Individual ProviderOne Training Packet

Welcome to Individual ProviderOne (IPOne). This packet contains step-by-step instructions for Individual Providers (IPs) on how to register and use the IPOne payment system.

One-on-one support is available in-person or via web conference. Contact the IPOne Call Center to schedule a training.

If instructions in a language other than English is needed, contact the IPOne Call Center to request training in a preferred language.

IPOne Call Center: 844-240-1526

Operating Hours:

Monday – Friday, 7:00 AM to 7:00 PM Pacific Time.

Saturday, 8:00 AM to 1:00 PM Pacific Time.

Training Introduction and Table of Contents

Use this Training Manual to reference instructions on how to use IPOne. The manual provides a step-by-step process on: how to register with- and log into- the system (including how to complete an e-timesheet or mail/fax a paper timesheet); and, how to use the self-service options and other IPOne services available to Individual Providers (IPs).

General Information

Electronic Visit Verification (EVV) in IPONE

Applies to Live-in Exempt Providers

Individual ProviderOne Training Manual Glossary

Glossary Term	Definition of Term
Administrative Time	One 15-minute unit of time paid to an IP each pay period for which the IP is paid. Please note that Administrative Time became effective with the pay period beginning 07/01/2017.
Debit Card	This payment method is available to IPs who want to receive their pay on a debit card. If a payment method is not selected, then the IP will be enrolled to get their pay on a debit card.
Application for Employment Tax Exemptions	Under certain circumstances, some IPs are exempt from social security and unemployment taxes (known as FICA/FUTA/SUI). This requirement applies to all IPs who meet specific age, student status or family relationship criteria, including parent providers contracted through DDA or ALTSA. This form tells IPOne if the IP meets these criteria and must have the exemption applied to their earnings.
Authorizations	Approval between the client, DSHS, and a provider to provide services. An authorization includes the type and amount of care, begin and end dates of the service, and the maximum number of units up to which the provider is authorized work.
BetterOnline	Public Partnership Limited's (PPL) name for the Individual ProviderOne Portal, the online electronic payment system that allows IPs to sign in, submit timesheets, receive pay for hours worked, and manage their claims.
Call Center	Multilingual staff who are available to assist IPs with questions about IPOne. They are available by phone Monday through Saturday.
Case Manager	A person who authorizes services for clients. This can be a Case Resource Manager (CRM) for Developmental Disabilities Administration (DDA), a Case Manager (CM) for Area Agency on Aging (AAA), or a Social Worker (SW) for Home and Community Services (HCS).
Client	The individual to whom a provider provides care services. The client is the IP's employer.

Glossary Term	Definition of Term
Client Responsibility	The portion of the payment for services that the client is responsible to pay. This amount is deducted from provider payments and is collected from the client directly. ProviderOne assigns the amount of Client Responsibility according to the highest cost of care across authorized services. DDA clients do not have Client Responsibility.
Direct Deposit (DD)	This payment method is available to IPs who want to receive their pay deposited directly into their bank account(s).
Denied Timesheets	These are timesheets that cannot be paid due to a program rule. Denied timesheets are not approved and cannot be paid. Denial reasons are available to view in the Portal under Pend Messages.
Department of Health	The Washington State agency which maintains provider credentials (for both Home Care Aide certification and nursing licensure) and sends this information to IPOne via electronic interface.
Distribution Percentage	For IPs who have elected to receive Direct Deposit (DD): the percentage of an IP's pay which gets deposited into their bank account. Currently there is no option to distribute pay into multiple accounts.
Electronic Timesheet (e-timesheets)	The online document that IPs complete and submit for payment.
E-Timesheet Template	An electronic timesheet with some fields filled in by the IP and saved for their use each pay period. This is a time-saver that allows them to submit online timesheets quickly.
Employer	The individual who receives services from the IP. For tax and similar payment purposes, the client is the employer and the IP is the employee.
Error Messages	The messages provide information about a problem with a payment or an authorization. Error messages may indicate ineligibility. Services should not be provided when either the client or the IP are ineligible. Contact the case manager or the call center for resolution.

Glossary Term	Definition of Term
Form W-4	The Internal Revenue Service (IRS) form that is used to specify the Federal Income Tax (FIT) amount that the IP wants withheld from their paycheck.
Health Benefits Trust	Health Benefits Trust (HBT) is the entity within SEIU 775 which administers the health care benefits available to IPs.
Individual Provider (IP)	The person who has contracted with DSHS to provide personal care or respite care services to a client. Individual Providers are represented by the Service Employees International Union (SEIU) 775.
Individual ProviderOne (IPOne)	The payment system that IPs use to enter timesheets and receive paychecks.
Operations Center	Offsite locations where timesheets are processed for payment to IPs. These locations also process tax forms and generate W2 tax documents.
Pay Period	The span of days for which IPs record their time worked on timesheets and for which they receive payment. There are two pay periods in each month; the 1st day through the 15th day, and the 16th day through the end of the month.
Payment Schedule	A list of dates for each calendar year which shows the timesheet due dates for each submission method (electronic and paper/fax) along with the paydays for that year. This schedule is available online at www.IPOne.org.
Pend Messages	Messages posted on a timesheet to advise of a problem with processing a specific date or range of dates for payment. IPs receive an automated outbound call via phone to be alerted of problems. The pending problem must be resolved before payment can be issued. If a “Pend” message posts on a timesheet and is not resolved before payroll processing is completed, the payment is denied.
Portal (also called BetterOnline Portal)	The name used for the IPOne payment system; the online electronic payment system that allows IPs to sign in, submit timesheets, receive pay for hours worked, and manage claims.

Glossary Term	Definition of Term
ProviderOne Identification Number	The unique nine-digit number assigned to IPs which identifies them in the payment system. This number is located in the Welcome Letter.
Service Code	A unique code linked to a specific type of service which is authorized for the provider to perform for the client. Each code authorized is listed on the authorization letter. Service codes are typically a combination of letters and numbers (example: “T1019” is a code for personal care).
Task	Specific authorized activities that IPs complete for a client as part of the clients care plan. Tasks must be recorded on the timesheet when it is submitted for payment.
Timesheet Status	An indicator of whether a timesheet met all the criteria to be paid and where the timesheet is in the payroll process. See Frequently Asked Questions for a list of statuses and what they mean.
Training Partnership	The education entity, overseen by a partnership between the SEIU 775 and DSHS, which provides training and administers training requirements to IPs.
User Account	An account created when an IP has selected a User Name and Password in IPOne. User accounts contain personal information (such as address, phone or other contact information), timesheets and Earnings Statements, as well as any authorizations for services.
User Name	The unique combination of letters and/or numbers selected by an IP and attached to their account in IPOne. IPs use their User Name and Password each time they log in to the IPOne portal.

What is Individual ProviderOne?

Individual ProviderOne, also known as IPOne, is the online system that enables IPs to submit timesheets and receive payment. IPOne also provides real-time access to information regarding hourly rate, authorization, and claims.

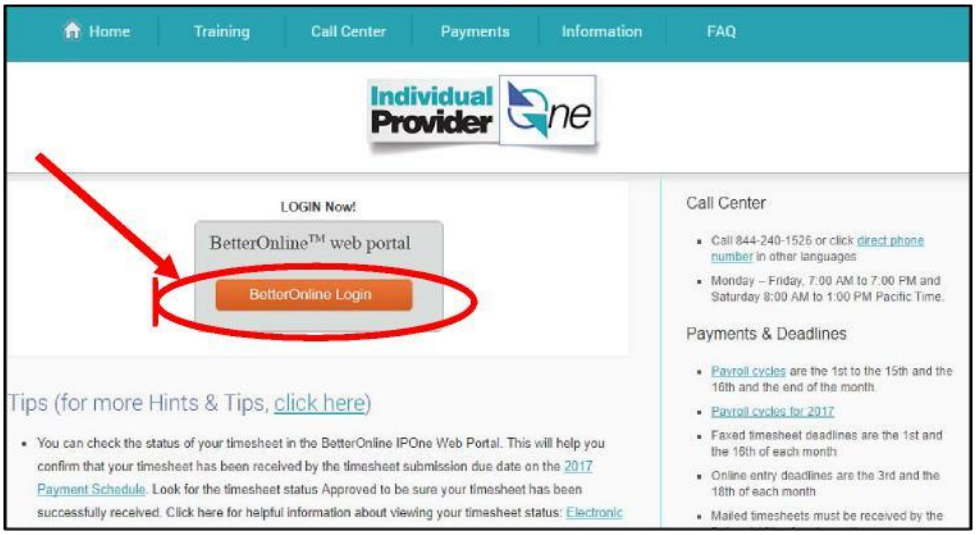
The State of Washington's Department of Social and Health Services (DSHS) has contracted with Public Partnerships, LLC (PPL) to operate and support IPOne, including:

- Multilingual Call Center staff to assist with questions about IPOne; and,
- An Operations Center to process timesheets, send payments, and mail W2s.

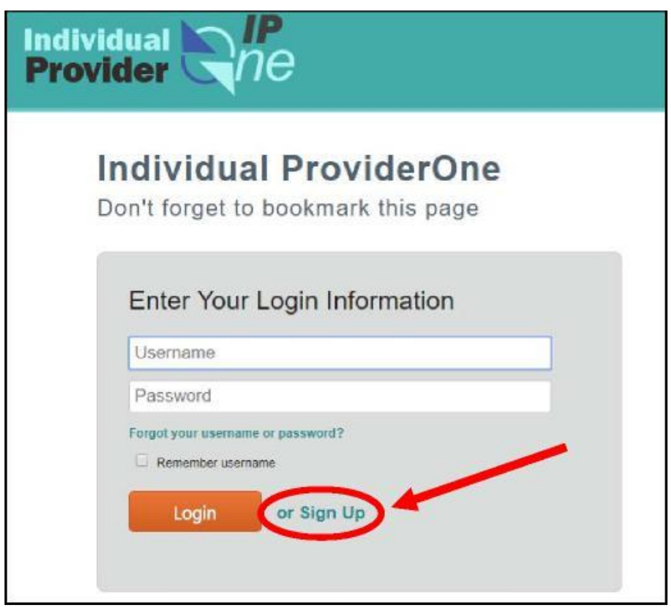
How to Create an IPOne User Account

IPOne is a secure website. Only authorized users are able to view information, and information is limited based on the user's role. All users must have a username and password to log in. The following instructions are for IPs to use in creating an account.

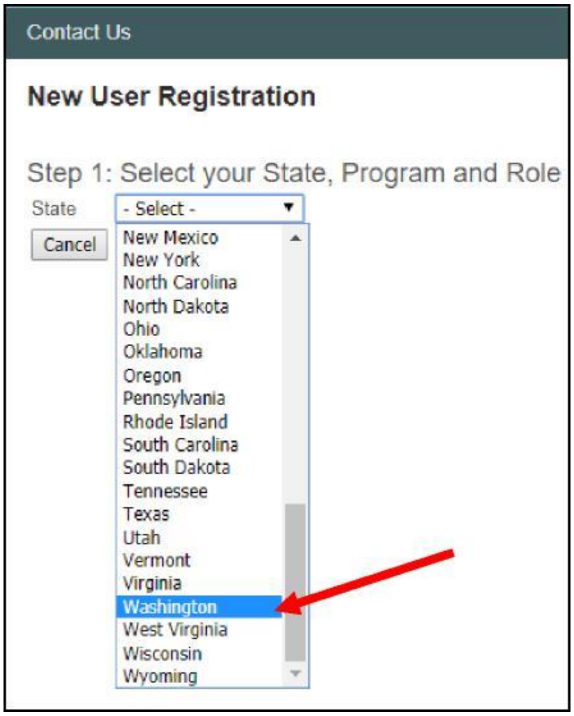
1. Go online to www.IPOne.org and click on the BetterOnline Login link for the IPOne web portal.



2. Select Sign Up.

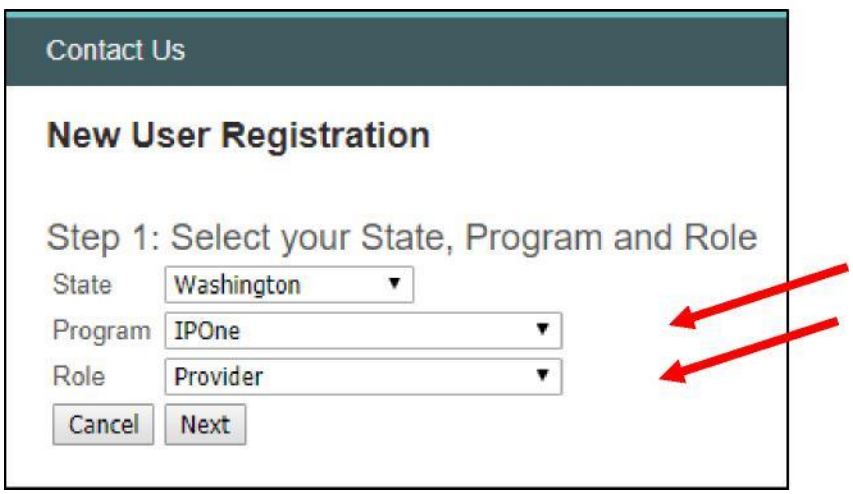


3. This will bring the user to the New User Registration page. Choose **Washington** from the drop down options under the State field.

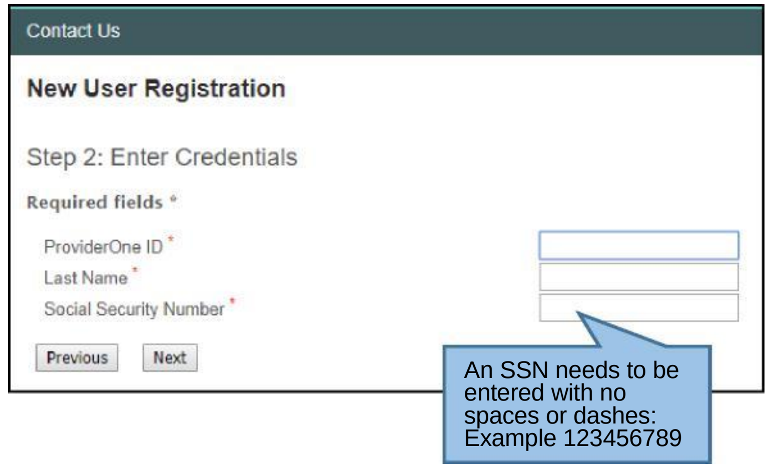


4. Select **IPOne** as the Program.

5. Under the Role drop down list, choose **Provider.**



6. The IP will enter their credentials.
    a. The IP’s DSHS contract must be signed by DSHS before registering in IPOne. If the IP cannot register using their ProviderOne ID, Last Name, and Social Security Number, then the PPL Customer Service should be contacted. A representative can confirm if the IP is in the Portal as a Provider.



7. The user’s First Name and Last Name will be pre-populated.

8. **Username:** The IP will choose a username and type it in the Username field. If a message appears stating the username requested already exists, they should choose a different username.

9. **Email Address:** The IP will enter an email address to receive IPOne notices by email.

10. **Password:** The IP will choose and type a password into the Password and Confirm Password fields.

    a. Passwords ***<u>should not</u>*** be shared with anyone.

    b. IPs must reset their passwords at least every ninety (90) days.

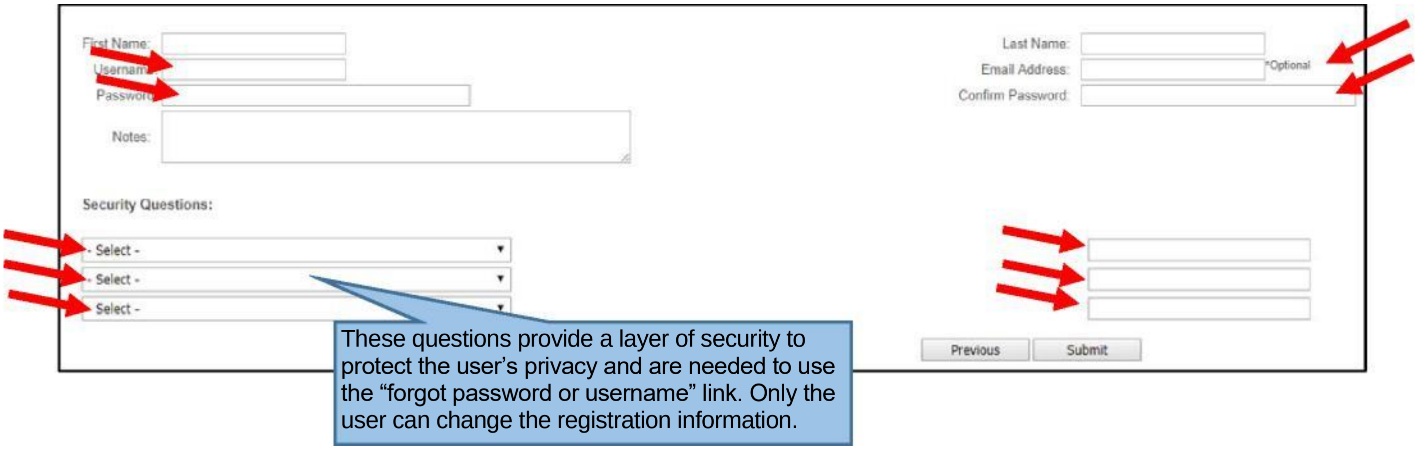
    c. Users may not reuse their previous six passwords.

    d. Passwords must include:

        i. A minimum of (10) characters;
        ii. Have one number;
        iii. Have one upper case letter;
        iv. Have one lower case letter; and lastly,
        v. Have at least one of these special characters: # @ $ % ! + *

11. **Notes:** This is not a required field.

12. **Security Questions**: The user will choose three security questions from the drop-down menus and enter answers into the data fields to the right of each question.



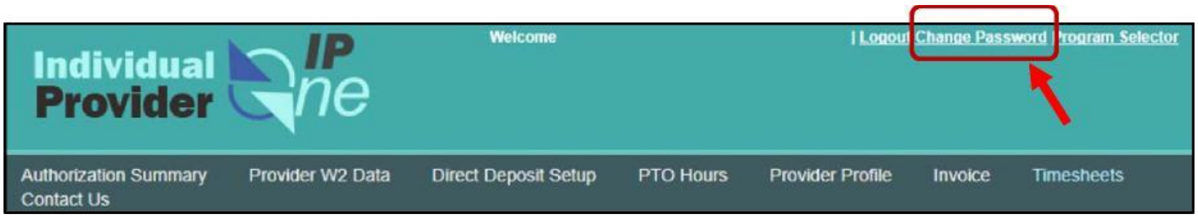
13. Click Submit. The user will review the information for accuracy, then click on the Submit button if all information is correct. The user will receive a notice that registration was done successfully and IPOne can be used.

14. After registration is successfully completed, the user will be prompted to login to the Portal. The user can then log in with the username and password and immediately start using IPOne.

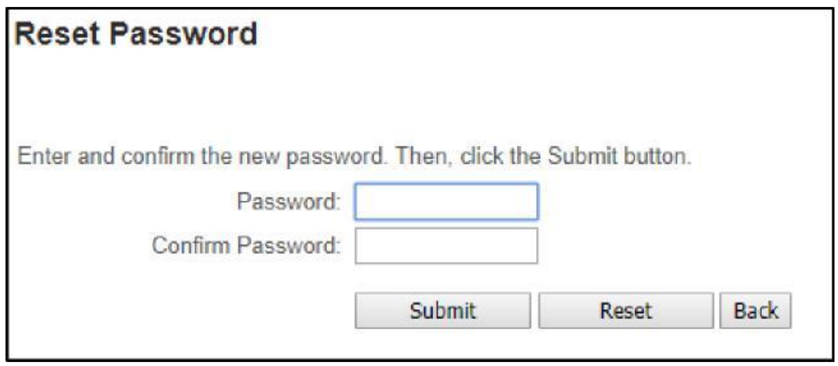
How to Change a Password

There are two ways to change an IPOne BetterOnline Portal password.

- **Option 1:** Use the Change Password function in the Portal. After a user logs into an account they can:
    1. Click on Change Password in the top right corner; then,



    2. Enter a new password; then,

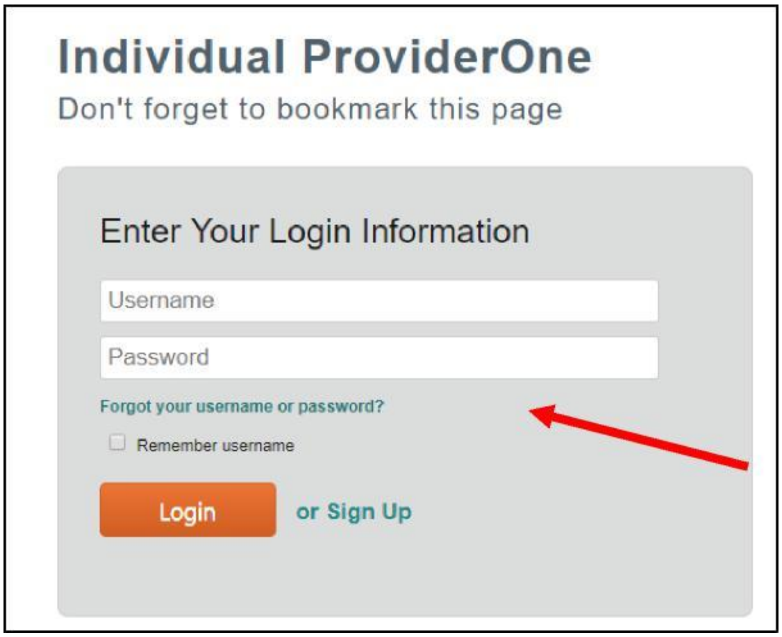


    3. Click Submit.

- **Option 2:** Contact the Call Center. The user can:
    1. Call 844-240-1526.
    2. A representative will verify the caller as the correct user before assisting with changing the desired new password.
    3. The representative will change the password in IPOne and confirm that the user can successfully login.

