

# Individual Provider



## Your new payment system will be ready March 1, 2016

1. You will begin using the Individual ProviderOne (IPOne) system to claim your March personal care/respice services.\*
2. Until March, continue to use SSPS by mailing invoice or calling in hours. **Note: all claims on SSPS invoices for February 2016 and earlier MUST be made prior to March 18, 2016. If you mail your SSPS invoice, it must be received at SSPS before March 16, 2016.**
3. We will continue to update you:
  - a. By mail
  - b. Online: [www.IPOne.org](http://www.IPOne.org)
  - c. By phone (for those providers who have yet to return forms received in their welcome packet, enroll on-line, or make contact with the IPOne call center)
4. In the meantime, make sure your information is correct in the IPOne portal [ipone.publicpartnerships.com/login](http://ipone.publicpartnerships.com/login), return the Information page you received in your Welcome packet, or contact the IPOne Call Center at 1-844-240-1526.
5. If you have not received a welcome packet, contact the IPOne call center at 1-844-240-1526, or Email [pplwaipone-cs@pccgus.com](mailto:pplwaipone-cs@pccgus.com)
6. Questions?
  - a. Online: [www.IPOne.org](http://www.IPOne.org)
  - b. Call Center: 844-240-1526
  - c. Email: [pplwaipone-cs@pccgus.com](mailto:pplwaipone-cs@pccgus.com)
7. Optional in-person IPOne trainings are available in February and March 2016. Please contact the call center or check here for places, dates, times and languages:  
<http://www.publicpartnerships.com/programs/washington/ipone/index.asp>

**Do not contact SSPS with questions. They cannot help you with questions about IPOne.**

*\*This message is intended for members of SEIU 775NW and non-members who are contracted individual providers*

## Who Do I Call for IPOne Questions?

What do you need help with?	Who can help?	How can you get the most from their help?
<ul style="list-style-type: none"> <li>• Logging in or resetting passwords</li> <li>• Using the IPOne web page</li> <li>• Accessing timesheet training or Hints and Tips</li> <li>• Understanding timesheets, payments, and payment deductions</li> <li>• Payment options (direct deposit, debit card, and paper check)</li> <li>• Returned, lost or stolen checks</li> <li>• Address change</li> <li>• Getting answers to other questions</li> </ul>	<p><b>IPOne PPL: Washington SeaTac Multi-language Call Center</b></p> <p>The call center is made up of 50 bilingual staff that assists providers all over the state. They are experts regarding system login, timesheets, and using other features in IPOne.</p> <p>Email:  <a href="mailto:pplwaipone-cs@pcgus.com">pplwaipone-cs@pcgus.com</a>            or by phone at 844-240-1526.</p> <p>News and Information:  <a href="http://www.ipone.org">www.ipone.org</a></p>	<ul style="list-style-type: none"> <li>• View the IPOne training materials prior to calling for assistance</li> <li>• Ask questions about the items they can help with and direct other questions to the appropriate area.</li> </ul> <p>Training:  <a href="http://www.publicpartnerships.com/programs/washington/ipone/index.asp">http://www.publicpartnerships.com/programs/washington/ipone/index.asp</a></p>
<p><b>Understanding:</b></p> <ul style="list-style-type: none"> <li>• The CARE assessment process</li> <li>• Authorized services and care plans</li> <li>• Authorization errors</li> <li>• Client responsibility</li> <li>• Client functional and financial eligibility.</li> <li>• The contracting process and background checks.</li> <li>• Overpayments</li> </ul>	<p><b>Your client's case worker</b></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</p>	<ul style="list-style-type: none"> <li>• Ask questions about the items they can help with and direct other questions to the appropriate area</li> <li>• Direct your questions about IPOne, timesheets, payment, and navigation to the IPOne Call Center</li> </ul>

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	to the correct contracting person in your area to answer contracting and background questions.	
<ul style="list-style-type: none"> <li>• Union questions (dues, membership, etc.)</li> <li>• Caregiver training</li> <li>• Health Benefits</li> </ul>	<ul style="list-style-type: none"> <li>• SEIU 775 Member Resource Center 866-371-3200 or <a href="mailto:mrc@seiu775.org">mrc@seiu775.org</a></li> <li>• Training Partnership Student Support <a href="mailto:Student.support@myseiubenefits.org">Student.support@myseiubenefits.org</a></li> </ul>	<ul style="list-style-type: none"> <li>• Ask questions about the items they can help with and direct other questions to the appropriate area</li> </ul>
<ul style="list-style-type: none"> <li>• Caregiver certification</li> </ul>	<ul style="list-style-type: none"> <li>• Department of Health, Home Care Aide Credentialing Coordinator 360-236-2700</li> </ul>	
<ul style="list-style-type: none"> <li>• Caregiver testing</li> </ul>	<ul style="list-style-type: none"> <li>• Prometric 800-324-4689 or <a href="mailto:WAHCA@prometric.com">WAHCA@prometric.com</a></li> <li>• How to get started <a href="http://www.prometric.com/washington">www.prometric.com/washington</a></li> </ul>	

## IPOne PPL Washington SeaTac Multilanguage Call Center

**English:** 844-240-1526  
**TTY:** 800-360-5899

**Email:** [pplwaipone-cs@pcgus.com](mailto:pplwaipone-cs@pcgus.com)

**News and Information:** [www.ipone.org](http://www.ipone.org)

**Training and Multilanguage Telephone List:**  
<http://www.publicpartnerships.com/programs/washington/ipone/index.asp>