

Who Do I Call for Questions?



When you need an answer to a question, think about the reason you are calling.

With IPro, there are many partners to help you. The chart below shows the reason for your call and who can help

	Reason for call	Who can help?
1	<ul style="list-style-type: none"> • IPro BetterOnline Portal registration, login assistance or training • Understanding timesheets, payments or Earnings Statement • Change W4 deductions, address, phone number, or email • Verification of Employment (VOE) • Request to void and reissue a payment • Payment concerns • Returned, lost or stolen checks • All other topics not listed in another category 	<ul style="list-style-type: none"> • IPro Public Partnerships • Contact the IPro Call Center at 844-240-1526 or by email at pplwaipone-cs@pcgus.com.
2	<ul style="list-style-type: none"> • Understanding the CARE assessment process • Authorized services and care plans • Authorization errors • Client responsibility • Client functional and financial eligibility • The contracting process and background checks • Overpayments • Overtime and work week limits 	<ul style="list-style-type: none"> • The Individual Provider's Client's Case Worker • The Client's Case Worker's contact information is on the Authorization letter. If the letter is not available, then contact the IPro Call Center for the Case Worker's phone number and/or email address.
3	<ul style="list-style-type: none"> • Union dues or memberships • Caregiver training • Health Benefits • Understanding reason for health deduction amount(s) • All other question related to SEIU 775 	<ul style="list-style-type: none"> • SEIU 775 Member Resource Center 866-371-3200 or mrc@seiu775.org • Training Partnership Student Support Student.support@myse iubenefits.org
4	<ul style="list-style-type: none"> • Caregiver certification 	<ul style="list-style-type: none"> • Department of Health, Home Care Aide Credentialing Coordinator 360-236-2700
5	<ul style="list-style-type: none"> • Caregiver testing • Getting started with a caregiver certification program 	<ul style="list-style-type: none"> • Prometric 800-324-4689 or WAHCA@prometric.com • Visit their website for more information: How to get started www.prometric.com/washington.

Do you have questions for Public Partnerships? Contact the IOne Call Center at **844-240-1526** or by email at **pplwaipone-cs@pcgus.com**.

<p>Arabic ٤يبرعلا نع لىصافتلا ؤفرعلا مقرلاب لاصتالاءاچرلا 844-885-6915</p>	<p>Cambodian ឌុមធី ចំពោះសំណួរអំពី ការហៅតាមទូរ ស័ព្ទ IOne : 844-240-1524</p>	<p>Cantonese 廣東 有關 IOne 的問題, 請撥打客 服電話 844-240-1525</p>	<p>English (English) For questions about IOne call: 844-240-1526</p>
<p>Korean 한국어 IOne 호출에 대한 질문의 경우 : 844-240-1527</p>	<p>Laotian ລາວ ສຳລັບຄຳຖາມ ກ່ຽວກັບການ ອີ IOne : 844-240-1528</p>	<p>Mandarin 普通话 有关 IOne 的问题, 请拨打客 服电话 844-240-1529</p>	<p>Russian русский По вопросам IOne вызова: 844-240-1530</p>
<p>Somali Somali Wixii su'aalo ah oo ku saabsan IOne wac: 844-240-1531</p>	<p>Spanish Español Para preguntas acerca de IOne, llame: 844-240-1532</p>	<p>Tagalog Tagalog Para sa mga katanungan tungkol sa IOne call: 844-240-1535</p>	<p>Ukrainian український З питань IOne виклику: 844-240-1533</p>
<p>Vietnamese tiếng Việt Nếu quý vị có câu hỏi về IOne vui lòng gọi: 844-240-1534</p>	<p>Hearing Impaired TTY (English) For questions about IOne call: 800-360-5899</p>	<p>Don't see your preferred language? Call the English line and a representative will connect with a translator to improve your call experience.</p>	