How to Unlock a Password

After three failed login attempts a user will be locked out of their IPOne account for security purposes. If this occurs, the user can use the “forgot password” link. The user will need to verify their credentials and use the answers from their security questions to get unlocked.



They can also call PPL’s Call Center. After a representative completes the caller verification process, the account can be unlocked or reset.

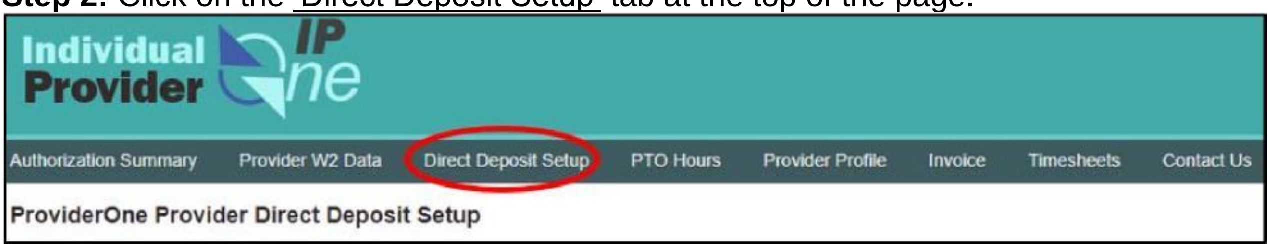
How to set up a Payment Preference

IPs can follow the process below to have their paycheck sent directly to a bank account, a debit card, or mailed to them via a paper check.

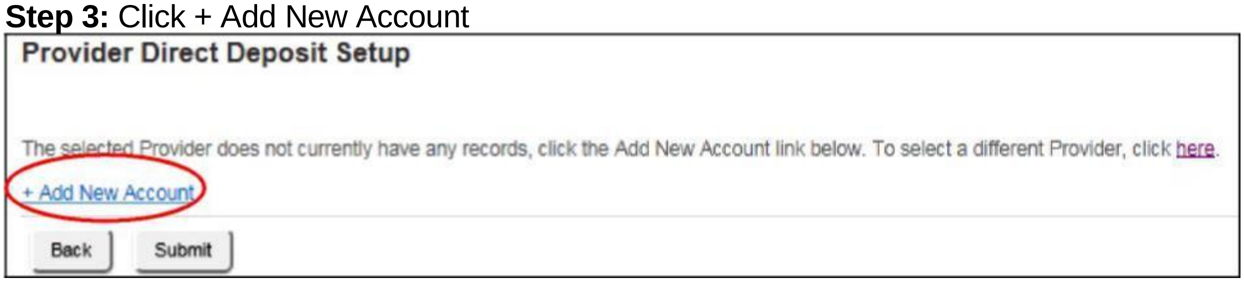
Note: If an IP does not select a payment option, they will be automatically enrolled to receive their pay on a debit card.

Step 1: Log on to IPOne.

Step 2: Click on the 'Direct Deposit Setup' tab at the top of the page.



Step 3: Click + Add New Account



Step 4: Choose Direct Deposit, Debit Card, or Paper Check

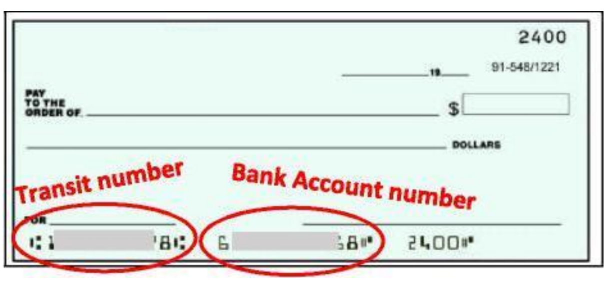
<u>Direct Deposit</u> (a safe and efficient way to receive a paycheck)

a. Start by choosing **<u>Account Type</u>** – choose **Checking** or **Savings** from the drop down.

b. Enter the Bank Account Number and Transit Number found on the bottom of the personal check for the desired account. If an IP does not have a personal check, then it is recommended that the IP visit their local bank or call their bank and ask for this information.

- **<u>Bank Account Number</u>**: This number is usually 10-12 digits for a checking or savings account.

- **<u>Transit Number</u>** (Also called a Routing Number): This number is a 9-digit code.



c. **<u>Nickname</u>**: Choose a nickname for each account added.

d. **<u>Distribution Percentage</u>**: The amount from an IP's paycheck that they want to have deposited into their bank account. The percentage must equal 100%. Enter 100% as the Distribution Percentage. At this time, there is no option to distribute paychecks into multiple accounts.

e. Review the Direct Deposit Information to make sure it is correct. When confirmed, click ‘Submit’. If submitted correctly, the Current Status of the line will change to “APPROVED”.

<u>Debit Card</u>

If the Debit Card payment option is selected, then the IP will receive the debit card and information about the card in the mail.

To learn more about the card, read the information provided in the Welcome Packet or go to www.IPOne.org for a Hints & Tips reference document called “Debit Card Information”.

1. Under **<u>Account Type</u>**, choose Debit Card.

2. Click Submit.

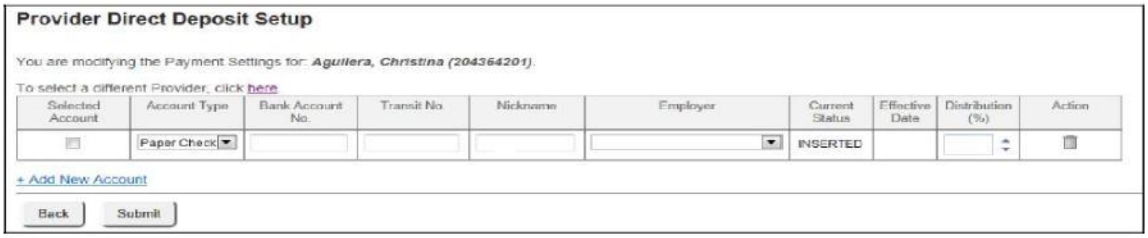
3. After clicking Submit the IP will note that the Current Status will change to “REQUESTED”.

Paper Check

If paper check is selected, a paper check will be mailed to the IP for the total amount of his/her pay.

1. Under Account Type choose **Paper Check**; then,

2. Click Submit.



What's Next?

IPOne will verify the bank account information or process the request for a debit card.

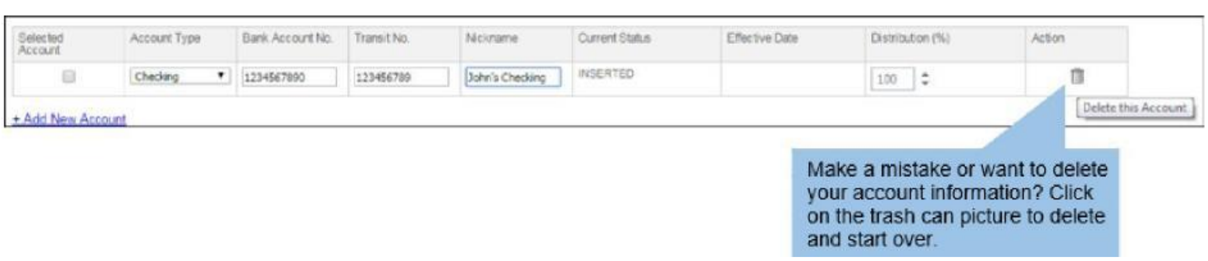
- **<u>For direct deposit set-up,</u>** PPL will verify the IP's bank account by completing a pre-note process. **<u>The IP will continue to receive a paper check in the mail until the bank account information is verified.</u>**

- **<u>For debit card set-up,</u>** PPL will submit a request to ADP Pay to have a debit card assigned and mailed to the IP. The debit card will be mailed within 10 days of the IP's Payment Method Set-Up Form being processed by PPL. The IP's payment will be uploaded to their card after this 10-day period. If the first payday happens before or during this 10-day period, PPL will mail the IP a paper check.

IPs should contact the IPOne Call Center to verify the status of their request if their paycheck is not directly deposited to their bank account, or if they have not received the debit card after one full pay period has passed.

Making Changes to the Payment Method Set-Up:

IPs can update accounts for direct deposit, stop direct deposit services, or enroll in a Debit Card at any time by changing their options in the IPOne Portal or by calling the PPL Call Center at 844-240-1526.



How to Update and Verify Tax Information

Withholding Federal Income Tax

If an IP wants to have taxes taken from their paycheck, change either claiming status or number of allowances, or indicate an optional additional amount that they want to be withheld from each paycheck, they need to complete and submit an Internal Revenue Service (IRS) Form W-4.

An IP can get an IRS Form W-4 by:

1. Downloading it at http://www.irs.gov/pub/irs-pdf/fw4.pdf, or

2. Calling the IRS office at **1-800-829-3676** and asking them to send a form.

The tax deductions requested on the Form W-4 remain in effect unless the IP contacts the IPOne call center to make a change.

Filling out the W-4:

1. Complete required fields: Step 1, 2 and 3.

2. Step 4 is optional.

3. Sign and date the form in Step 5.

4. Mail or fax the form to:

Toll-free FAX#
1-855-901-6904

Public Partnerships, LLC
WA IPOne
7776 S Pointe Pkwy W, Suite 150
Phoenix, AZ 85044

Sample W-4 Form

Form **W-4**

Department of the Treasury
Internal Revenue Service

Employee's Withholding Certificate

▶ Complete Form W-4 so that your employer can withhold the correct federal income tax from your pay.
▶ Give Form W-4 to your employer.
▶ Your withholding is subject to review by the IRS.

OMB No. 1545-0074

2020

Step 1: Enter Personal Information

(a) First name and middle initial	Last name	(b) Social security number
Address		▶ **Does your name match the name on your social security card?** If not, to ensure you get credit for your earnings, contact SSA at 800-772-1213 or go to *www.ssa.gov*.
City or town, state, and ZIP code		

(c) ☐ **Single or Married filing separately**
☐ **Married filing jointly** (or Qualifying widow(er))
☐ **Head of household** (Check only if you're unmarried and pay more than half the costs of keeping up a home for yourself and a qualifying individual.)

Complete Steps 2–4 ONLY if they apply to you; otherwise, skip to Step 5. See page 2 for more information on each step, who can claim exemption from withholding, when to use the online estimator, and privacy.

Step 2: Multiple Jobs or Spouse Works

Complete this step if you (1) hold more than one job at a time, or (2) are married filing jointly and your spouse also works. The correct amount of withholding depends on income earned from all of these jobs.

Do **only one** of the following.

(a) Use the estimator at *www.irs.gov/W4App* for most accurate withholding for this step (and Steps 3–4); **or**

(b) Use the Multiple Jobs Worksheet on page 3 and enter the result in Step 4(c) below for roughly accurate withholding; **or**

(c) If there are only two jobs total, you may check this box. Do the same on Form W-4 for the other job. This option is accurate for jobs with similar pay; otherwise, more tax than necessary may be withheld . . . . . ▶ ☐

TIP: To be accurate, submit a 2020 Form W-4 for all other jobs. If you (or your spouse) have self-employment income, including as an independent contractor, use the estimator.

Complete Steps 3–4(b) on Form W-4 for only ONE of these jobs. Leave those steps blank for the other jobs. (Your withholding will be most accurate if you complete Steps 3–4(b) on the Form W-4 for the highest paying job.)

Step 3: Claim Dependents

If your income will be $200,000 or less ($400,000 or less if married filing jointly):

Multiply the number of qualifying children under age 17 by $2,000 ▶ $

Multiply the number of other dependents by $500 . . . . ▶ $

Add the amounts above and enter the total here . . . . **3** $

Step 4 (optional): Other Adjustments

(a) Other income (not from jobs). If you want tax withheld for other income you expect this year that won't have withholding, enter the amount of other income here. This may include interest, dividends, and retirement income . . . . **4(a)** $

(b) Deductions. If you expect to claim deductions other than the standard deduction and want to reduce your withholding, use the Deductions Worksheet on page 3 and enter the result here . . . . **4(b)** $

(c) Extra withholding. Enter any additional tax you want withheld each **pay period** . **4(c)** $

Step 5: Sign Here

Under penalties of perjury, I declare that this certificate, to the best of my knowledge and belief, is true, correct, and complete.

▶ **Employee's signature** (This form is not valid unless you sign it.) ▶ **Date**

Employers Only

Employer's name and address	First date of employment	Employer identification number (EIN)

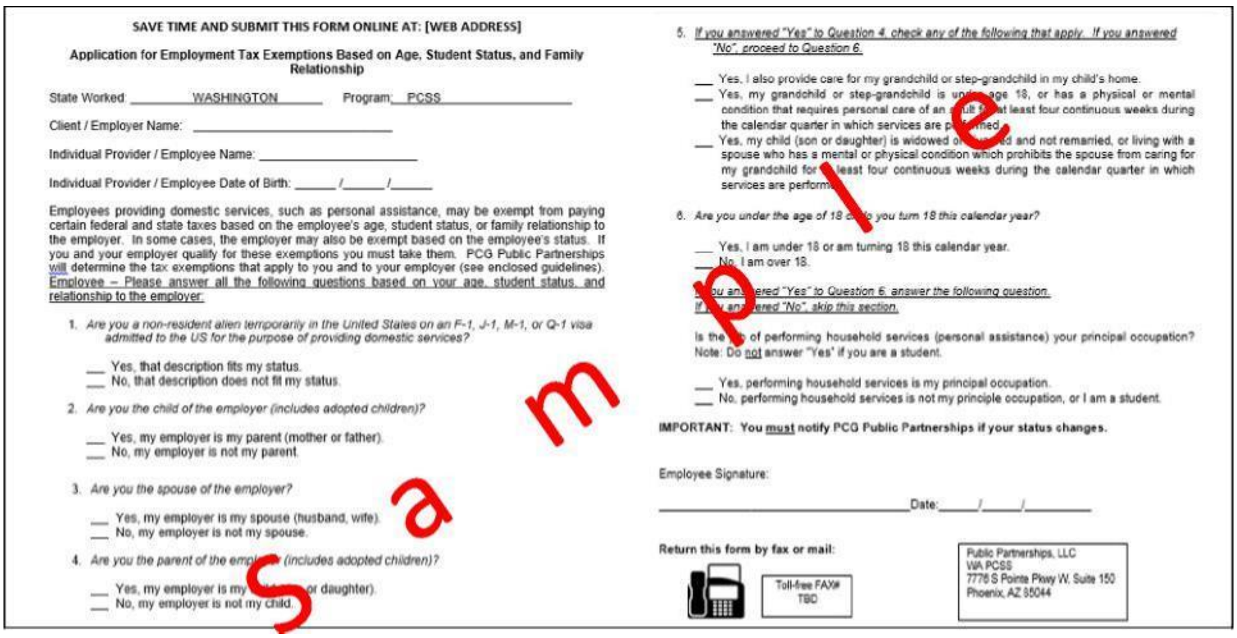
For Privacy Act and Paperwork Reduction Act Notice, see page 3. Cat. No. 10220Q Form **W-4** (2020)

Applying for Tax Exemptions:

An IP may be required to take specific employment tax exemptions for FICA/FUTA because of age, student status, or relationship to the employer/client.

IPs can download the **Application for Employment Tax Exemptions Based on Age, Student Status, and Family Relationship** form from the PPL website at: http://www.publicpartnerships.com/programs/washington/IPOne/index.html, or call the IPOne Call Center and ask them to send the form by mail. The IP should complete the form and return it by fax or U.S. mail as noted at the bottom of the form. The form is followed by a guide explaining the tax exemptions for which the IP may qualify. The IP must file one form for each client/employer for whom they work.

The Exemption Form looks like this:



SAVE TIME AND SUBMIT THIS FORM ONLINE AT: [WEB ADDRESS]

Application for Employment Tax Exemptions Based on Age, Student Status, and Family Relationship

State Worked: WASHINGTON Program: PCSS

Client / Employer Name: ____________________

Individual Provider / Employee Name: ____________________

Individual Provider / Employee Date of Birth: _____/_____/_____

Employees providing domestic services, such as personal assistance, may be exempt from paying certain federal and state taxes based on the employee's age, student status, or family relationship to the employer. In some cases, the employer may also be exempt based on the employee's status. If you and your employer qualify for these exemptions you must take them. PCG Public Partnerships will determine the tax exemptions that apply to you and to your employer (see enclosed guidelines). Employee – Please answer all the following questions based on your age, student status, and relationship to the employer.

1. *Are you a non-resident alien temporarily in the United States on an F-1, J-1, M-1, or Q-1 visa admitted to the US for the purpose of providing domestic services?*

   ___ Yes, that description fits my status.
   ___ No, that description does not fit my status.

2. *Are you the child of the employer (includes adopted children)?*

   ___ Yes, my employer is my parent (mother or father).
   ___ No, my employer is not my parent.

3. *Are you the spouse of the employer?*

   ___ Yes, my employer is my spouse (husband, wife).
   ___ No, my employer is not my spouse.

4. *Are you the parent of the employer (includes adopted children)?*

   ___ Yes, my employer is my child (son or daughter).
   ___ No, my employer is not my child.

5. *If you answered "Yes" to Question 4, check any of the following that apply. If you answered "No", proceed to Question 6.*

   ___ Yes, I also provide care for my grandchild or step-grandchild in my child's home.
   ___ Yes, my grandchild or step-grandchild is under age 18, or has a physical or mental condition that requires personal care of an adult for at least four continuous weeks during the calendar quarter in which services are performed.
   ___ Yes, my child (son or daughter) is widowed or divorced and not remarried, or living with a spouse who has a mental or physical condition which prohibits the spouse from caring for my grandchild for at least four continuous weeks during the calendar quarter in which services are performed.

6. *Are you under the age of 18 or do you turn 18 this calendar year?*

   ___ Yes, I am under 18 or am turning 18 this calendar year.
   ___ No, I am over 18.

If you answered "Yes" to Question 6, answer the following question. If you answered "No", skip this section.

Is the job of performing household services (personal assistance) your principal occupation? Note: Do not answer "Yes" if you are a student.

___ Yes, performing household services is my principal occupation.
___ No, performing household services is not my principle occupation, or I am a student.

IMPORTANT: You must notify PCG Public Partnerships if your status changes.

Employee Signature:

______________________________ Date: _____/_____/________

Return this form by fax or mail:

Toll-free FAX#
TBD

Public Partnerships, LLC
WA PCSS
7776 S Pointe Pkwy W, Suite 150
Phoenix, AZ 85044

Verify Tax Information:

Users can view taxes deducted from paychecks by looking at:

- An IP's electronic Earnings Statement on the IPOne portal; or,
- An IP's paper Earnings Statement, if these are received in the mail.

An IP can contact the IPOne Call Center if they have questions about the Form W-4 or the Application for Tax Exemptions form.

REMINDER: IPOne staff cannot give tax advice. Please consult a tax advisor for questions on withholdings and exemptions.

Individual Provider One

What are Difficulty of Care (DOC) Payments?

If you and your client live together, you are eligible for the Difficulty of Care income exclusion outlined in IRS Notice 2014-7. This means that the wages that you earn for providing personal care to the client you live with may be excluded from your income for income tax purposes.

What's changing in IPOne?

Effective April 2020, IPOne will be able to exclude Federal Income Tax (FIT) from payments to an Individual Provider for personal care services provided to an eligible Client living in the same home with the provider.

How is Residency (Home) Determined?

- Residency is the place where the provider resides and regularly performs the routines of the provider's private life, such as shared meals and holidays with family.
- The provider and client must live together and cannot have a separate home where either reside, even if only part-time.

Providers are Eligible If:

- The client and provider live together in the same home, regardless of who owns or rents the property.
- Multiple Providers living in the same house with the Client may each be eligible; for example, parents providing care for a child.

Note:

**The provider's family relationship to the client is not a determining factor as to whether payments qualify as DOC payments.*

**Difficulty of Care payments apply to services provided as Personal Care and Relief Care. Examples also include time spent transporting, shopping, attending doctor appointments, and attending community events.*

**The income exclusion does not apply to payments you receive directly from your client, which are known as "client participation" amounts.*

How are Difficulty of Care Payments Treated?

