



Washington State  
Department of Social  
& Health Services

## The way you get paid is changing!

**Why?** The Social Service Payment System (SSPS) is being replaced for in home care provider payments.

**When?** Next year (early 2016) you will be using a new payment system.

### What will be different about the new system?

- You will not get a monthly invoice
- You will complete a timesheet to be paid
- You can be paid twice a month
- You can bill online or with a mobile app.
- You will not call in your hours

### How can I learn more?

You will receive updates attached to your SSPS invoice. **SSPS cannot answer** any questions about the new payment system.

Please email: [IPCommunications@HCA.wa.gov](mailto:IPCommunications@HCA.wa.gov).

Here is an example of when you will receive payments in the new system:

## EXAMPLE

Current SSPS payment	
Invoice for January received	Jan. 24 <sup>th</sup>
Report hours for January	Jan. 31 <sup>st</sup>
Payment is mailed or sent for direct deposit <small>*or next business day</small>	*Feb. 1 <sup>st</sup>

New Payment System in 2016	
Report hours for Jan. 1-15	Jan. 16 <sup>th</sup>
Report hours for Jan. 16-31	Feb. 1 <sup>st</sup>
Payment for Jan. 1-15 is mailed or sent for direct deposit	~Feb. 1 <sup>st</sup>
Payment for Jan. 16-31 is mailed or sent for direct deposit	~Feb. 16 <sup>th</sup>