periods at one time. This would result in one paycheck. The provider would still have to submit two timesheets, one for each pay period.
	Why does my paper paycheck come to my mail box a few days after payday?	Paper checks are mailed through the US Postal Service on payday, according to the 2016 Payment Schedule posted at www.IPOne.org. Please allow for normal mailing times. The payment schedule will be updated for 2017. Participating in electronic deposit means that your pay would be available on payday.
	Can a tab for Training Pay (similar to the PTO tab) be added to the IPOne Portal? This would save a phone call and time.	This idea requires further consideration to be implemented. We will log this as a future request.
Portal ***Portal***	*Can I remove old Denied timesheets from view in the portal?*	This idea requires further consideration to be implemented. We will log this as a future request. For now, timesheet records are saved indefinitely on the IPOne portal. You can change the view of timesheets that display in the search results by selecting a different option ("All" or "Paid") in the drop down box for "Timesheet Status" in the Timesheet Search screen.

	How do I log in to the online portal?	From www.IPOne.org, click the orange "Better Online" link to go to the IPOne portal.  For assistance logging into the portal, see the Online training available at the PPL training page, which offers a step-by-step walk-through of how to complete many tasks in the IPOne portal. Please visit http://www.publicpartnerships.com/programs/washington/ipone/index.html and click the links for the IPOne Written Training Packet or the Online Training for this resource. If you do not have access to the online training, please contact the IPOne Call Center and either ask for assistance from an agent, or for a Program Support Specialist to contact you directly to arrange an individual training opportunity in your area.
Portal	*How do I delete replaced time sheets that are no longer valid?*	Timesheet records are saved indefinitely on the IPOne portal. You can change the view of timesheets that display in the search results by selecting a different option ("All" or "Paid") in the drop down box for "Timesheet Status" in the Timesheet Search screen.
Portal	*Is it possible to set up the website in different languages?*	This idea requires further consideration to be implemented. We will log this as a future request.

Portal	*Why do I have to change my password almost every time I log into the portal?*	Typically, users should not have to reset their password each time you log into the portal. Users will have to reset their password periodically, beginning in October 2016. Users will be notified when your password expires, and you will then need to reset your password. Make your password something you can remember, and keep it safe and secure. Changing your password periodically is a good security practice. If you have been locked out of IPOne, you can reset your password by clicking the link on the log in screen, "Forgot your Username or Password". If this does not work, contact the IPOne Call Center at 1-844-240-1526.
Portal / Security	*Whenever I call IPOne, they ask if I've moved, and I have to verify all of my information. Why do they do that?*	The IPOne Call Center verifies your information as it is our policy to ensure your information is, first and foremost, protected and secure – it helps us to ensure we are talking to the person you say you are. Secondly, we want to ensure that the information we have in our system is the most accurate and up to date. IPOne is the "system of record" for all provider contact information, so it is validated each time to ensure we still have the right information on file for you.
PTO	*Under the SSPS system any PTO was paid at current wage. Why is it now under the wage for time earned rather than current wage?*	PTO should be paid out at the current hourly rate. This error was corrected in IPOne and affected a small number of providers. Affected providers received corrected pay beginning in October 2016.
PTO / Claiming	*How do I claim my vacation (PTO) pay?*	In the IPOne Portal, click on the link in the menu bar for PTO Hours (see screenshot below). The available PTO hours will show just above the "PTO Claim Hours". Click the drop-down for "Hours" and enter your requested hours, and do the same for "Minutes" if needed, then click Save.

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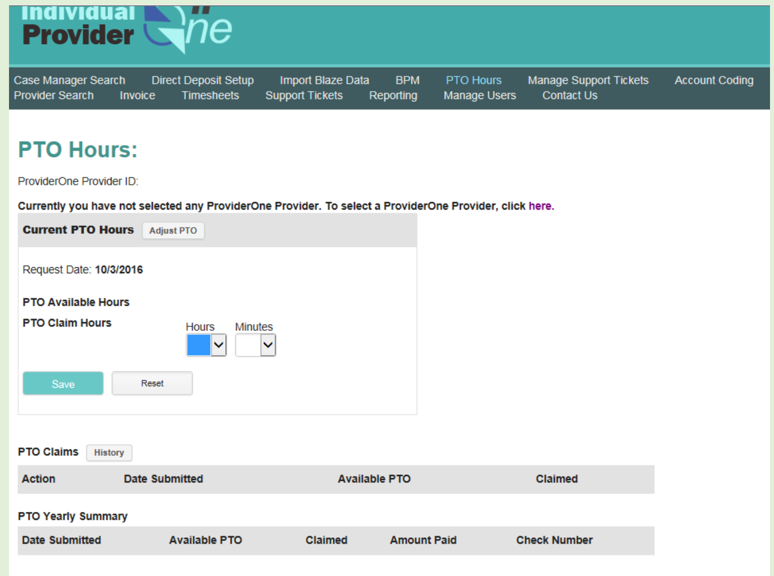
<td>Any PTO used since March shows in the "PTO Claims" section, in the "Date Submitted" column.