The Provider Should:

- Continue to withhold and remit FICA (Social Security and Medicare) and FUTA (Federal Unemployment Tax), unless the Provider is exempt due to family relationship or other reason
- Remember DOC payments are excluded from federal income
- Remember that DOC is not a tax exemption

The Provider Should Not:

- Withhold and remit Federal Income Tax (FIT) from DOC payments
- Report DOC payments as federal taxable income
- Choose to classify DOC payments as federal taxable income
- Consider DOC payments as income for purposes of determining Provider's Medicaid/ACA tax credit eligibility

What does IPOne need?

Public Partnerships LLC (PPL) does not make a determination if you are eligible for this income exclusion. Upon receipt of a properly completed form, PPL will begin to exclude Federal Income Tax (FIT) for any eligible payments. A properly completed form includes:

- All three boxes checked, and
- signed document is received by PPL

<u>*See example form below*</u>. **Please obtain a form from PPL's website, linked below, for your official submission.**

Section A: Applying for Difficulty of Care Federal Income Exclusion

Certain payments you (Individual Provider) receive for providing personal care services funded by Medicaid in the same home as your client are considered Difficulty of Care payments and are not subject to Federal Income Tax (FIT) deductions. If you do not have to pay federal income tax, WA IPOne through Public Partnerships will not report your pay as income, and you will not have to pay FIT on qualifying payments.

STEP 1: Review information regarding the Difficulty of Care Federal Income Exclusion. Information is available on Public Partnerships' website at http://publicpartnerships.com/programs/washington/IPOne

STEP 2: If you qualify for the Difficulty of Care income exclusion the following 3 boxes must apply and be checked:

- ☐ I provide services to my client in the same home where the client also lives. (NOTE: The client receiving care must live in the same home as the individual provider. It does not matter who owns or rents the home.)
- ☐ I do not live in a different home from my client.
- ☐ This is the home where I live and have meals, daily life, and holidays with family.

▪ <u>All the above must apply to be eligible for the Difficulty of Care Federal Income Exclusion.</u>

Under penalties of perjury, I declare that I am an Individual Provider receiving payments under a state Medicaid Home and Community-Based Services program. I live in the same home with, and I provide personal care services to, the client listed at the top of this form.

Individual Provider Signature: ______________________________ **Date:** ____________

Section B: Terminating Difficulty of Care Federal Income Tax Exclusion

Under penalties of perjury, I declare that I no longer reside with a client that I provide personal care services to and who is receiving services under a state Medicaid Home and Community-Based Services program.

Individual Provider Signature: ______________________________ **Date that I no longer qualify:** ____________

For More Information Visit:

» Public Partnerships website http://www.publicpartnerships.com

»DSHS website https://www.dshs.wa.gov/altsa/irs-notice-2014-7-difficulty-care-payments-excludable-income

»IRS website https://www.irs.gov/individuals/certain-medicaid-waiver-payments-may-be-excludable-from-income

Public Partnerships LLC does not give tax advice. If you have questions about whether or not the Difficulty of Care income exclusion applies to you, please consult a tax professional for advice.

Difficulty of Care Federal Income Exclusion Instructions

You may be eligible for a *Difficulty of Care (DOC) Federal Income Exclusion* if you meet the criteria listed in this section. If you are eligible for this exclusion, Federal Income Tax will not be withheld from your Difficulty of Care Payments.

Applying for a Difficulty of Care Federal Income Exclusion

Public Partnerships LLC (PPL) does not make a determination if you are eligible for this income exclusion. Upon receipt of a properly completed form, PPL will begin to exclude Federal Income Tax for any payments eligible for the DOC exclusion. This may take 1-2 pay periods to be applied. A properly completed form includes:

- All three boxes checked in STEP 2
- Signature and Date

In order to assist you in determining if you are eligible, please review the information on PPL's training website at: http://publicpartnerships.com/programs/washington/IPOne

Or IRS FAQs at: https://www.irs.gov/individuals/certain-medicaid-waiver-payments-may-be-excludable-from-income

Section A: Applying for Difficulty of Care Federal Income Exclusion

Certain payments you (Individual Provider) receive for providing personal care services funded by Medicaid in the same home as your client are considered Difficulty of Care payments and are not subject to Federal Income Tax (FIT) deductions. If you do not have to pay federal income tax, WA IPOne through Public Partnerships will not report your pay as income, and you will not have to pay FIT on qualifying payments.

STEP 1: Review information regarding the Difficulty of Care Federal Income Exclusion. Information is available on Public Partnerships' website at http://publicpartnerships.com/programs/washington/IPOne

STEP 2: If you qualify for the Difficulty of Care income exclusion the following 3 boxes must apply and be checked:

- ☐ I provide services to my client in the same home where the client also lives. (NOTE: The client receiving care must live in the same home as the individual provider. It does not matter who owns or rents the home.)
- ☐ I do not live in a different home from my client.
- ☐ This is the home where I live and have regular meals, daily life, and holidays with family.

- All the above must apply to be eligible for the Difficulty of Care Federal Income Exclusion.

Under penalties of perjury, I declare that I am an Individual Provider receiving payments under a state Medicaid Home and Community-Based Services program. I live in the same home with, and I provide personal care services to, the client listed at the top of this form.

Individual Provider Signature: ____________________ **Date:** ____________________

Application for Difficulty of Care Federal Income Exclusion

Client Name:	**Client ID:**
Individual Provider Name:	**Individual Provider ID:**

Section A: Applying for Difficulty of Care Federal Income Exclusion

Certain payments you (Individual Provider) receive for providing personal care services funded by Medicaid in the same home as your client are considered Difficulty of Care payments and are not subject to Federal Income Tax (FIT) deductions. If you do not have to pay federal income tax, WA IPOne through Public Partnerships will not report your pay as income, and you will not have to pay FIT on qualifying payments.

STEP 1: Review information regarding the Difficulty of Care Federal Income Exclusion. Information is available on Public Partnerships' website at http://publicpartnerships.com/programs/washington/IPOne

STEP 2: If you qualify for the Difficulty of Care income exclusion the following 3 boxes must apply and be checked:

- ☐ I provide services to my client in the same home where the client also lives. (NOTE: The client receiving care must live in the same home as the individual provider. It does not matter who owns or rents the home.)
- ☐ I do not live in a different home from my client.
- ☐ This is the home where I live and have regular meals, daily life, and holidays with family.

- All the above must apply to be eligible for the Difficulty of Care Federal Income Exclusion.

Under penalties of perjury, I declare that I am an Individual Provider receiving payments under a state Medicaid Home and Community-Based Services program. I live in the same home with, and I provide personal care services to, the client listed at the top of this form.

Individual Provider Signature: ____________________ **Date:** ____________________

Section B: Terminating Difficulty of Care Federal Income Exclusion

Under penalties of perjury, I declare that I no longer reside with a client that I provide personal care services to and who is receiving services under a state Medicaid Home and Community-Based Services program.

Individual Provider Signature: ______________ **Date that I no longer qualify:**______________

Return this form by fax or mail:

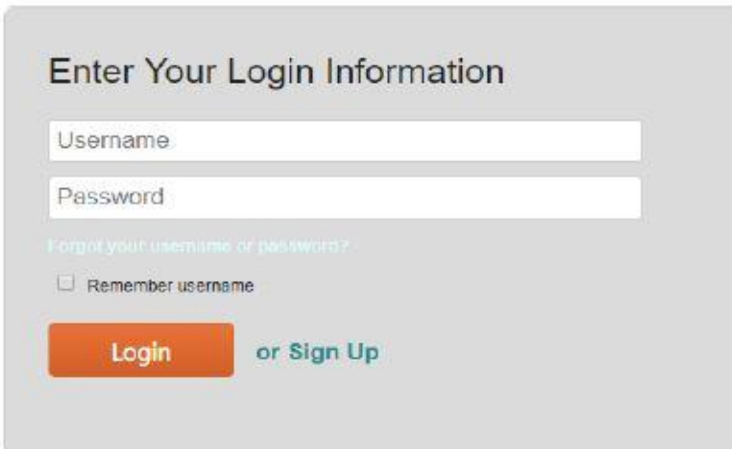
Toll-free Fax #
1-855-901-6904

Public Partnerships
ATTN: Individual ProviderOne
7776 S Pointe Pkwy W, Ste 150
Phoenix, AZ, 85044

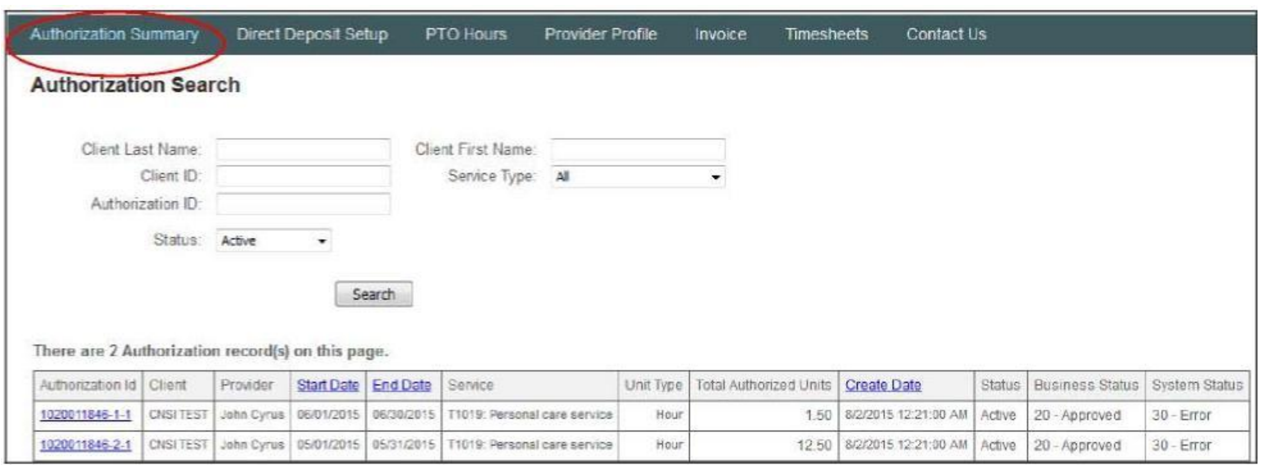
How to View Authorization Information

Users can view authorization summary information. IPOne will store all authorization records for easy access and these can be viewed anytime. Review instructions below on how to access this information.

1. Log in to IPOne; then,



2. Click on Authorization Summary found on the top left of the page.



3. The default view of this page will display all active authorization records. A Provider may search for a specific authorization or use a combination of any the following filters:

   - Client Last Name
   - Client First Name
   - Client ID
   - Authorization ID
   - Service Type
   - Status

4. Once filters have been defined to help narrow down the results, click **Search**.

5. When the Authorization is found, click on the blue link in the first column under **Authorization ID** to review the detail within the authorization record.

There are 2 Authorization record(s) on this page.

Authorization Id	Client	Provider	Start Date	End Date	Service	Unit Type	Total Authorized Units	Create Date	Status	Business Status	System Status
1020011846-1-1	CNSI TEST	John Cyrus	06/01/2015	06/30/2015	T1019: Personal care service	Hour	1.50	8/2/2015 12:21:00 AM	Active	20 - Approved	30 - Error
1020011846-2-1	CNSI TEST	John Cyrus	05/01/2015	05/31/2015	T1019: Personal care service	Hour	12.50	8/2/2015 12:21:00 AM	Active	20 - Approved	30 - Error

6. This will take the user to the **Authorization Detail** page, which provides information about authorized services. The Authorization Detail page shows information found in the authorization letter that is sent to the IP each time a change in services is made. The authorization letter includes monthly authorization information.

Authorization Summary | Direct Deposit Setup | PTO Hours | Provider Profile | Invoice | Timesheets

Authorization Detail

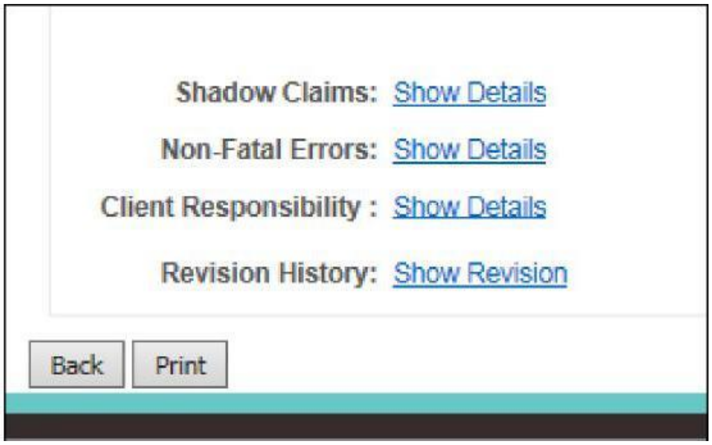
Authorization Details

Authorization Header Details

Admin ID:	206 - ADSA-H	**Client Auth Entry Date:**	5/15/2015
Reporting Unit ID:	041	**Reporting Unit:**	ALTCEW/ELDER SERVICES
System Status:	30 - Error	**Business Status:**	20 - Approved
Client - Provider Relationship:	Aunt/Uncle		

Authorization Id:	1020011846-1-1	**Unit Type:**	Hours
Service Type:	T1019: Personal care service	**Unit Increment:**	15 minutes
Service Modifier 1:		**Total Units in unit increment:**	6.00 units
Client Name:	CNSI TEST	**Authorized Units:**	1.50 Hours
ProviderOne Client ID	201446428WA		
Provider Name:	John Cyrus		
Date Range:	6/1/2015 - 6/30/2015	**Invoiced Units:**	0.00 Hours
Last Modified:	8/2/2015 12:21:00 AM	**Paid Units:**	0.00 Hours
Date Created:	8/2/2015 12:21:00 AM	**Remaining Units:**	1.50 Hours
Created By:	PPL_SYSTEM	**Business Status:**	20 - Approved
Place of Service:		**System Status:**	30 - Error
Service Reason Code:			

7. On the bottom of the screen is a list similar to the one shown below.

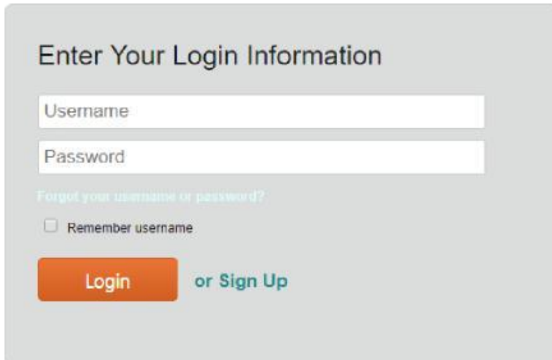


8. The hyperlinks lead to:

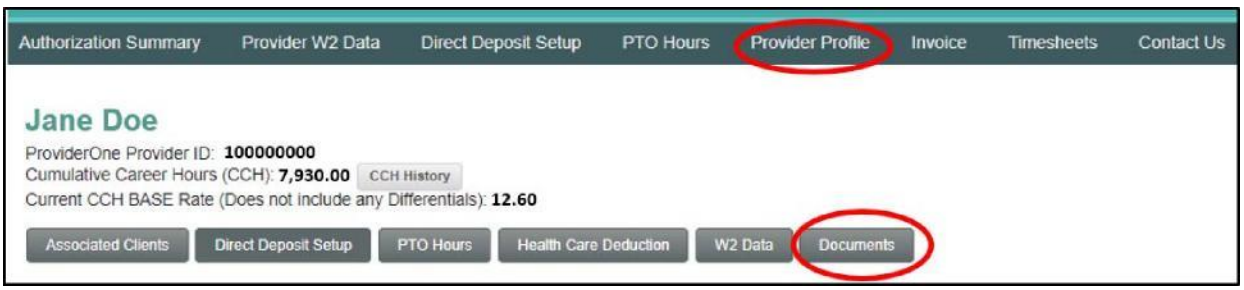
- **Shadow Claims**: This is a section that is used by PPL's accounting team based on the client's authorization information.
- **Non-Fatal Errors**: The detail will include the dates and reasons for the authorization error.
- **Client Responsibility**: The amount of Client Responsibility that applies to this authorization.
- **Revision History**: Historic changes to the authorization are shown here.

Where the Authorization Letter is found

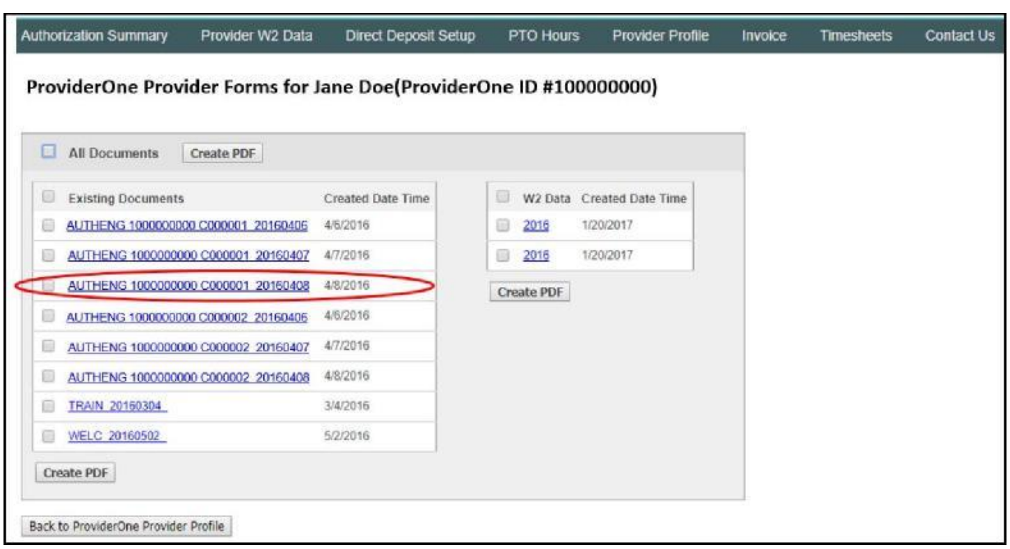
1. Log in to IPOne.



2. Click on **Provider Profile** on the top of the page, and then click on **Documents**.



3. This will lead to the **Provider Forms** page. Under the **Existing Documents** column is a list of the authorization letters that have been generated for the selected Provider ID number.



4. Click on the link to view a document, or check one or more of the items and click **Create PDF** to create a PDF of these letters which can be printed or saved to the user's personal files.

5. The example below is of an Authorization Letter.

Public Partnerships, LLC
Attention: Individual ProviderOne
7776 S. Pointe Parkway, Ste. 150
Phoenix AZ 85044

04/08/2016

JANE DOE

RE: Authorization Number 1000000000
JOHN DOE Client ID: 0000000001WA

Dear JANE DOE:

This is to notify you a new authorization has been created. This information is also being provided to the above named client regarding services authorized.

JANE DOE is authorized to provide the following service(s) for JOHN DOE.

Personal care service T1019 from 03/11/2016 to 03/31/2016 at the hourly rate of $12.60. Payment may be made for a maximum of 315.00, 15 minute units which equates to 78.75 hours per month. You must claim in 15 minute units.

Mileage, Personal Care S0215 from 03/11/2016 to 03/31/2016 at the rate of $0.54 per mile, when using your personal vehicle to provide services to your client (such as essential shopping and travel to medical services). Payment may be made for a maximum of 50.00 miles per month.

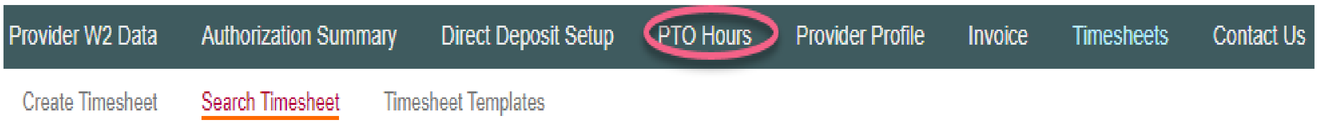
If you have questions about this authorization, please contact your authorizing worker.

Cindy Smith 360-000-1234

cc: JOHN DOE

6. For questions about authorizations or workweek limits, please contact the client's case manager.

How to Claim Paid Time Off (PTO)



1. Log in to IPOne with the IP's username and password.

2. Click on the **PTO Hours** link to go the page to view the available PTO and enter the number of PTO hours to claim.

3. On the screen shown below:
    a. Look at the number of PTO hours available to claim.

    b. Use the drop down menu arrows to view and select the number of PTO hours and minutes to claim. Minutes will show in 15 minute increments.

    c. Click on the Save button.

