

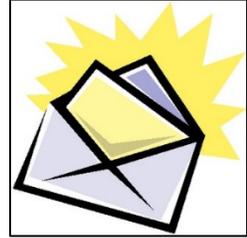
Frequently Asked Questions (FAQs)

Below are a list of FAQs for your quick reference. For more detailed information, please make sure to review this training manual and/or contact the Call Center team.

Authorizations

Q: How do I know how many hours of care I am authorized to provide and claim for payment?

A: You can log in to IPOne to see how many hours you are authorized to provide to your client. You will also receive an authorization letter in the mail which will inform you of how many hours you should work each pay period. Please contact your Case Manager with any concerns about your authorized hours.



IPOne System

Q: How do I know that IPOne has all of my correct information?

A: Log into IPOne and review your personal information online. You can change this information online or you can contact the IPOne Call Center for information and assistance.



Q: What should I do if I have been locked out of IPOne?

A: You can reset your password using the link on the login screen for “Forgot your Username or Password”. If this does not work, contact the IPOne Call Center.

Payments

Q: I think I missed receiving a payment, what should I do?

A: Log into the IPOne system and:

- Review your personal information to make sure that your address and/or bank account information is correct.
- Check to see if your timesheet has a status of “Paid” which means you should have received or will be receiving your payment shortly. If there is another status listed, there could be an issue with your payment. Contact the IPOne Call Center if you do not receive your paycheck in your bank account 48 hours after payment is issued or 3-5 business days if you are paid with a paper paycheck.



Q: How can I update my tax information?

A: To update your tax information, you will need to submit new forms. You can download these forms at <http://www.irs.gov/pub/irs-pdf/fw4.pdf> or call the IRS office at 1-800-829-3676. You can fax or mail your completed tax forms to PPL.

Q: How can I change my direct deposit set-up?

A: If you would like to switch your payment method, you can log into IPOne and change your Direct Deposit setup. You can also obtain a direct deposit form by contacting the IPOne Call Center team for a paper form.

Q: [How can I view or print paycheck stubs/invoices for each payment?](#)

A: Log into IPOne to view your paycheck stubs online. If you do not have access to a computer and would like your paycheck stub mailed to you, please make sure to check off the box for this on the Electronic Payment form in your enrollment packet. If you would like to obtain records of your paystubs/invoices without logging into portal, contact the IPOne Call Center team.

Timesheets

Q: [How can I enter my hours worked?](#)

A: With IPOne, there are three different ways you can enter your hours worked: online using a computer or tablet, with a smartphone using the Mobile Application, or by faxing or mailing a paper timesheet.

QA TestProvider201 ProviderOne Provider ID: 435454567		Timesheet for QA TestConsum ProviderOne Client ID 123456 Client Phone No: 509-567
Date	Service	Hours
04/01/2014 Tuesday	T1019 - Personal care service	4.45 hours
04/02/2014 Wednesday		
04/03/2014 Thursday		

Q: [How do I submit my 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, tablet or with the Mobile Application on your phone. You can also fax or mail your paper timesheet if you do not have access to a computer or smart phone.

Q: [How will I know if my timesheet is ready to be paid?](#)

A: You can log onto IPOne and search for your timesheet ‘status’ to see if it states or indicates ‘paid’. You can also call the IPOne Call Center and the automated system will inform you of the status of your last submitted timesheet.

Training Materials/Guides

Q: [Where can I get help or more training?](#)

A: For additional training on IPOne, please reference the written training units, the online trainings, and/or attend an in-person information session, located at: <http://www.publicpartnerships.com/watraining/>. You can also call the IPOne Call Center for the in-person session schedule.



Q: [Are there instructions available in other languages?](#)

A: Yes, there are instructions on how to complete your timesheets and how to log onto IPOne in other languages. Please contact the IPOne Call Center for additional language support.

Still have questions not covered in these training materials? Please contact the IPOne Call Center and they will be happy to assist you.