Paper timesheet users enter the number of PTO hours and minutes claimed in the "PTO Hours Only" section in the upper right corner of the paper Timesheet document.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<td>PTO / Claiming

Security</td>
<td>I need to know how to get my vacation (PTO) hours. I have over 100 hours and need to know how many hours can be claimed at one time.</td>
<td>The maximum PTO hours that can be accumulated is 100. This is in accordance the SEIU Collective Bargaining Agreement, and is not an IPOne policy.
For information regarding how to claim PTO hours, see the response to the previous question. Hours claimed cannot exceed the available PTO balance.</td>
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	Why is the vacation (PTO) time paid a month later?	PTO is accrued and paid according to the DSHS-SEIU Collective Bargaining Agreement, and is not an IPOne policy. PTO is accrued and calculated based on hours worked. PTO is paid when the provider claims these hours on their timesheet.
	When multi-factor authentication is in place, will I have to answer multiple questions every time I log into the portal, even if I'm using the same computer?	Multi-factor authentication will be implemented at a later date. More information will be made available to users closer to the implementation date.
Tasks	*If I haven't marked a task that I do for the client on your timesheet, will it affect my pay?*	Please make sure to mark at least one task that you performed for your client on each date for which you are submitting a claim. This will help you avoid your claims being denied. For accuracy, providers are asked to mark all tasks performed for each date of service.
Tasks / Care Plan	*There is no "number" task for behavioral issues on the timesheet. My client's care plan includes hours assigned for behavioral issues. What should I do?*	You should follow the client's plan of care. Hours assigned are based on the performance of activities of daily living (ADL) or instrumental activities of daily living (IADL) and are not specific solely to behavioral issues. Please make sure to mark at least one task that you performed for your client on each day for which you are submitting a claim. For accuracy, you are asked to mark all ADL/IADL tasks performed for each date of service.
Taxes	*On the W-4 form, I have $100 in the box for an additional amount to be withheld for Federal Taxes. Now, this deduction is being taken out twice per*	Additional withholding indicated on the W4 form is *per paycheck.* In SSPS there was only one paycheck per month so this amount may have been perceived as a monthly deduction amount. For IPOne, providers must consider that there are two paychecks per month, and calculate accordingly. A new W4 form must be

	month - from each paycheck. How can it be canceled?	submitted in order to change the amount deducted by IPOne. You can print this form from the IRS website and send to IPOne/PPL for processing. *An example:* if a provider wants $50 in additional withholding per month to be deducted from their paycheck, they must update the W4 to indicate $25 be deducted *per paycheck.* This will ensure a total of $50 is deducted per month.
Timesheets	*Can electronic timesheets be exported to a PDF document? The characters are too small on a printed version. Would be nice to have control on size.*	Paper timesheets are a PDF document available in the provider's profile by clicking Documents. To generate a PDF document from the electronic timesheet is an idea which requires further consideration to be implemented. We will log this as a future request. Electronic timesheets are available in the IPOne portal.
Timesheets	*How long should we keep copies of paper timesheets?*	According to the terms of the Individual Provider contract, providers must keep all records related to care provided to a Medicaid client for at least six years.
Timesheets / Adjustments	*Why don't paper timesheets have days in columns?*	Timesheets have a row for each date in the pay period. For assistance completing the timesheet, please see the Online training available at the PPL training page, which offers a step-by-step walk-through of how to complete and submit a timesheet online, including screenshots. Please visit http://www.publicpartnerships.com/programs/washington/ipone/index.html and click the links for the IPOne Written Training Packet or the Online Training for this resource. If you do not have access to the online training, please contact the IPOne Call Center and ask for a Program Support Specialist to contact you directly to arrange an individual training opportunity in your area.

	Can I adjust my timesheet once it's been paid?	The ability to adjust timesheets is temporarily turned off in the portal while the system is being configured for the implementation of Overtime functionality. This will be turned back on in early 2017. Providers can contact the IPOne Call Center to make some adjustments to previously submitted timesheets.
Timesheets / Pay Dates	*What should I do if there is a problem with my faxed in timesheet?*	When IPOne detects a problem with any submitted timesheet, an automated "Blaze" call is made to your primary phone number. Listen carefully to the message when you receive an automated call, as this will have important information about any problem with your timesheet. If you use the IPOne portal, you can log onto your IPOne profile to see your current timesheet status. If the status says either "Good to Pay" or “Paid”, this means your paycheck will be paid at the next payday. If there is another status listed, such as "Pending", there could be an issue with your timesheet. Contact the IPOne Call Center to identify and resolve any issue with your timesheet, to remove the "Pending" status. It is important to do this right away to avoid a delay in processing your timesheet for payday. If you don't regularly use the IPOne portal, in the event of a problem with your faxed timesheet, you should contact the IPOne call center at 1-844-240-1526 to hear more information about a problem with your timesheet, including the needed resolution. Since problems will vary, the resolution will be specific to your situation. To report an issue with a previously submitted timesheet, providers should contact the IPOne Call Center.

Training	*For training on our 12 hour classes why could we not get paid if we take a CE course with an agency, or through a DSHS event?*	If a provider is working both for an agency and as an IP with a DSHS client, they can take training through the agency. If the IP is only working with one DSHS client, they are required by RCW to take training through the Training Partnership, as this is the designated trainer for Individual Providers. DSHS has worked with the Training Partnership to have some DSHS events count toward CE credits.
Training	*My client received letters from the Training Partnership saying I was out of compliance and she might have to find a new provider, but my training was completed. What happened?*	There have been problems with how information is shared between the Training Partnership and IPOne. Work is underway to resolve these issues. Any time a provider has problems with training, contact the SEIU Member Resource Center at 1-866-371-3200. MRC staff are working with DSHS staff on a daily basis to resolve provider training issues.