4. PTO hours will be paid on the next scheduled payroll.

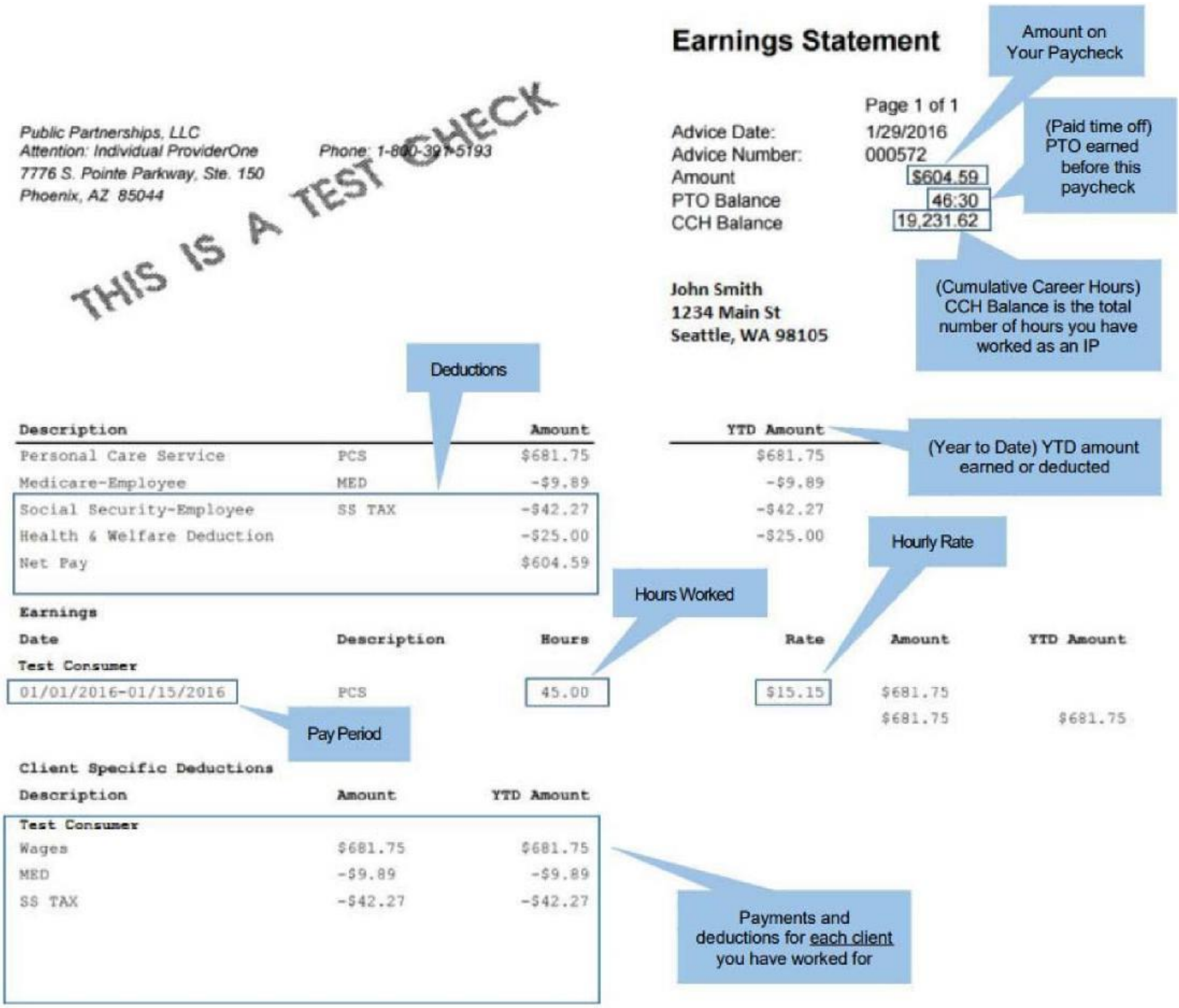
5. The bottom part of the screen allows the user to:
    - View a summary of the PTO hours just submitted and the balance of PTO hours still available.

    - View a yearly summary of the total PTO hours submitted thus far in the calendar year.

    - Click on the **History** button to view a list of PTO Hour Claims.

How to read an Earnings Statement

Below is a sample Earnings Statement and helpful information.



Earnings Statement

Public Partnerships, LLC
Attention: Individual ProviderOne
7776 S. Pointe Parkway, Ste. 150
Phoenix, AZ 85044

Phone: 1-800-397-5193

Page 1 of 1

Advice Date:	1/29/2016
Advice Number:	000572
Amount	$604.59
PTO Balance	46:30
CCH Balance	19,231.62

John Smith
1234 Main St
Seattle, WA 98105

Description		Amount	YTD Amount
Personal Care Service	PCS	$681.75	$681.75
Medicare-Employee	MED	-$9.89	-$9.89
Social Security-Employee	SS TAX	-$42.27	-$42.27
Health & Welfare Deduction		-$25.00	-$25.00
Net Pay		$604.59	

Earnings

Date	Description	Hours	Rate	Amount	YTD Amount
Test Consumer					
01/01/2016-01/15/2016	PCS	45.00	$15.15	$681.75	
				$681.75	$681.75

Client Specific Deductions

Description	Amount	YTD Amount
Test Consumer		
Wages	$681.75	$681.75
MED	-$9.89	-$9.89
SS TAX	-$42.27	-$42.27

Note: If Client Responsibility is owed by the client, this amount can be found in the authorization letter and appears on the Earnings Statement in the Description section under “COPAY”.

Administrative Time

- Administrative Time is taxable, paid time allotted to each Individual Provider.
- Individual Providers will automatically receive one fifteen (15) minute unit of Administrative Time for each paid pay period they worked and submitted a timesheet in Good to Pay status, after July 1, 2017.
- If the IP is not paid in the pay period, or the timesheet is not in Good to Pay status, the IP will not be paid Administrative Time.
- Administrative Time is paid per the current hourly rate and is included in taxable wages.
- Administrative Time is subject to overtime calculations, and accrues both CCH and PTO. Administrative Time is included in the sum of the IP's total hours worked for the period.
- Administrative Time will not be affected by Client Responsibility and is not estate recoverable.
- Administrative Time applies to all timesheet submission formats including faxed, mailed-in paper timesheets and electronic submitted timesheets online.

Sample Earnings Statement with Administrative Time

Earnings Statement

Page 1 of 4

Public Partnerships, LLC
1 CABOT RD STE 102
MEDFORD, MA 02155
Phone: 1-844-240-1526

Advice Date:	08/01/2017
Advice Number:	RA000001
Amount	$1,694.59
PTO Balance	5:00
CCH Balance	3,897.00

Jane Doe
123 Street
Seattle, WA 98101

Description		Amount	YTD Amount	Contact Number
Administrative Time	ADMIN	$3.54	$7.08	
Personal Care	PCS	$1132.00	$16905.11	
Personal Care OT Third Party	PCS-OTTP	$0.00	$48.63	
Paid Time Off (PTO)	PTO	$827.90	$827.90	
Mileage, Personal Care	MILEAGE PCS	$53.50	$696.25	
Client Participation	CO PAY	$0.00	-$3002.75	
Federal Income Tax	FIT	-$115.30	-$1279.23	
Medicare-Employee	MED	-$28.50	-$214.46	
Social Security-Employee	SS TAX	-$121.72	-$916.74	
Health & Welfare Deduction		$0.00	-$150.00	
Health And Welfare, Var		$0.00	-$25.00	
SEIU 775 NW-Dues		-$56.83	-$473.14	
Net Pay		$1694.59		

Earnings

Date	Description	Hours	Rate	Amount
JOHN DOE				
02/01/2017-02/15/2017	PTO	0.33333	$14.15	$4.72
02/16/2017-02/28/2017	PTO	0.33333	$14.15	$4.72
03/01/2017-03/15/2017	PTO	0.33333	$14.15	$4.72
03/16/2017-03/31/2017	PTO	0.33333	$14.15	$4.72

Administrative Time Frequently Asked Questions (FAQs)

Q: What is Administrative Time?
A: Administrative Time is taxable, paid time allotted to each IP.

Q: When will IPs become eligible for Administrative Time?
A: Administrative Time takes effect with the pay period beginning July 1, 2017. Pay periods worked on or after July 1, 2017 are eligible to receive Administrative Time.

Q: Will Administrative time be paid retroactively?
A: Administrative Time will not be applied to pay periods prior to July 1, 2017.

Q: How much will IPs be paid for Administrative Time?
A: Administrative Time is paid as one 15-minute unit per paid pay period. Administrative Time is paid according to the IP's current hourly rate.

Q: How do IPs claim Administrative Time?
A: IPs do not claim Administrative Time. IPOne will automatically generate a timesheet to pay Administrative Time for each paid pay period the IP worked and the timesheet is in Good to Pay status after July 1, 2017.

Q: Can IPs edit Administrative Time timesheets?
A: No. Any attempt to edit an Administrative Timesheet in the portal will result in an error message being displayed, and no edit will be processed.

Q: Can IPs be paid for additional Administrative Time?
A: No. IPs will be paid for only one, 15-minute unit of Administrative Time for each payroll period in which they are paid.

Q: Where can Administrative Time payments be viewed?
A: Administrative Time is displayed on Earnings Statements at the Description section near the top of the page.

Q: Is Administrative Time taxable?
A: Yes. Paid Administrative Time is included in taxable wages and will be taxed with other wages according to the IP's W-4 on file.

Q: Will Administrative Time paid count towards an IP's CCH/PTO balance?
A: Yes. Paid Administrative Time is included in calculations for both CCH and PTO accruals.

Q: Who can an IP contact if there are questions regarding Administrative Time?
A: Please call the SEIU Member Resource Center at **1 (866) 371-3200.**

IP payment schedule

Paychecks are sent/deposited **twice a month.**

Assuming that each payroll period is submitted separately and on-time, IPs receive payment for the first half of the month's payroll (1^{st} – 15^{th}) in one paycheck and payment for the second half of the month's payroll (16^{th} – 31^{st}) in a second paycheck.

The current payroll schedule can be found at www.IPOne.org.

Things to Remember...

- To ensure being paid on-time, submitting shifts (EVV providers) via the Time4Care app or e-timesheets (Live-in Exempt providers) is recommended. IPOne will give system feedback if there are any issues with the shift or e-timesheet. Users will get a confirmation immediately when a shift or e-timesheet has been successfully submitted.

- If a manual time entry (EVV providers) or a timesheet (Live-in Exempt providers) is submitted after the scheduled payroll period due date, it will be processed and paid out in the next available payroll, which could result in over a two-week delay in receiving payment.

- Users can check the status of a shift, a manual time entry or an e-timesheet in the Individual ProviderOne Web Portal. Please check the status regularly to ensure the shift/ manual time entry/timesheet has been received and is ready to be processed for payment.

- You must submit a shift, a manual time entry or a timesheet in order to receive payment.

- For Live-in Exempt providers

  - Timesheets can be submitted earlier if you're done working, but you will still be paid according to the payroll schedule. You cannot submit a timesheet for hours not yet worked.

  - Keep holidays in mind when submitting paper timesheets.

  - If paper timesheets are received with errors, they will be submitted for processing in the next available pay period after the issues are corrected.

ELECTRONIC VISIT VERIFICATION (EVV) IN THE IPONE PAYMENT SYSTEM

Washington will be implementing EVV for Individual Providers as of December 16, 2020 with a new mobile app called Time4Care™. This means all Individual Providers will submit their hours worked in this new way, to receive payment.

However, if you are an Individual Provider who lives with your client, there is a Live-In Exemption available to you. This exemption means that you are not required to use the Time4Care™ mobile application to clock in and out for your hours worked. You will continue to submit your timesheets per pay period using the IPOne portal.

To qualify for this exemption, you must live together with the client to whom you provide personal care services. You cannot have a separate home where either you or your client resides. You have to tell IPOne that you live with your client by 12/16/2020 to apply the exemption to your profile.

If you do not take this action step you will have the EVV solution on 12/16/2020. This is a different time entry method than you have been using. If this applies to you and your client, follow these steps:

- Please visit the PPL IPOne EVV Training Page at: **https://www.publicpartnerships.com/programs/washington/individual-providerone-ipone/evv-training-and-resources/#content**
- Click on the **"Step by Step Instructions for Live-in Exempt"** flyer to walk you through the process.
- Then click on **Tell Washington IPOne that I live with my client.** This will take you to the IPOne Portal log-in page. Follow the steps outlined in the instruction flyer. **You must complete this task by December 16th, 2020 .**

EVV SELF-IDENTIFY LIVE-IN EXEMPTION

A Step-By-Step Guide

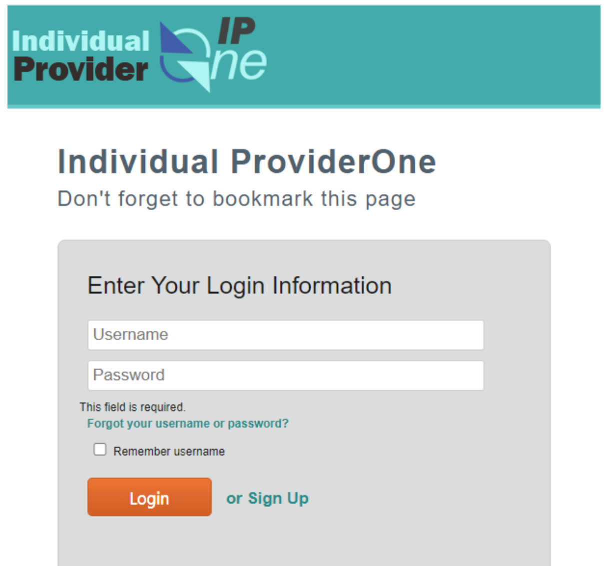
Login or Sign up

01. Navigate to ipone.publicpartnerships.com

02. For IPOne Web Portal users, log in with your current user ID and password.

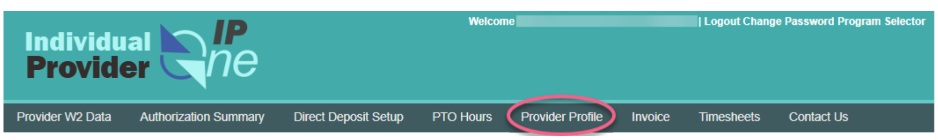
If you do not have an existing IPOne Web Portal account, you can create one by clicking "Sign Up" on the login page.

*** Note: The Self-Identify Live-in Exemption through IPOne portal will be available on 11/19/2020.*

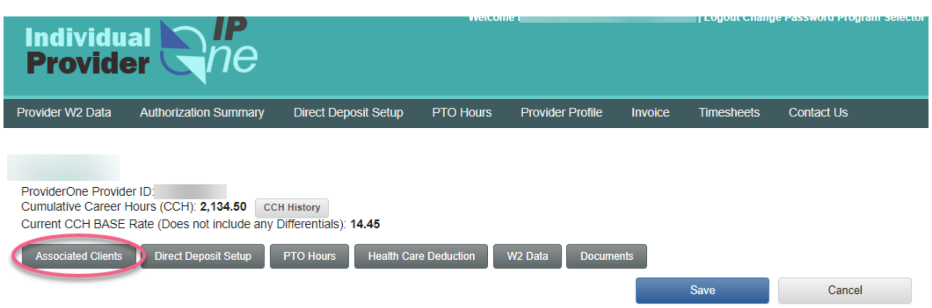


Access the EVV Live-In Exempt Self-Identify Section

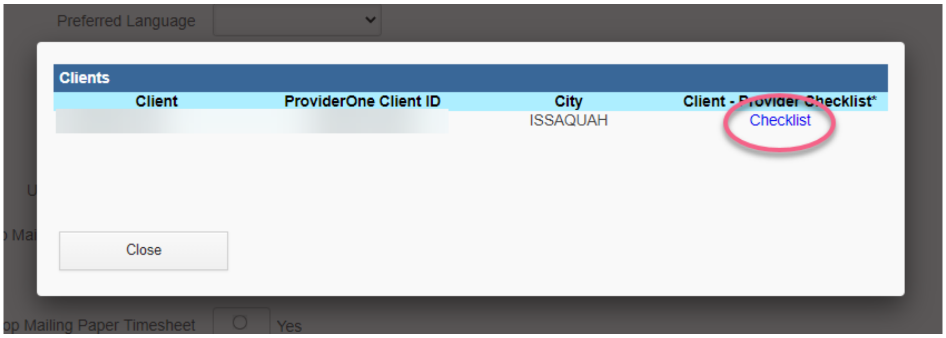
01. Click on the "Provider Profile" link in the main ribbon



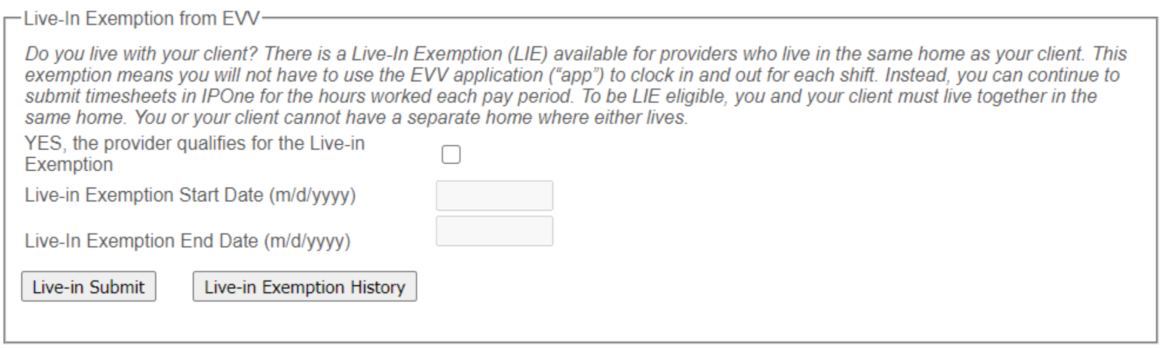
02. Click on the "Associated Clients" button



03. Click the “Checklist” link for the client you wish to select a Live-In Exemption for.

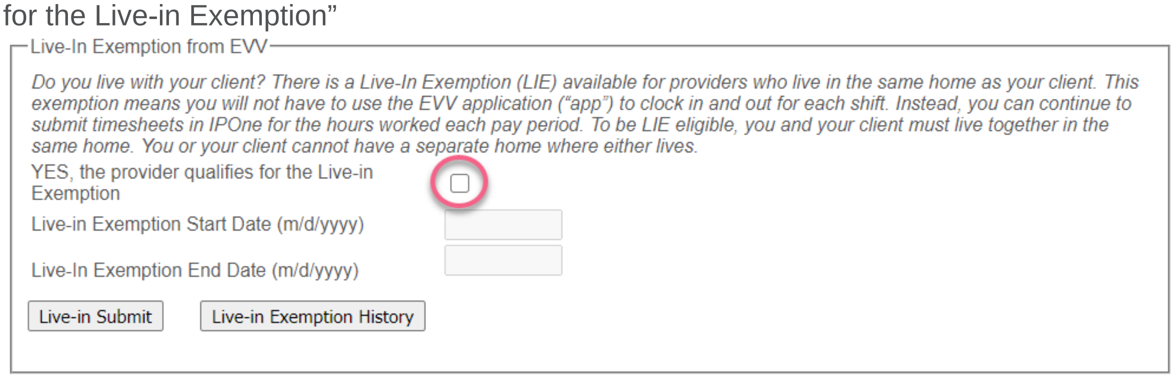


04. View “Live-in Exemption from EVV” Section

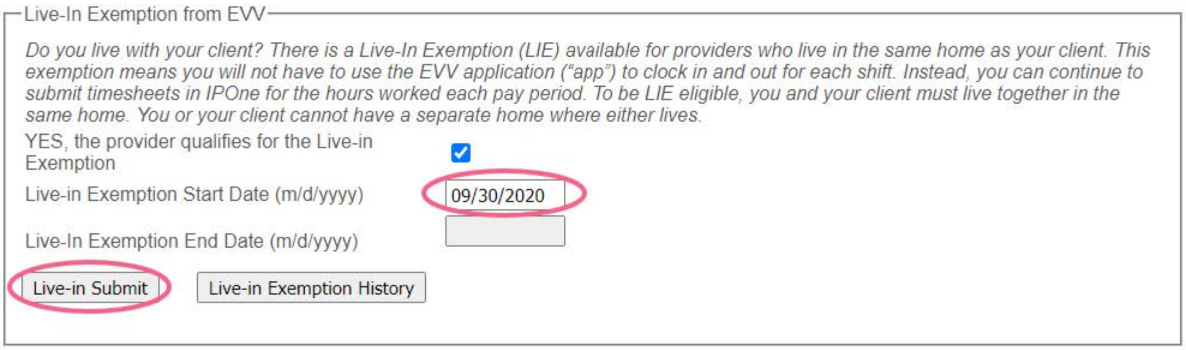


How to self-identify Live-in Exempt

01. Under “Live-In Exemption from EVV” section, check the box for “YES, the provider qualifies for the Live-in Exemption”



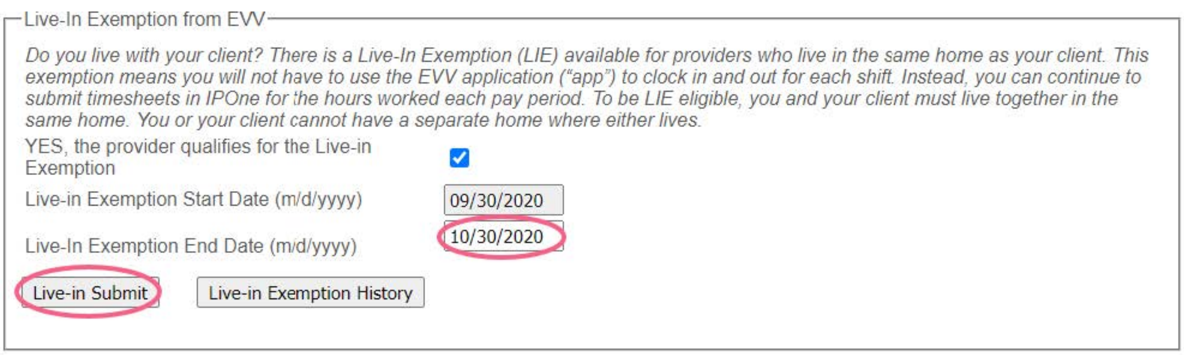
02. Once the box is checked, the "Live-In Exemption Start Date" sections will be fillable. It will be default to the current date. Fill in the date you qualified for the Live-In Exemption. Click the “Live-in Submit” button.



