Frequently Asked Questions (FAQs)

Below is a list of FAQs for quick reference. For more detailed information, please review this training manual and/or contact the IPOne Call Center.

Authorizations

Q: How does an IP know how many hours of care they are authorized to provide and claim for payment?
A: Users can log in to IPOne to see how many hours an IP is authorized to provide to each client. IPs also receive an authorization letter in the mail which informs them of how many hours they should work each pay period. The authorization amount does not reflect workweek limits. Please contact the client's Case Manager with any questions or concerns about authorized hours.

IPOne System

Q: How does an IP know that IPOne has all of their correct information?
A: Users can log into IPOne and review their personal information online. They can change this information online or contact the IPOne Call Center for information and assistance.

Q: What should a user do if they have been locked out of IPOne?
A: Users can reset their password using the link on the login screen for "Forgot Username or Password". If this does not work, contact the IPOne Call Center to ask for agent assistance with unlocking an account.

Payments

Q: What should an IP do if they missed receiving a payment?
A: The IP should log into the IPOne system and:

- Review their personal information to make sure that their address and/or bank account information is correct.
- Check to see if their timesheet has a status of "Paid". Paid means they should have received or will be receiving a payment shortly. If there is another status listed, there could be an issue with the payment. Contact the IPOne Call Center if the paycheck is not in the bank account within 48 hours after payment is issued via Direct Deposit, or within 3-5 business days if the IP is paid with a paper paycheck.
- Review the payment schedule. The current payment schedule can be found at http://www.publicpartnerships.com/programs/washington/ipone/index.html

Q: How can an IP update federal tax withholding information?
A: To update or change Federal Income Tax withholding information, submit a new W-4 form. This form can be downloaded at https://www.irs.gov/uac/about-form-w4 or call PPL to have the current W-4 mailed. Completed tax forms can either be faxed or mailed to PPL.

Q: How can IPs update their employment tax withholding?
A: To request an exemption to employment taxes the IP will need to submit a new Application for Employment Tax Exemptions Based on Age, Student Status, and Family Relationship form. This form can be downloaded at http://www.publicpartnerships.com/programs/washington/ipone/documents/training/IPOne%20Application%20for%20Tax%20Exemptions.pdf or call PPL to have the current form mailed. Completed tax forms can either be faxed or mailed to PPL.

Q: How can IPs change their direct deposit set-up?
A: IPs can log into IPOne to change their Direct Deposit setup. They can also obtain a direct deposit form by contacting the IPOne Call Center team to request a paper form.

Q: How can IPs view or print Earnings Statements for each payday?
A: Log into IPOne to view Earnings Statements online. If the IP does not have access to a computer and would like their Earnings Statements mailed to them, they can check the box to request this on the Electronic Payment form in the Welcome Packet. If they would like to obtain past Earnings Statements without logging into the IPOne portal, they can contact the IPOne Call Center to make this request.

Q: How can IPs request wage verification?
A: IPs must request wage verification by sending a written request by fax or mail to IPOne. The fax number is **1-855-901-6904** or the request can be mailed to:

Public Partnerships, LLC
WA IPOne
7776 S Pointe Pkwy W, Suite150
Phoenix, AZ 85044

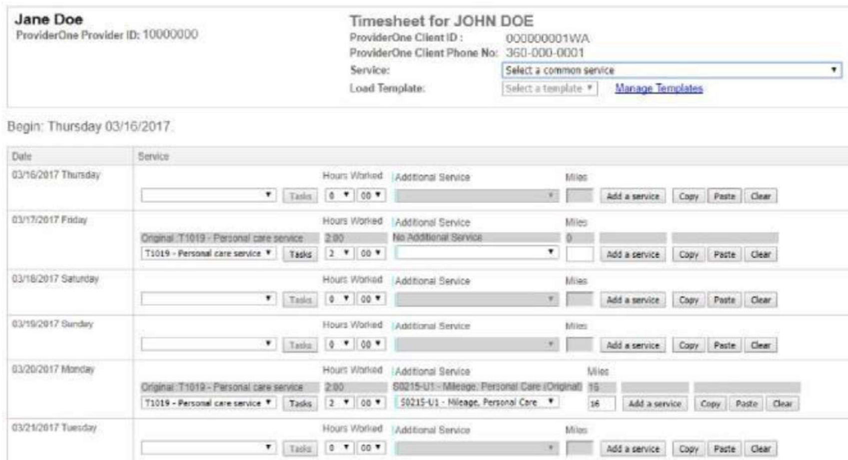
Deductions

Q: What is the difference between the 'Health & Welfare Deduction' and 'Health and Welfare, Var' description lines on my Earnings Statement?
A: The 'Health & Welfare Deduction' is the amount deducted for the health insurance option selected during enrollment. This monthly premium amount is collected in full by IPOne. 'Health and Welfare, Var' is the variable cost-share health benefit amount that is determined by the Health Benefits Trust (HBT). It is deducted by IPOne based on the data IPOne receives from HBT about the coverage selected.

Q: Who can an IP contact to change or correct the amount for 'Health and Welfare, Var' or 'Health & Welfare Deduction'?
A: IPs can call the SEIU 775 Benefits Group at 1-866-371-3200 or visit their website at http://www.myseiubenefits.org. Agents there can assist the IP with the deduction amount and provide them with information about how to change the amount deducted.

Timesheets

Q: How can IPs enter hours worked?
A: With IPOne, there are three ways to enter hours worked: online using a computer or tablet, by faxing, or by mailing paper timesheets.



Q: How do IPs submit a timesheet for payment?
A: The best way to submit hours worked in IPOne is to electronically submit an e-timesheet with the use of a computer or tablet. IPs can also fax or mail paper timesheets if they do not have access to a computer.

Q: How will an IP know if a timesheet is ready to be paid?
A: The IP can log onto IPOne and search for the timesheet status to see if it shows as ‘Paid’. They can also call the IPOne Call Center and the automated system will inform them of the status of the last submitted timesheet.

Q: What are the different timesheet statuses and what do they mean?
A: There are seven timesheet statuses and each serve a different purpose to help an Individual Provider understand where their timesheet is in the payment process. Below are the statuses and their meaning.

1. **Saved:** A timesheet entry has been saved, but not yet submitted for payroll processing.
2. **Approved** ***(applies to electronic timesheets):*** A submitted timesheet has been reviewed by the system and is approved to be processed for payment.
3. **In Process** ***(applies to paper timesheets only):*** A paper timesheet has been submitted and received, but it has not yet been tested or reviewed for payroll processing.
4. **Pending**: A timesheet is not approved and requires further action. Refer to the “Error Message(s)” you may see IF you submit an electronic timesheet.
5. **Denied:** A timesheet is not approved and cannot be paid.
6. **Good to Pay:** A timesheet that has passed all of the payment rules. It is ready to be paid on the next scheduled payday.
7. **Paid:** Payment is on its way or the IP has been paid for a timesheet period in the past.

If a timesheet is not in one of these status, the provider should contact the Call Center for more information.

Training Materials/Guides

Q: Where can IPs get help or more training?
A: For additional training on IPOne, please reference the written training manual. IPs can also call the IPOne Call Center for additional information.

Q: Are there instructions available in other languages?
A: Yes, there are instructions on how to complete timesheets and how to log on to IPOne available in languages other than English. Visit the below website and click on Contact Call Center for the Multilingual Telephone list.

- http://www.publicpartnerships.com/programs/washington/IPOne/index.html