*** Note: The "Live-in Exemption Start Date" cannot be prior to the current date and will apply to the next earning period following this date*

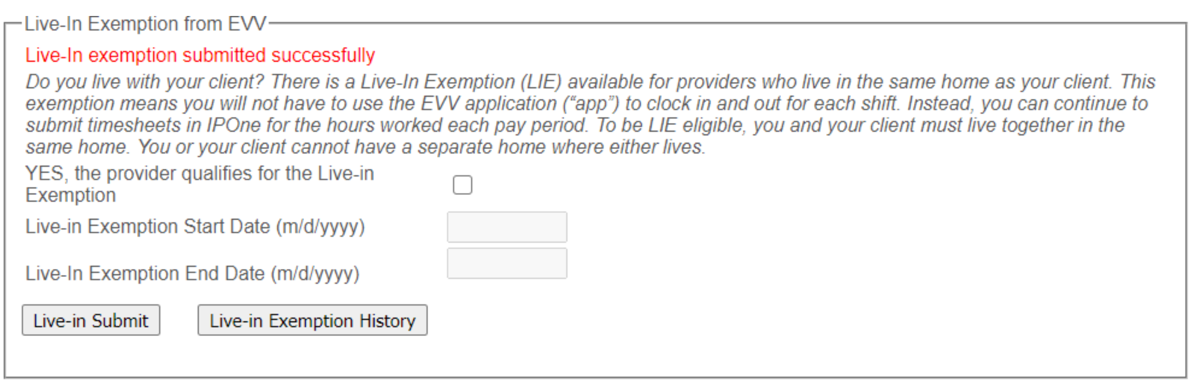
How to terminate an existing Live-In Exempt

01. To terminate your existing Live-In Exemption, enter the date you stopped living with your client in the “Live-In Exemption End Date” field. Click the “Live-in Submit” button.



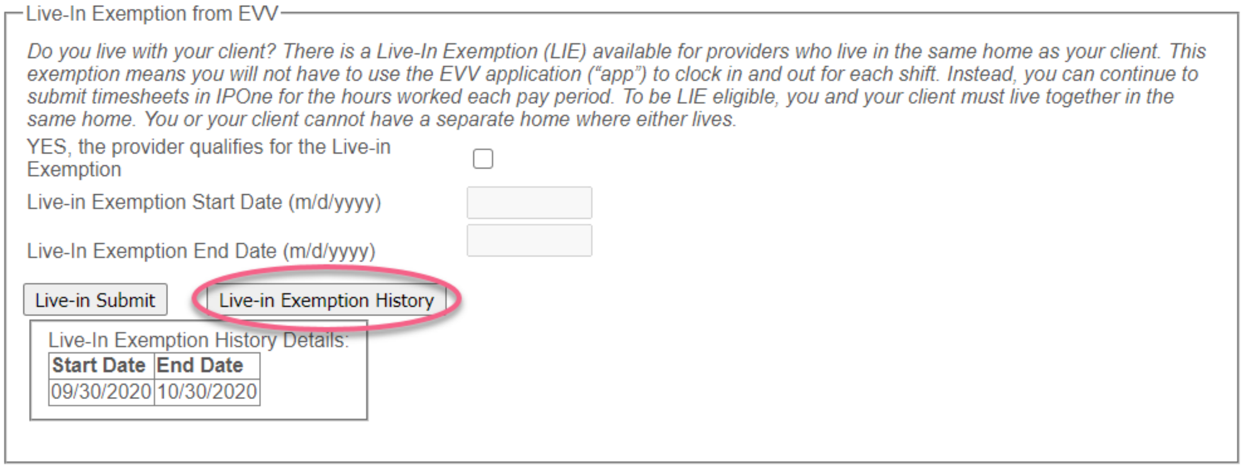
*** Note: "Live-in Exemption End Date" cannot be prior to the current date or the "Live-in Exemption Start Date" and will apply to the next earning period following this date*

02. Once a termination date is entered, the Live-In Exemption section will change back to blank, you can submit a new Live-In Exemption if needed.



Check the Live-In Exemption History

01. Click the "Live-In Exemption History" button to check your Live-In Exemption submission history



Tell Washington IPOne that I live with my client.

TIME4CARE™ EVV MOBILE APP

A Quick Guide

Download App

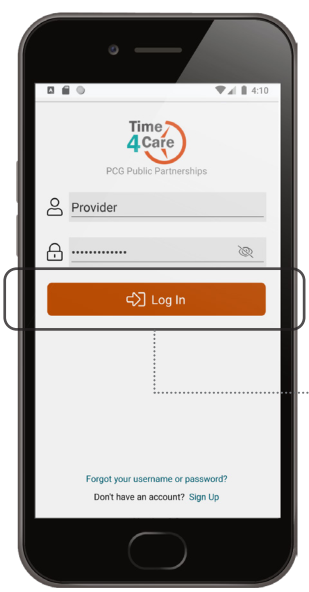
Download the Time4Care™ App

1. Go to the App Store on your Android or iOS device.
2. Tap on **Search**.
3. In the search bar, type in: **Time4Care.**
4. Download/Install the Time4Care app.
5. Once the application has downloaded, tap the app icon to open.

IMPORTANT POINTS

- Provider clocks in and out in real-time to record time worked.
- Timesheet submission is no longer needed.
- Location is only captured at clock in and clock out.
- Location is not tracked during visit or any other time.

LOG IN OR SIGN UP

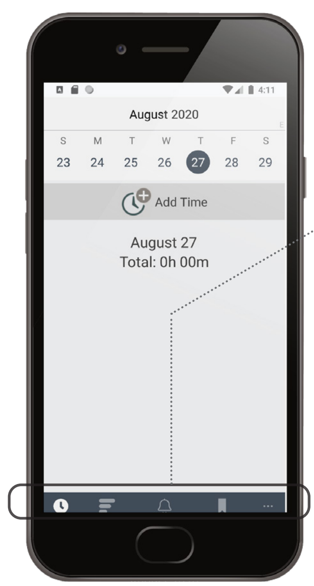


If you already have a user account for the IPOne Portal, you are all set to go! Just log in to the app with the same username and password you already use.

If you do not have an account, you can create one by tapping

Sign up on the app login page.

MENU AND FEATURES



Hours - manage your daily entries and add your time

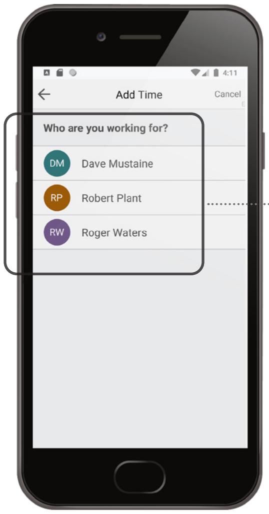
Pay Periods - view all entries grouped by pay period

Notifications - view important messages

Saved Entries - view entries recorded if offline

More - access **About Us, Contact Us, Touch ID, and Log Out**

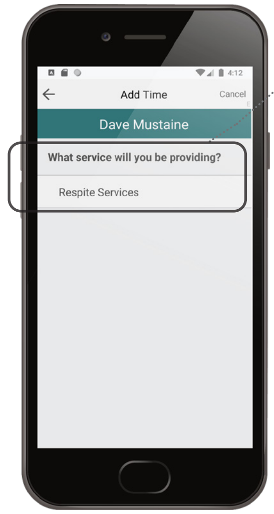
PROVIDER | CLOCK IN TO RECORD YOUR TIME



01

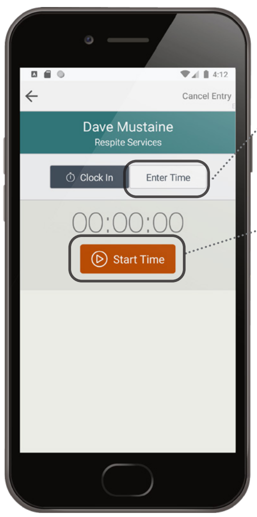
Tap **Add Time** from the **Hours** screen.

Select the client you work for during that shift.



02

Click on the service types you will be providing to this individual.



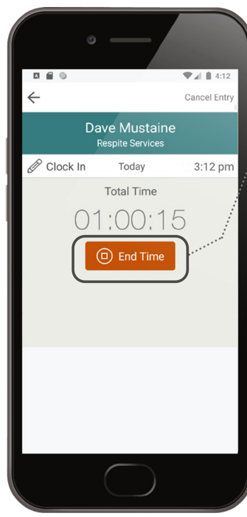
03

Another option to log hours: Manually Enter Time.

**Location will not be displayed or captured.*

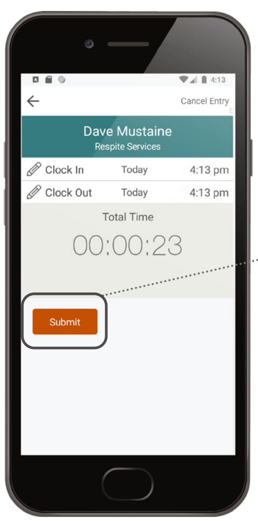
Tap **Start Time** to record your visit in real time.

**Location will be captured.*



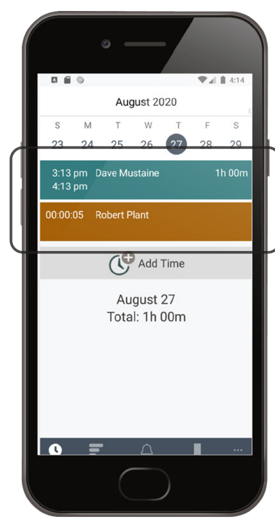
04

Tap **End Time** at end of visit



05

Tap **Submit** once you reviewed your visit information.



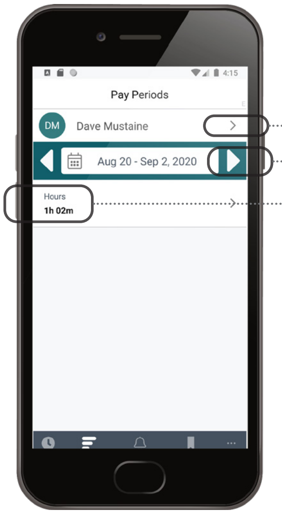
06

Your entry will be submitted to the pay period and will show on Hours screen. Tap entry to edit or view.

Go to Pay Periods screen to view your timesheet.

** Timesheets do not have to be submitted*

PROVIDER | PAY PERIODS



- Tap **arrow next to name** to view time entries for another member.
- Tap the **right or left arrows next to calendar** date to select another pay period.
- Tap **entry** to view or edit.

CALL FOR ASSISTANCE

If you need any assistance or have any questions while using Time4Care, please call our call center at the following numbers for your preferred language needs:

Arabic: 1-844-885-6915

Cambodian: 1-844-240-1524

Cantonese: 1-844-240-1525

English: 1-844-240-1526

Korean: 1-844-240-1527

Loatian: 1-844-240-1528

Mandarin: 1-844-240-1529

Russian: 1-844-240-1530

Somali: 1-844-240-1531

Spanish: 1-844-240-1532

Tagalog: 1-844-240-1535

Ukrainian: 1-844-240-1533

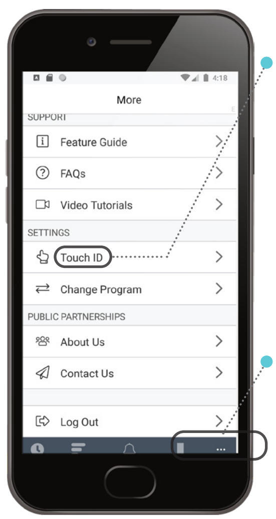
Vietnamese: 1-844-240-1534

For deaf and hearing impaired (TTY): TTY 1-800-360-5899

OTHER FEATURES

Notifications

- Tap **Notifications** on the base menu to view notifications.

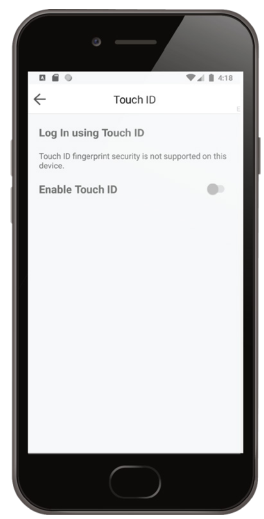


More

- Tap on **Touch ID** on the **More**... screen to enable or disable Touch ID login.

  Touch ID allows you to securely login using your fingerprint (if available on your device).
- Tap on **More**... on the base menu, to view additional information.Tap on each item to view details

Touch ID



EVV TELEPHONY ENTRY WITH INTERACTIVE VOICE RECOGNITION (IVR)

A Quick Guide

If you do not have a personal smart phone or tablet, do not have access to a smart phone or tablet, you have the option to use your client's telephone to submit your time. Follow the below steps to log your hours via PPL's IVR system.

Clock In via IVR System

1. Use your client's registered phone to dial the IVR Time Entry Number **888-805-1089**

2. Select 1 for individual provider

3. The system will ask you to enter the following information:

   a. Your eight-digit date of birth.
   b. The last 4 digits of your Social Security Number.

4. The system will read the list of your associated clients for you to select. Select the client who you want to enter time for. *(Note: If your client and you live together and you have a live-in exemption, the system will end the call automatically.)*

05. The system will read the list of available services that you can claim for this client. Select the service which you want to claim.

   a. If you select any hour-based service. The system will state the start time for you to verify.
      i. If you respond "Yes", the system will commit the time and end the call.
      ii. If you respond "No", the system will allow you to manually enter the start time.
   b. If you select mileage service. The system will prompt you to enter mileage
      iii. The system will ask you to verify if the entered mileage is correct.
      iv. If you respond "Yes", the system will commit the mileage and end the call.

Clock Out via IVR System

1. Use your client's registered phone to dial the IVR Time Entry Number **888-805-1089**.

2. Select 1 for individual provider

3. The system will ask you to enter the following information:

   a. Your eight-digit date of birth.

b. The last 4 digits of your Social Security Number.
c. The client who you want to end time for.

04. The system will ask you if you want to end your current shift.

a. If you respond “Yes”, the system will read the end time for you to verify if the end time is correct.
    i. If you respond” Yes”
        1. The system will ask if you want to enter any tasks completed during the shift or to skip this step.
        2. The system will ask you to enter any mileage that was driven during the shift or to skip this step
b. If you respond “No”, the system will disconnect the call.

05. The system will read all details about your shift back to you to verify.

a. If you respond the shift details are correct, the system will submit your shift and end the call.
b. If you respond the shift details are incorrect, the system will ask you to manually enter the shift information.

**Note:*

1. The IVR option does not allow you to clock in or clock out from a phone that is not the client’s registered phone.

2. You will not be able to enter training and travel time through the IVR.

ELECTRONIC VISIT VERIFICATION (EVV)

Frequently Asked Questions (FAQ) for Providers

What Is Electronic Visit Verification (EVV)?

EVV is a federal requirement to electronically capture specific components of in-home care service delivery to a Client as a verification that the care services were provided. DSHS will use the Time4Care™ app from PPL as the solution for Individual Providers to clock in and clock out when you provide care to your Client(s) and receive payment for time worked.

Why do I need to use EVV?

The 21st Century Cures Act passed by Congress set new rules requiring states to use an Electronic Visit Verification (EVV) system to ensure services paid by the state are provided to the clients who need them. This requirement applies to all Home and Community Based Services. As an Individual Provider, you will need to follow the new rules to provide services for your Client(s).

Will I have to use EVV when DSHS transitions to the Consumer-Directed Employer?

Yes. DSHS is still transitioning personal care services to a Consumer Directed Employer. When this transition is completed, the CDE will also have an EVV technology requirement. DSHS is implementing EVV with IPOne to meet the federal timeline and avoid significant financial penalties to states for non-compliance.

I live with my client. Do I have to use the Time4Care™ app?

No. There is a Live-In Exemption available for providers who live in the same home as your client, which means you do not have to use the Time4Care™ application to clock in and out. You will continue to submit your timesheets on the IPOne portal.

How do I use EVV?

Individual Providers will use the Time4Care™ app on a smartphone or tablet to clock in and clock out each time you work a shift providing care to your Client(s). The app will record the required EVV components. You can download the Time4Care™ app from the Apple™ App Store or Google™ Play Store.

How does it work?

Time4Care™ uses a clock to record your start time and end time for each shift worked. The app uses GPS to also record your location at clock in and clock out only. It does not record your location during your shift or at any other time.

What information will be captured in the Time4Care™ app?

The following information will be captured electronically for each session of personal care:

- Type of service performed
- Who received the service
- Date of service
- Who provided the service
- When and where the service begins and ends

How does the app work if I do not have internet access?

The mobile app continues to work offline and will still record your time and location when you clock in and clock out for your shift. When your device is in an area with internet access, your offline entries will upload automatically.

Are instructions available for how to use the Time4Care™ app?

Yes. Instructions and training videos are on the PPL IPOne website at **https://www.publicpartnerships.com/programs/washington/individual-providerone-ipone/training/#content** - Click on the Training section.

Do I need to use the Time4Care™ app?

Yes. Time4Care™ is Public Partnerships' mobile EVV application. You can download Time4Care™ from the Apple™ or Google™ play store.

What are the benefits of Time4Care?

Easy time entry – Enter your time on the go as your shift is occurring.

Saves Time – Quickly record your time and service details directly on your smartphone or tablet without the need for a computer or fax machine.

Can a provider use an iPhone or other smart-phone to enter a work shift?

Yes. A provider can use any GPS-enabled smartphone or tablet which has the Time4Care™ app installed to enter a work shift.

What do I do if I don't have a smartphone?

Electronic Visit Verification (EVV) requires the use of a smartphone or tablet equipped with GPS to clock in and out with the Time4Care™ app. Individual Providers are expected to download and utilize the Time4Care™ app after December 16, 2020.

An exception may be available to use a call-in system from your Client's landline to verify services. Please visit our training page and look for the 'IVR Quick Reference' flyer. This is located under EVV training.

If you need further assistance, contact Customer Service.

What happens if the Client wants to go to a different location during my shift?

For example, we often visit with friends or family right before my shift ends.

No problem! You are able to clock in at one location and clock out at a different location using the Time4Care™ app.

Does Time4Care™ include alerts for missed visits or a scheduled shift?

No. The app does not provide schedule alerts or warnings of missed visits because it does not link to a set schedule.

Does Time4Care™ support multiple languages?

Not at this time. However, some information and training materials will be available in other languages. Please visit the PPL IPOne website linked below.

Is there a way to see all the hours I have worked during a certain time frame?

Yes. You can review total hours worked within a pay period by going to the Pay Periods menu option on the Time4Care™ app (refer to the Time4Care Quick Guide for details). You may also review hours worked by going to the IPOne web portal.

May I customize the application?

No, the setup of the Time4Care™ app is determined by DSHS program needs and is the same for all providers.

Will I still be able to submit paper timesheets after the Time4Care™ mobile app is available?

The payment system will not accept paper timesheets after 12/16/2020 unless you are a Live-In Exempt provider.

Why can't I submit a paper timesheet?

In order to comply with the federal requirement referenced previously in this FAQ document, after 12/16/2020 DSHS introduced the Time4Care mobile app for Individual Providers to use for submitting time worked for payment. The Time4Care™ app is very user friendly and there is lots of support available to help with this transition. The PPL IPOne Training page at **https://www.publicpartnerships.com/programs/washington/individual-providerone-ipone/training/#content** has a Quick Reference sheet and training videos available to help you learn how to use the app. You can also call the Call Center to be scheduled for a one on one training.

If you live in the same home as your client, you do not have to submit your time via the EVV-compliant Time4Care™app. You can indicate your Live-In Exemption in your provider profile on IPOne. The exemption means you will not use the EVV application ("app") to clock in and out for each shift. Instead, you can continue to submit timesheets in IPOne for the hours worked each pay period. To be Live-In Exemption eligible, you and your client must live together in the same home. You or your client cannot have a separate home where either lives. You can call the IPOne Call Center for assistance with how to tell IPOne you live with your client.

What if I need to submit for times that I worked before 12/16/2020 that I never claimed?

If you are a Live-In Exempt Provider, you are still able to submit a timesheet through the IPOne portal for past pay periods, or you can call the IPOne Call Center who will assist you to submit your timesheet.

If you are not a Live-In Exempt provider, please contact the IPOne Call Center for assistance with timesheet submission for a past pay period.

For a variety of reasons, I would rather submit paper timesheets. Can you accommodate this?

After 12/16/2020, unless you live with your client and have indicated in your IPOne profile that you are a Live-In Exempt provider, you will not be able to submit paper timesheets. You will need to use the Time4Care app to submit your hours worked for your client.

The Time4Care™app is very user friendly and there is lots of support available to help with this transition. The PPL IPOne Training page at **https://www.publicpartnerships.com/programs/washington/individual-providerone-ipone/training/#content** has a Quick Reference sheet and training videos available to help you learn how to use the app. You can also call the Call Center to be scheduled for a one on one training. We do offer a telephony (IVR) option that allows you to call in and submit your time worked, as a secondary option.

If I submit a paper timesheet for pay period after 12/16/2020, what will happen?

After 12/16/2020 the system will be unable to process paper timesheets unless you are a Live-In Exempt provider. Your timesheet will not appear in your profile, and you will receive an automated Blaze call to inform you to submit your shift via the app, call center, or by phone. Please contact the call center to receive assistance. An agent can locate your timesheet and help you with next steps for timesheet submission to ensure you are paid for your hours worked.

What happens if I forget my smartphone or it dies/runs out of battery?

If you are unable to clock in or out because you forgot, or misplaced your phone, or the battery dies, you can create a manual entry for a past shift worked, either using the Time4Care™ app or the IPOne web portal. This should be used on an exception basis only. Manual shift entries will be reported as non-EVV compliant and tracked by DSHS. If your phone dies during your shift, the clock will keep running until you clock out. You would have to manually enter the correct ending time of your shift at a later time. For any manual entries, keep the regular timesheet submission due dates in mind in order to avoid any payment delays.

Is it going to cost me anything to use this system?

No. There is no cost to use the EVV system or the Time4Care™ app.

How much of my smart phone data does Time4Care™ use?

If connected to WIFI, the app does not use any plan data. If not connected to WIFI, and connected to your service network, data usage will be minimal – only the amount of data typically used to view a web page.

What happens if I forget to turn on the location services on my phone? Can I still clock in/out?

If location services are not turned on, you will not be able to clock in or out. You will see a message advising you to turn on your location services for this entry. If this happens, turn on location services in your device settings. You will then be able to clock in or out in the app.

Can I turn off location services during my shift if I turn it back on to clock out?

Yes. As long as you turn on location services when you clock in and when you clock out, the system will record your shift data in compliance with EVV requirements.

Is my personal data secure on your app?

Yes. We take your data security very seriously. Your data is always sent using 256-bit AES algorithm – the highest standard communication security. We never share your information with third parties.

My tablet has Wi-Fi but no cell service. Can I use it for the Time4Care™ app?

If the tablet has GPS enabled, then it can be used to clock in and out in the Time4Care™ app.

Can I use the web portal to clock in and clock out?

Electronic Visit Verification (EVV) requires the use of a smartphone or tablet equipped with GPS to clock in and out with the Time4Care™ app. Individual Providers are expected download and utilize the Time4Care™ app after December 16, 2020.

An exception may be available to use a call-in system from your Client's landline to verify services. Please visit our training page and look for the 'IVR Quick Reference' flyer. This is located under EVV training.

A work shift can be recorded as a manual entry for a past shift worked. This should be used on an exception basis only. Manual shift entries will be reported as non-EVV compliant and tracked by DSHS. For any manual entries, keep the regular timesheet submission due dates in mind in order to avoid any payment delays.

If a landline is used most of the time, can the app be used when out at appointments during the day?

We recognize that providers and clients may go to various places in the community during a work shift. IPs are expected to use the Time4Care™ app to clock in and clock out even if these occur at different locations. Use of a landline for EVV entries should not be the primary method used to submit time worked. With the app installed on your device, you will not need a landline to submit work shifts.

What if the provider does not know what service they will provide when they clock in, or what if they work part of a shift under one service code, then switch to a second service code?

Beginning a shift with the Time4Care™ app requires that you define the service being provided, i.e. "Personal Care Services - T1019". Providers should consult the client to identify what service will be provided before beginning the shift, if you are authorized for more than one type of service. If two different services will be provided during a shift (i.e. Personal Care Services under T1019 and Respite Care Services under T1005), you will need to clock out, and clock back in under the other service code.

What happens when there are overlapping caregivers?

While Providers can only work for one Client at a time, a Client may occasionally have more than one Individual Provider scheduled. Each provider will enter their work shift in the Time4Care™ app.

If my shift is 10:00AM to 4:00PM, what happens if I clock in at 9:50AM, or clock out at 4:10PM?

Use the Time4Care™ app to clock in when you begin working, and to clock out when you finish working. The exact minutes do not need to align with the planned shift. Ensure you communicate with your Client and/or your client's Case Manager regarding your work schedule. Again, there is no system requirement that you clock in or clock out at an exact time. The Time4Care™ app will keep track of all the minutes you work for your shift and process your payment according to your current authorization and DSHS program rules.

Please note that if you exceed the amount of time for a scheduled shift in the Time4Care™ app it will count against your overall authorized hours. For example, if you were scheduled to work a 6 hour shift from 10:00AM to 4:00PM but you did not clock out on the Time4Care™ app until 4:10PM; you will have used 6 hours and 10 minutes of your authorized hours. You are still responsible for managing your time. You must not work more than your authorized hours or more than your work week limit.

WHERE CAN I LEARN MORE?

Instructions and training videos are on the WA IPOne website at **https://www.publicpartnerships.com/programs/washington/individual-providerone-ipone/training/#content** - Click on the Training section.

Instructional videos at **www.publicpartnerships.com**

How to submit a Timesheet online

Applies to Live-in exempt providers

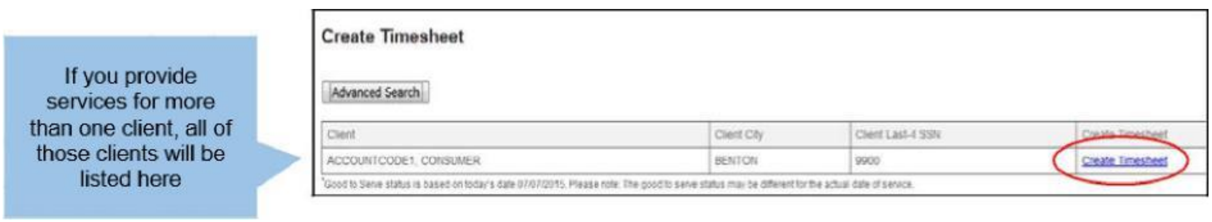
Entering E-Timesheets

1. Log in to IPOne with the IP's username and password.

2. Click on the **Timesheets** tab.

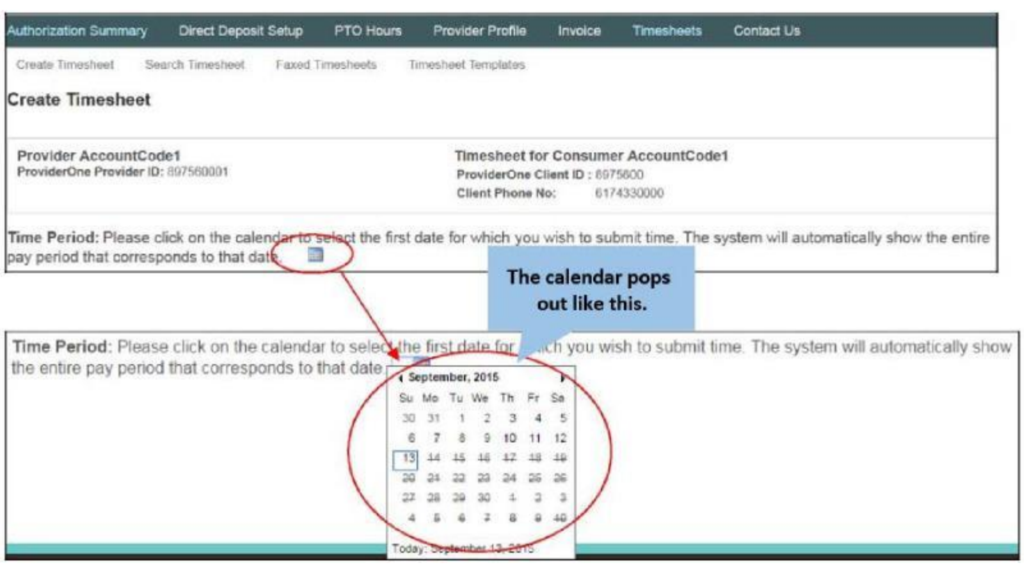
3. Click **Create Timesheet** to enter a new timesheet.

4. Choose the client for the timesheet being submitted.
   - If the IP works for more than one employer, a list of all of the clients to whom the IP provides services will appear.

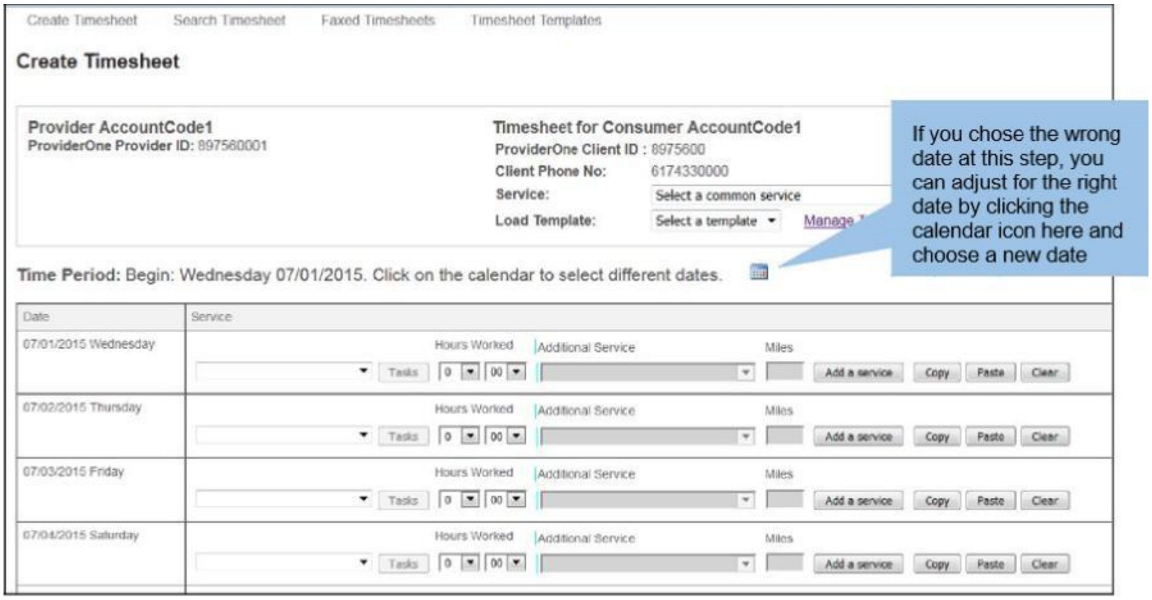


5. Click on the **Create Timesheet** link for the client for whom time worked is being submitted.

6. Click on the calendar picture to select the first date for which to submit time.

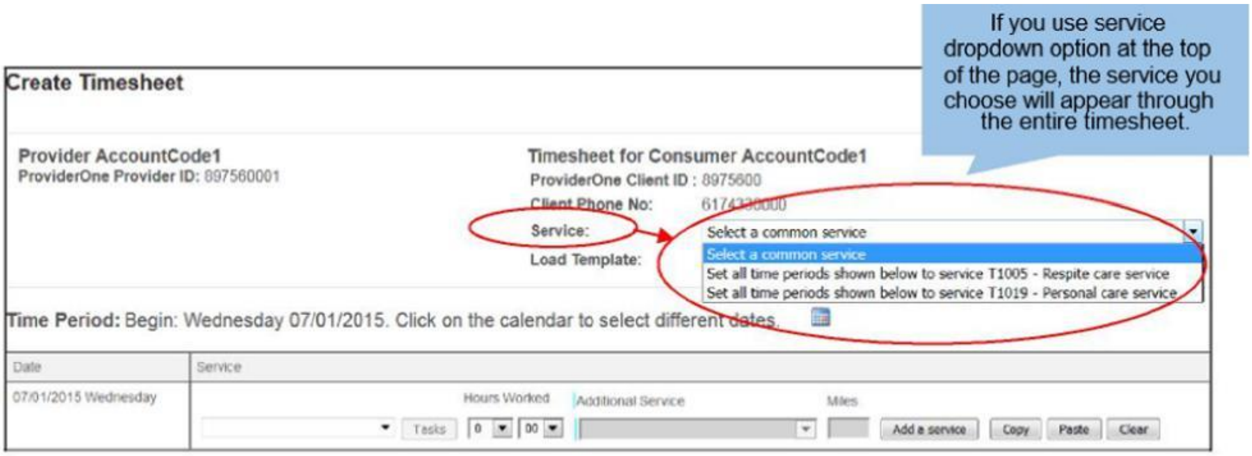


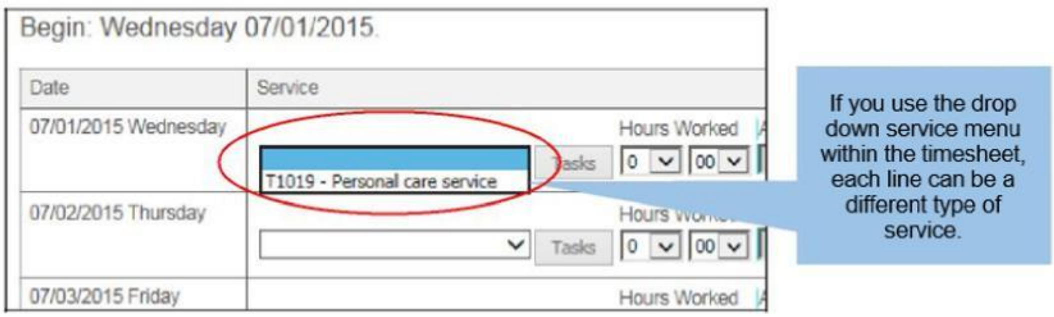
7. After selecting the Start date, a blank timesheet will appear for the entire pay period.



8. Select the service provided.

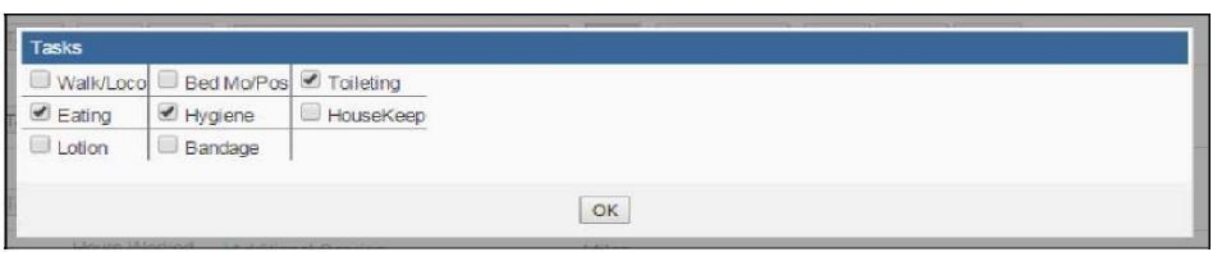
- If only one service was provided during this pay period, select the **Service** dropdown at the top of the page where it says **Select a common service**.
- The user will see the service codes and descriptions authorized by the client's Case Manager. All dates in the timesheet will be pre-populated with these service codes.
- If more than one service was provided during this period, select the service codes for each date worked.





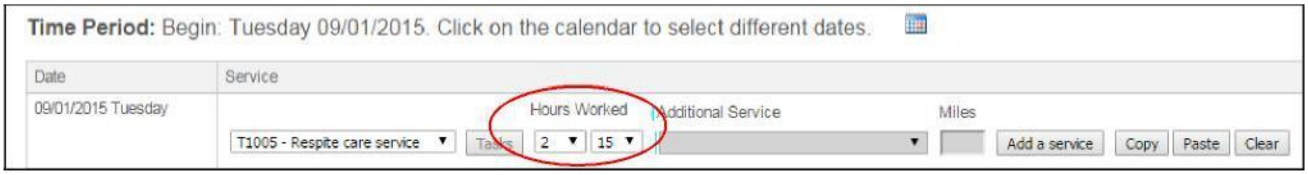
9. Locate the line for the first date of service provided. If listing tasks are required for the service code selected, the **Tasks** button next to the service will be clickable and required. Click on the button for a pop up of tasks to choose from. Check off the tasks performed during this shift. Click **OK** when complete.

    - If the **Tasks** button is grayed out and not clickable, there is no need to check off tasks.

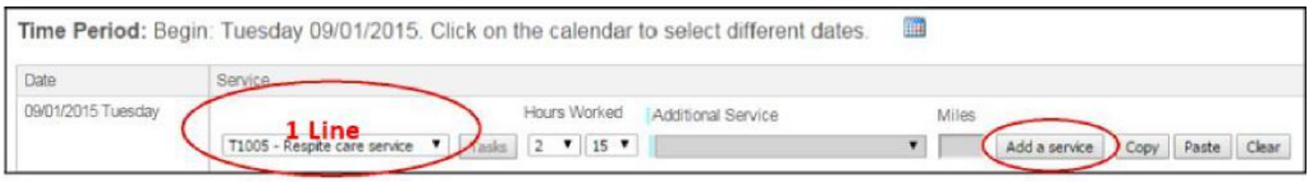


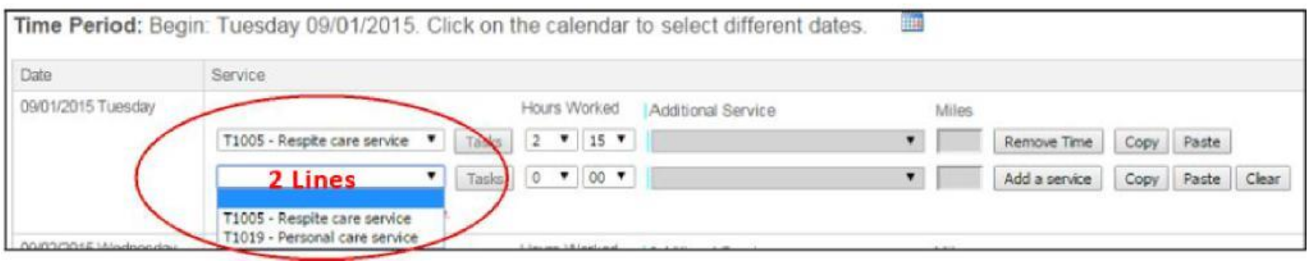
10. Select the amount of hours and 15 minute increments of time worked by using the drop down menu under **Hours Worked**. For example, if the IP worked two hours and 15 minutes the user would select 2 hours in the first drop down and 15 minutes in the second drop down menu.

- Note: If the user has selected a common service to populate each line with a service code, for any days that were not worked the user should enter 0 hours.

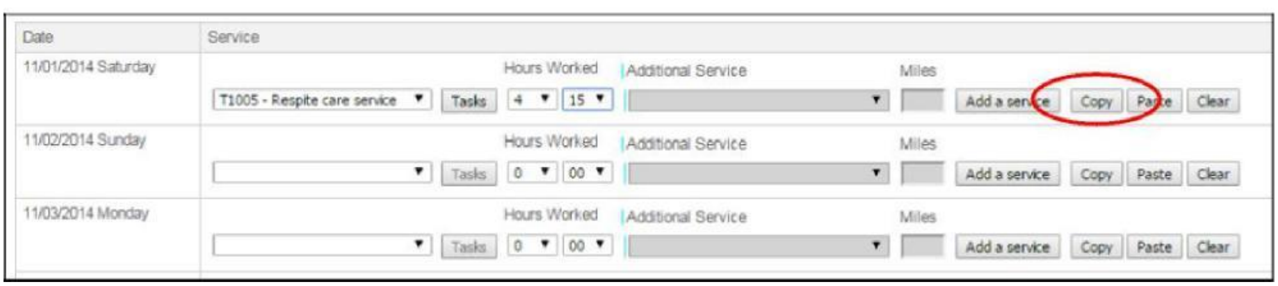


11. If the IP provided more than one type of service in a day, click the **Add a Service** button and another line will appear below the one already created for the same day. Enter the other service code(s) provided in the second row, and make sure that the hours worked by each service are separately entered.

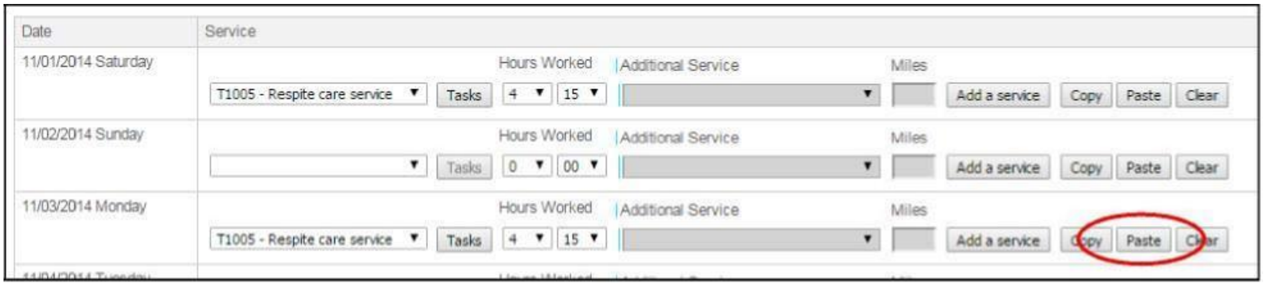




12. If the IP worked the same time and jobs on multiple days in a pay period, IPOne makes e-timesheets easier by allowing the user to copy and paste.
    - Enter one line into the timesheet and click the **Copy** button.



13. Find the date(s) worked where the same services and hours were provided each day and click Paste. In this example, a copy of the Saturday line is pasted into Monday.

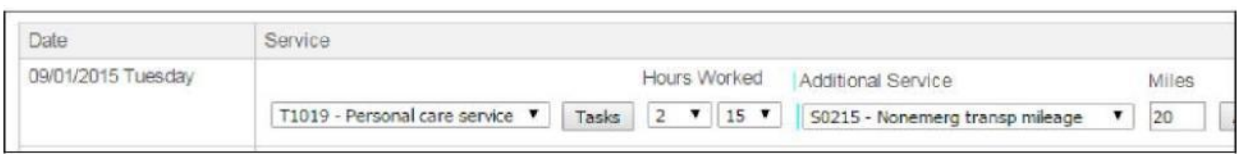


Transportation

If the IP provided personal care service and also provided transportation on the same day, add the mileage reimbursement to the timesheet. IPs must have an authorization for mileage reimbursement to claim miles on their timesheet.

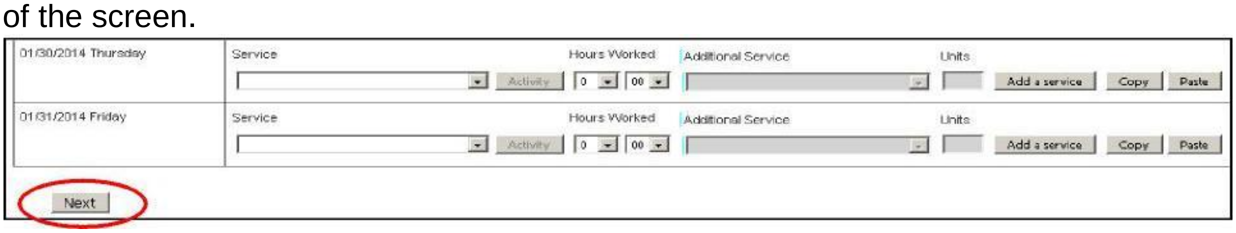
1. Click in the field called **Additional Service** and choose the service code for mileage (S0215-U1).

2. In the next field called **Miles**, enter the miles of transportation provided. *Note: the user will only be able to submit for mileage reimbursement if personal care service was provided on the same day*.



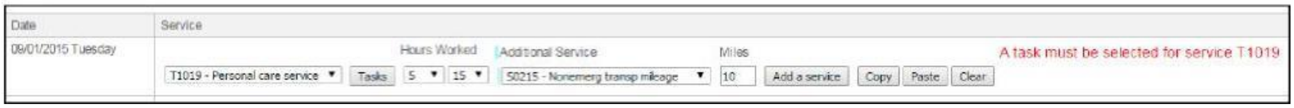
3. Follow the steps previously described to complete an e-timesheet and select the appropriate code from the Service drop down.

4. Once the timesheet is completely filled out, click the **Next** button at the bottom of the screen.



5. At this time, IPOne determines whether there are any errors on the timesheet. **This allows the user to immediately correct and resubmit the timesheet, and avoid delays in getting paid.**

6. If there is an error on the timesheet, a message will appear at the top of the page in red, and also next to the line where the error is found.



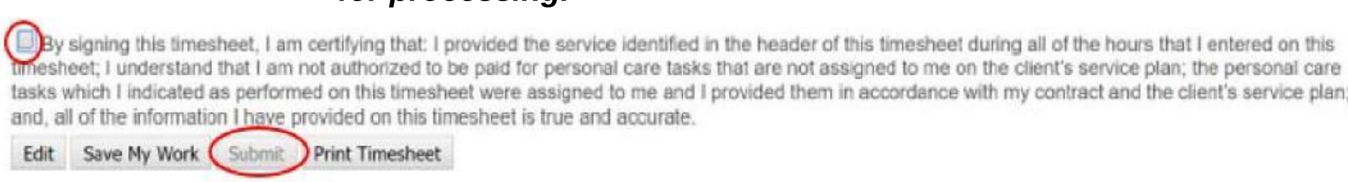
7. Once the error is corrected, click the “Next” button at the bottom of the screen. Please call the IPOne Call Center for assistance in correcting any remaining errors.

8. If the entire timesheet is correct, IPOne will take the user to the **Confirm Timesheet** page.

9. From this confirmation page, the user has the following options:
   a. **Edit** – Will return the user back to the Create Timesheet page to make any desired changes.

   b. **Save My Work** – The user can save entries to be submitted later. To find saved timesheets, search for them using Timesheet Search.
      - *It is recommended that the user **SAVE** entries and not submit them until the timesheet due date or until the last day worked for the pay period. Submitting a timesheet multiple times before the end of the pay period may cause system slowness.*

   c. **Submit** – Review the timesheet for accuracy, confirm the Attestation Statement, and submit the timesheet for payroll processing.
      - ***Note: the IP must agree to- and check off- the Attestation Statement in order to submit the timesheet for processing.***



- Do not Submit until the timesheet is complete.
- After timesheets are Paid, the user can adjust the timesheet to add any services or units as needed.

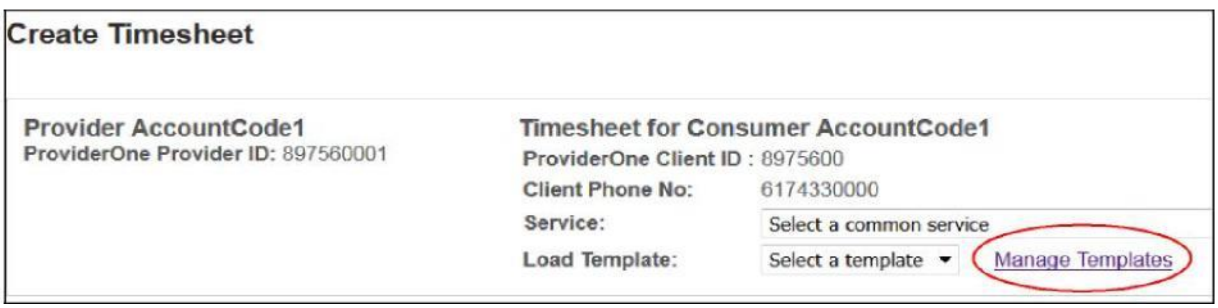
d. **Print Timesheet** – Allows the user to print the timesheet.

10. Once the user clicks **Submit** and the e-timesheet has been successfully submitted, the user will see confirmation of the receipt of the e-timesheet in IPOne.

Create and Use Timesheet Templates

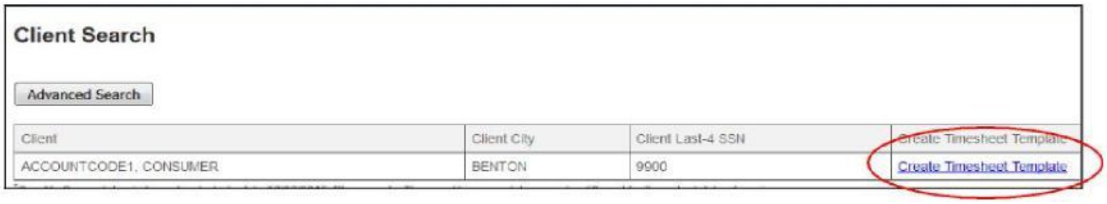
The IP can enter an e-timesheet quickly by creating a Timesheet Template. ***This is an option in IPOne to help those IPs with a regularly scheduled work week to save even more time*** when submitting e-timesheets.

1. On the Create Timesheet page, instead of entering a timesheet, click in **Manage Templates**.



2. Click Create New Template.

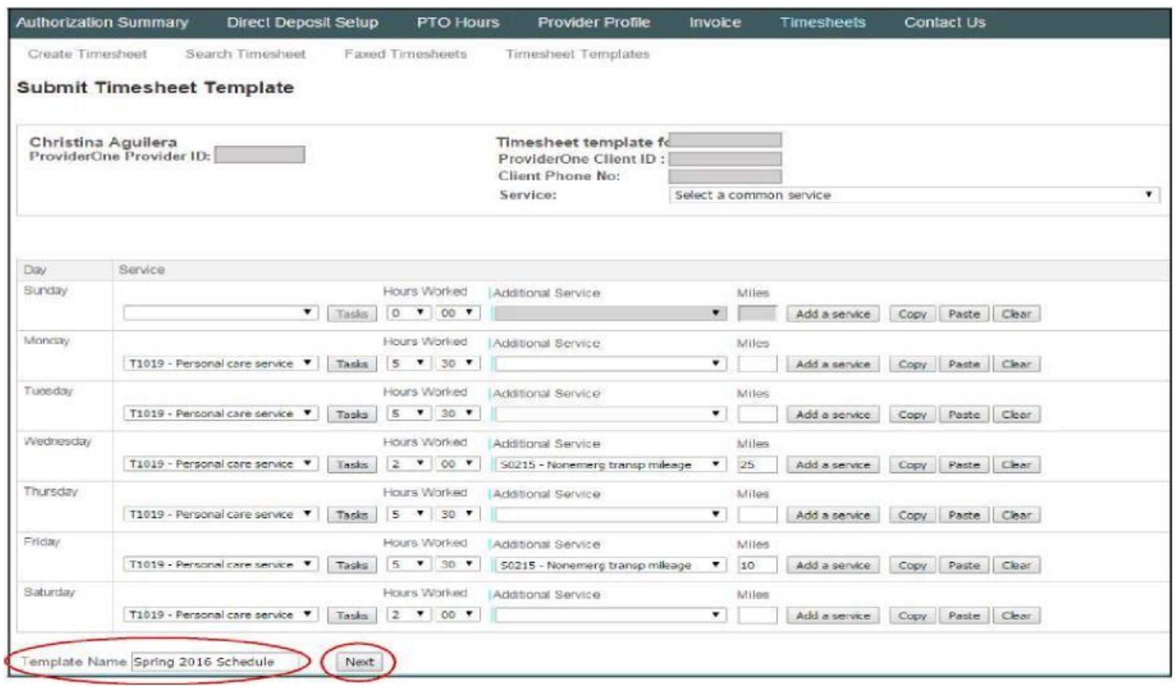
3. Find the Client for whom the user is setting up this Timesheet Template. Click on the **Create Timesheet Template** link next to the client's name.



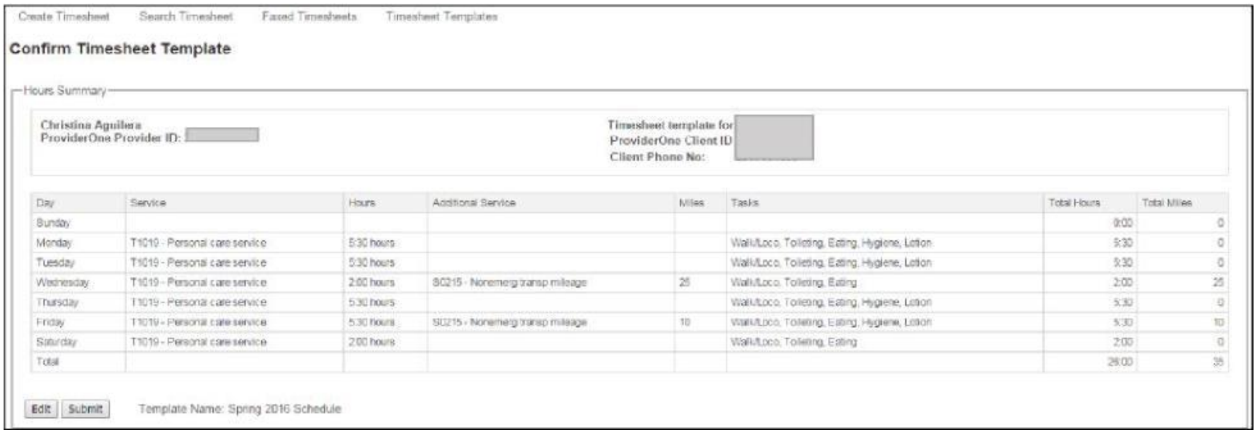
4. On the Submit Timesheet Template page, enter the regularly scheduled shift for that employer/client.

5. Enter a **Template Name** at the bottom of that page to name this template. This helps the user to easily identify it every time.

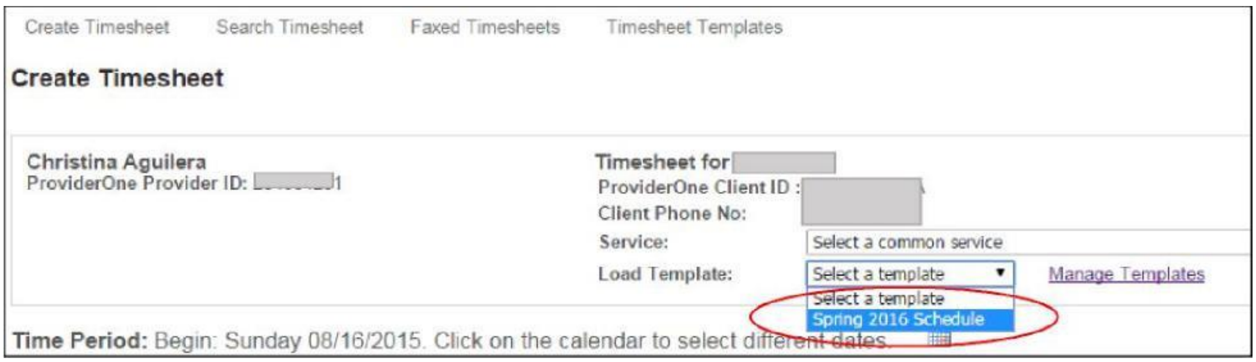
6. Click **Next** after having entered the details of the regularly scheduled workweek.



7. The user will see a **Confirm Timesheet Template** page appear. Review the information and click **Submit** if correct. This will be a template to use going forward for entering e-timesheets.



8. To use the timesheet template, chose the template from the **Load Template** dropdown at the top of each e-timesheet.



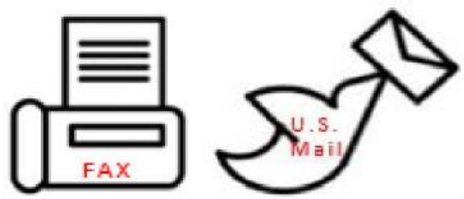
9. Make any needed changes in the times and services to the timesheet after the template is loaded. Submit when ready.

Benefits of Submitting Timesheets Online

In the IPOne payment system, timesheets can be submitted ***electronically (e-timesheets)*** by using a computer, laptop, or tablet. The advantages of electronic submission are shown below.

e-timesheets

paper timesheets



IPOne tells the user immediately that the e-timesheet has been successfully submitted, or if there are corrections needed.	When a user faxes a paper timesheet there is a chance that mistakes were made or the fax may not be readable when received. When a user mails a paper timesheet they are dependent upon the U.S. Mail service for delivery to get the timesheet to IPOne on time.
When a user enters an e-timesheet, they can save their entries and ***fix mistakes or make adjustments before they submit*** the timesheet for payment. The system will tell the user immediately of a mistake or if there are authorization errors that may need action by the client's case manager.	If a user submits a paper timesheet containing a mistake or if there are authorization errors, problems may not be discovered and corrected. The IP may not get paid on time.
If an IP provides personal care and another type of service to the same client (such as transportation), the user can ***submit all service types on the same e- timesheet*. **	If an IP provides personal care and another type of service to the same client, the user must submit a separate paper timesheet for each type of service.
If an IP works the same days of the week each week, they can ***create and save an e-timesheet template*** that will save the type of service, tasks, and number of hours entered. Using a template takes less time than creating a new e-timesheet every time.	If an IP works the same schedule each pay period and uses a paper timesheet, they have to fill out the number of hours and tasks every time for each service provided.

Error Messages potentially seen when submitting an Electronic Timesheet

E-timesheet will reflect a red error message when there is a problem that needs to be resolved before the hours can be paid. Below are some common problems of why an e-timesheet might display an error message and what a user can do or whom they can contact.

An example of an error message:

Below are some of the most common error messages and how a user can fix them in order to successfully submit an e-timesheet:

Error Message	Steps to Fix the Issue
One or more of the days claimed are older than one year. The IP will only be paid for units claimed in the last 365 days.	Delete the dates that are older than one year and resubmit the timesheet or contact the call center if work was provided outside of 365 days.
Time entries are not within the timesheet period.	Delete the dates outside of the pay period. Submit dates for days 1-15 OR 16-31.
Entries cannot be in the future.	Delete dates in the future from the timesheet prior to submission or wait until that day has actually occurred before submitting the timesheet.
You are not authorized to provide <service name> service, please see your Authorization Letter for details.	Review the authorization letter. Contact the case manager if there are any questions.
You have claimed more <hours> than have been authorized.	Review the amount of hours available on the authorization and revise the timesheet hours.
Mileage can only be submitted for days you are providing Personal Care Services.	Remove mileage reimbursement on days the IP did not claim personal care.
You did not check a task for one or more days that you entered units worked.	For services that require a task, enter at least one task for each day worked.

REMINDER, check your timesheet status online and call the IPOne Call Center team if you have questions.

Timesheets Edits and Adjustments

Applies to Live-in exempt providers

You may find that you need to make a change to a timesheet for a date in the past, even if you have already received the paycheck for a past pay period. Changes to a timesheet that has been paid or unpaid are called ***edits*** and ***adjustments.***

This training manual provides detailed, step-by-step instructions for Individual Providers ("IPs") to follow, for ***edits*** or ***adjustments*** to submitted timesheets. You will find the steps needed to complete these tasks, along with some specific examples of common edits and adjustments at the end of this manual.

A timesheet ***edit*** is a change to a timesheet that has not been processed for payment. You can make changes to your timesheets until payroll begins processing. See the 2020 Payment Schedule for payroll processing due dates for each pay period in 2020. Updates to this schedule are posted annually.

A timesheet ***adjustment*** is a change to a previously paid timesheet. This change can either *add* hours, units or mileage, or *remove* hours, units or mileage.

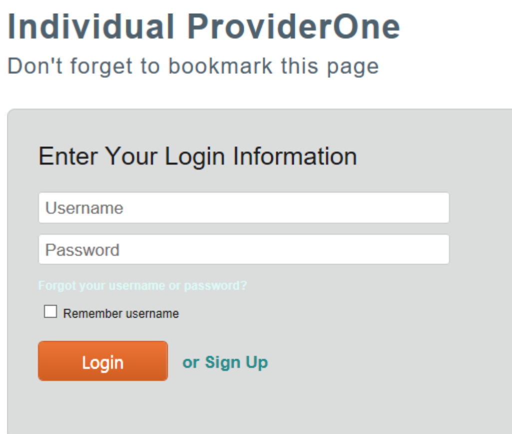
SECTION 1: HOW TO EDIT A TIMESHEET

*IMPORTANT INFORMATION BEFORE MAKING **EDITS**:*

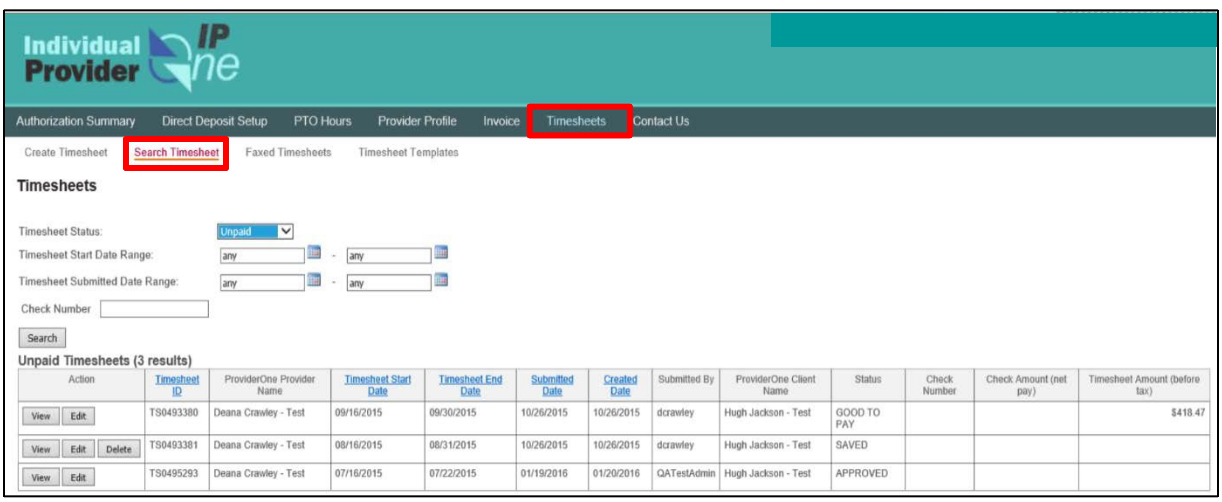
- Only unpaid timesheets in **Approved**, **In Process**, **Pending**, **or Good to Pay** status can be edited on the IPOne portal – **Denied** timesheets must be recreated.
- The date that you edit your timesheet will be the new submission date for that timesheet.
- Be aware of the date you are editing. A delayed payment could happen if you edit your timesheet after the timesheet submission deadline date (3^{rd} or 18^{th}).
- Please contact WA IPOne Call Center (**844-240-1526)** for assistance with timesheet edit(s).
- If you see the following message, a timesheet edit cannot be completed. You must wait until after payroll processing is completed and adjust the paid timesheet. Please see the adjustment section later in this manual for more information.

- You cannot edit a timesheet if it has been **Denied**. Please contact the Call Center and we can assist you in creating a new timesheet for the applicable pay period.

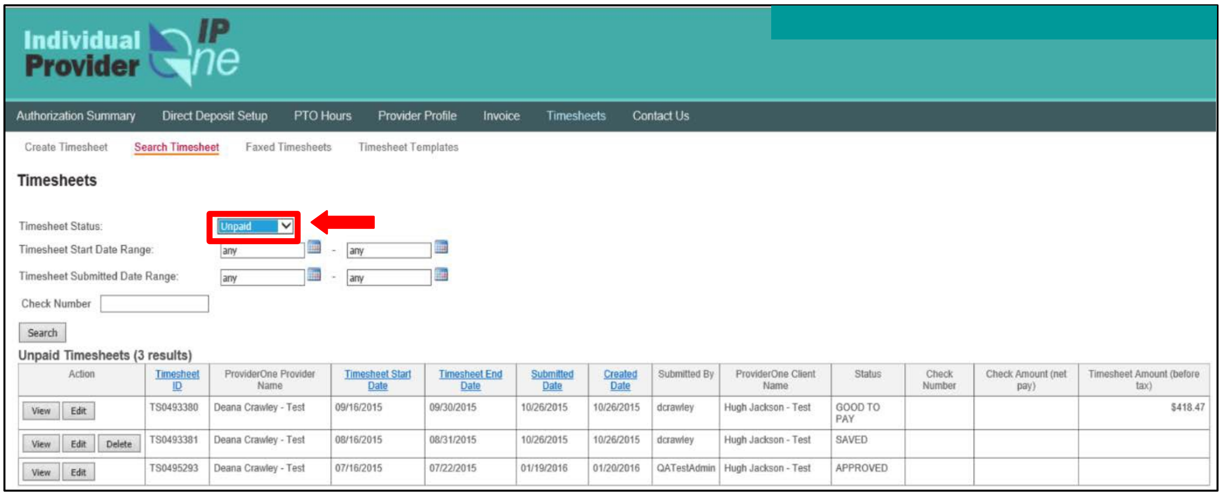
1. Log into **IPOne** using your Individual Provider login and password.



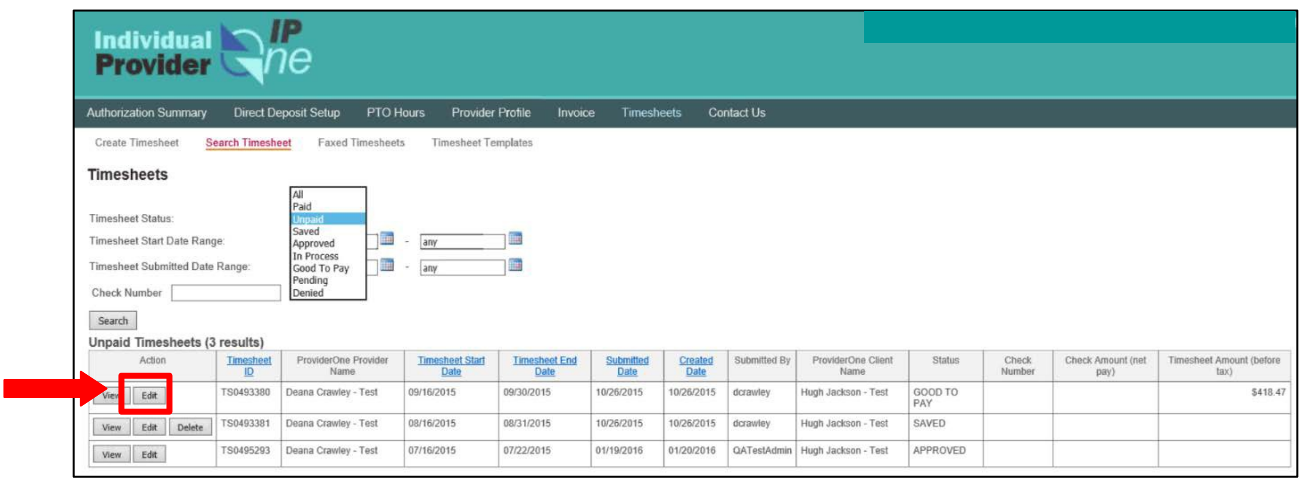
2. Click the **Timesheets** menu to open **Search Timesheet**.

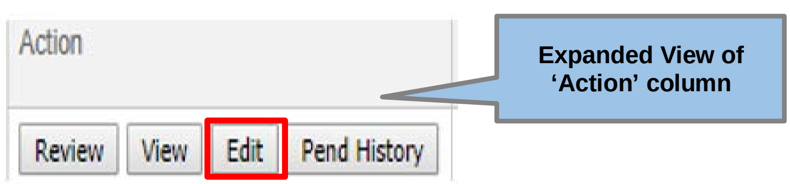


3. Find the timesheet you want to edit from the list provided with the Timesheet status **Unpaid**.



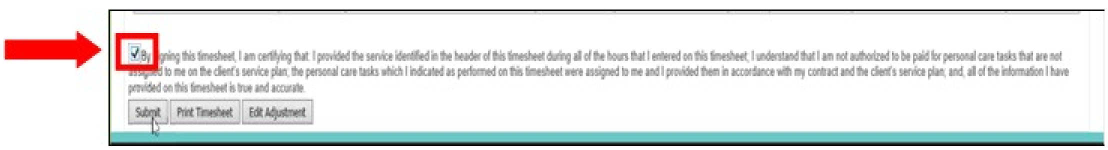
4. Locate the timesheet you would like to edit, for the applicable Client and Pay Period. Clickthe **Edit** button on the timesheet that needs editing.





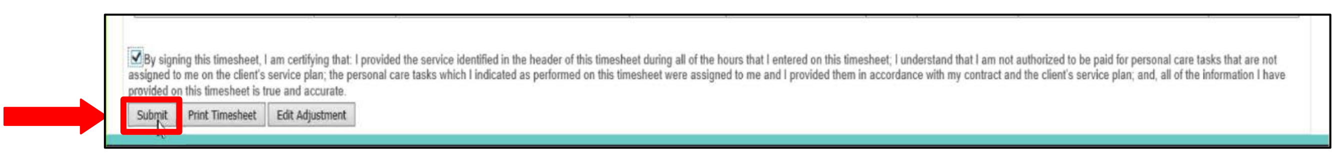
5. Click the line(s) with the service code, units and tasks (where applicable) that you would like to change, to make the requested change to the timesheet, as you would on a regular timesheet.
    a. Verify the date of service, service codes, tasks, and units for each day you would like to edit and enter your change on the timesheet. See the IP Training Manual section [How to Submit a Timesheet Online] for additional information.
    b. Check your work! Take care to review the edit to ensure the change being made does not create an unintended effect, such as removing hours or units already claimed on the timesheet under a different service code for which you are expecting payment when the timesheet processes. If you need assistance, call the IPOne Call Center.
    c. Ensure that the edit being made creates an accurate account of hours you actually worked either providing personal care to your client(s), or taking training, or miles driven. Remember, you must attest to the accuracy of your claim, as stated below.
6. Make sure to double check the date of service, service codes, tasks, and units for each date of service (day worked) that you want to edit. (See items 8 and 9 in the Training Manual for more detailed information on [How to Submit a Timesheet.)]

7. Please read the **Attestation** that appears on the screen, and is also shown below, before agreeing to submit or not submit the edited timesheet.



Attestation Text: "By signing this timesheet, I am certifying that: I provided the service identified in the header of this timesheet during all of the hours that I entered on this timesheet; I understand that I am not authorized to be paid for personal care tasks that are not assigned to me on the client's service plan; the personal care tasks which I indicated as performed on this timesheet were assigned to me and I provided them in accordance with my contract and the client's service plan; and, all of the information I have provided on this timesheet is true and accurate."

- If you agree, *then check the box* to agree to the corrected entries and click the **Submit** button. Please note: You cannot submit an edit/adjustment without checking the box and agreeing to the timesheet attestation above.



- If you do not agree, *do not check the box* to agree to the corrected entries and *do not hit* the **Submit** button. You can click on the 'Timesheets Menu' in order to return to the home screen.

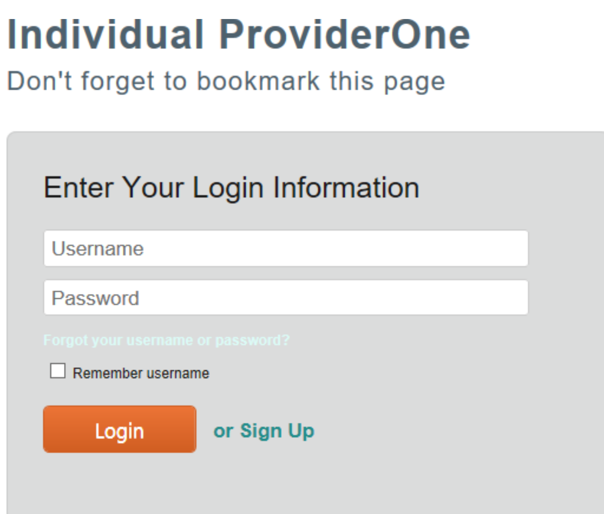
SECTION 2: HOW TO ADJUST A TIMESHEET

IMPORTANT INFORMATION BEFORE MAKING ADJUSTMENTS:

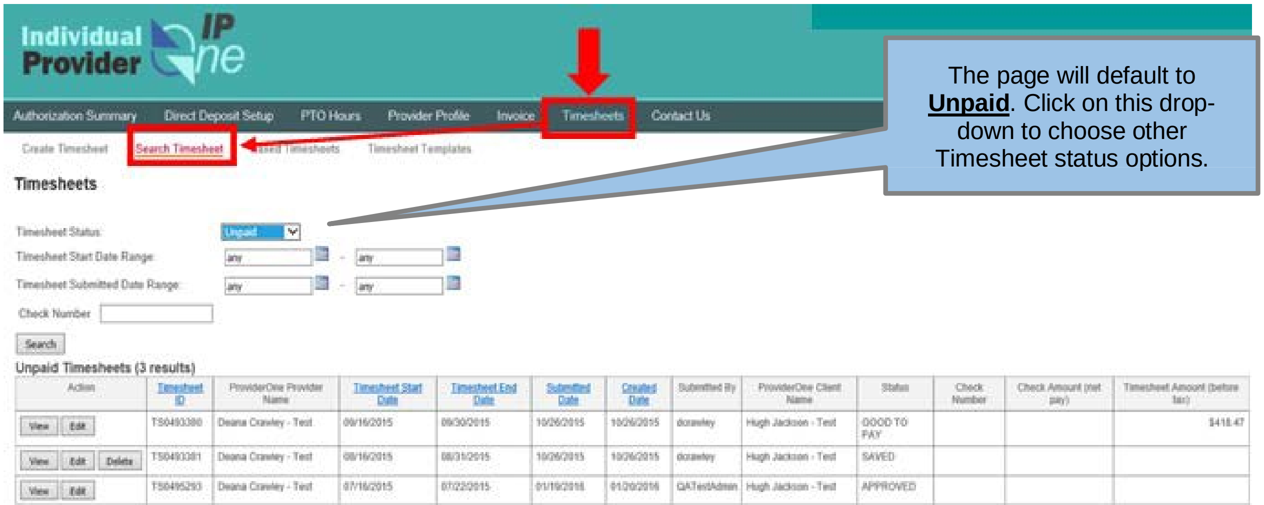
- **Adjusting** a timesheet allows you to add to or remove units from a timesheet that has already been **Paid.**

- When adjusting a timesheet, be sure that the hours/units you are claiming reflects the **total** number of hours you actually worked either providing personal care to your client(s), or taking training, or miles driven during that pay period for each date of service (day worked). Your timesheet is a complete picture of your work week and the hours worked during the pay period. Any adjustment made should only be done to make a correction to ensure your timesheet is an accurate reflection of the hours you worked, spent in training, and/or miles driven during the applicable pay period.

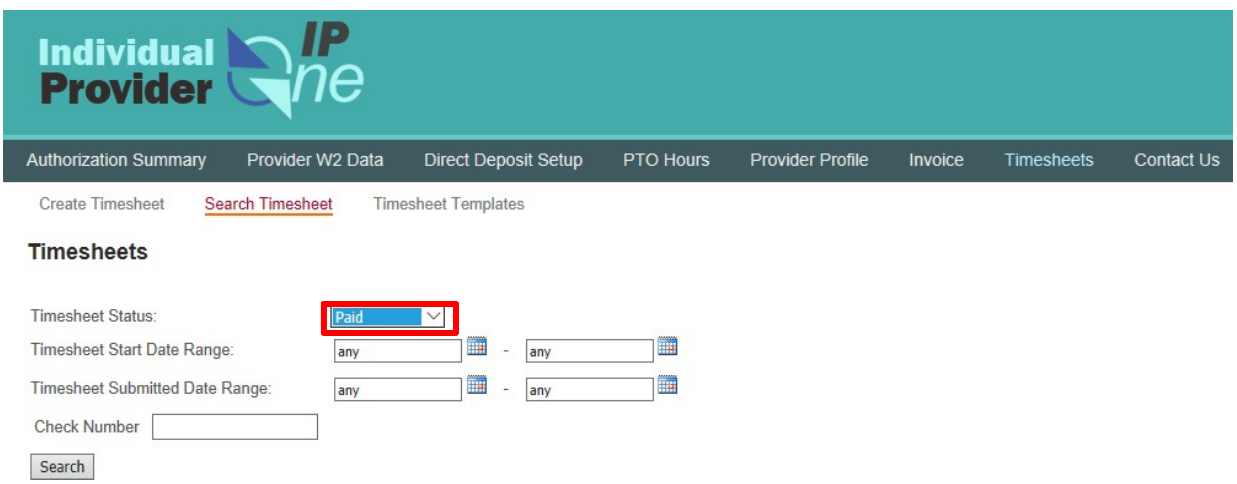
1. Log into **IPOne** using your Individual Provider login and password.



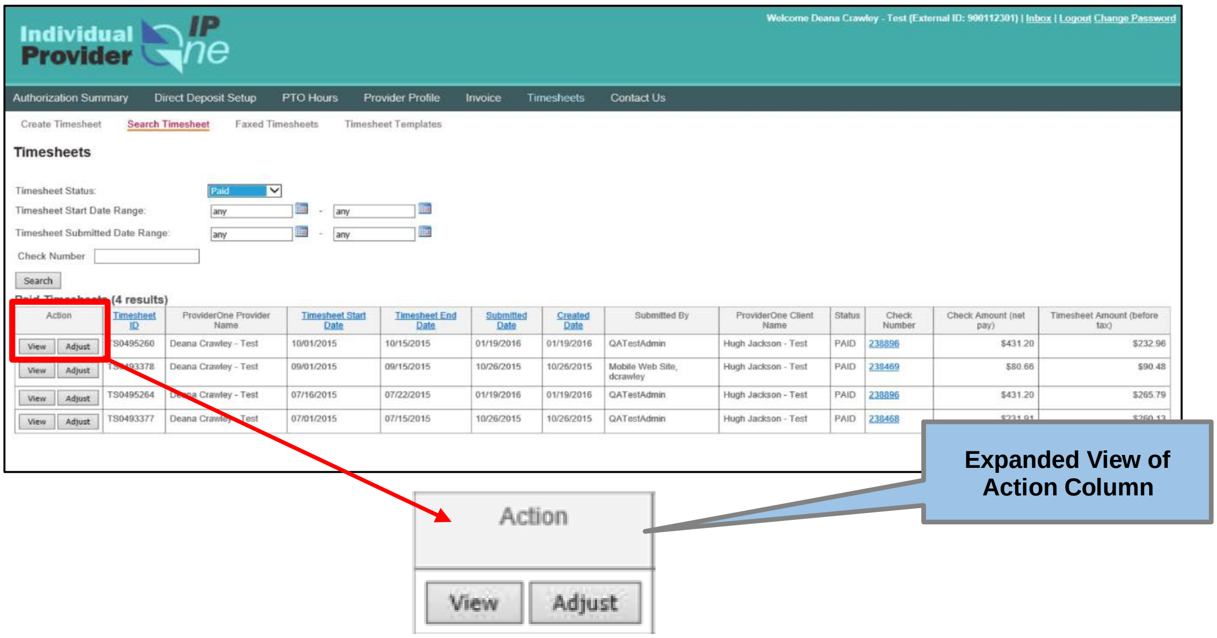
2. Click the **Timesheets** menu to open the **Search Timesheet** page.



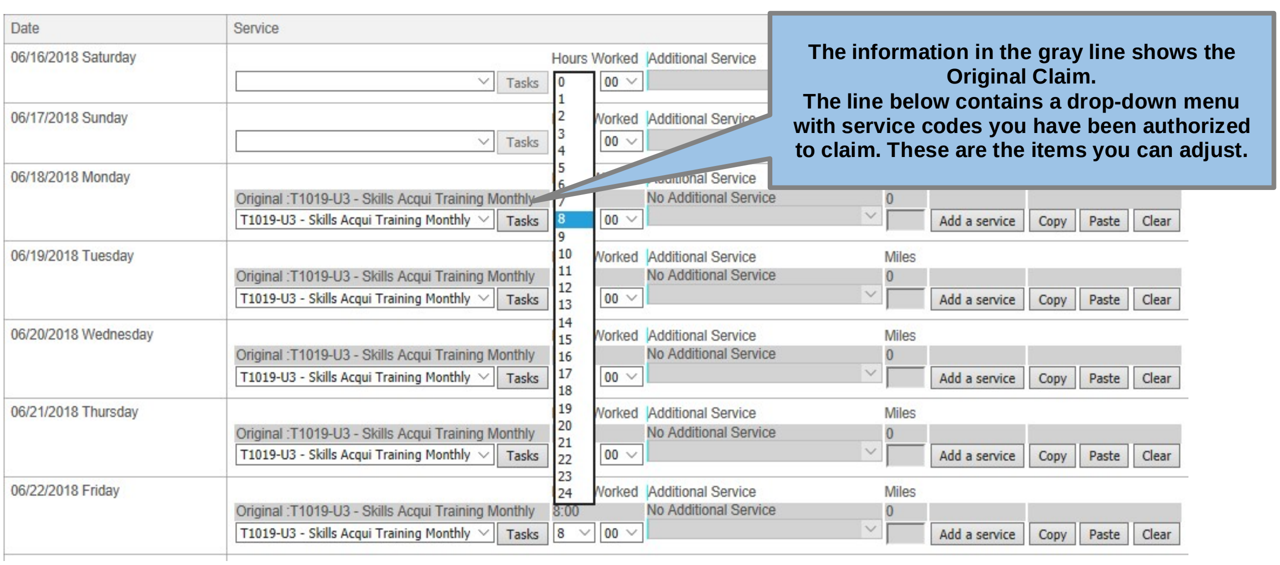
3. Use the **drop-down menu** in the Timesheet status box to select and show all **Paid** timesheets. You can also select a pay period start and end date in the **Timesheet Start Date Range** fields.



4. Locate the desired timesheet for the correct pay period and client that you would like to **adjust**. Click on the **Adjust** button to adjust the desired timesheet. Please make sure that you double check the appropriate timesheet to work from by confirming the correct pay period and client.



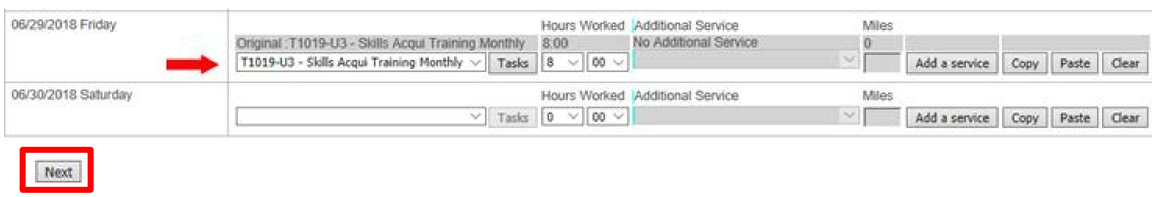
5. The screen below is the **Adjust Timesheet** screen where you can make changes to the service code(s) and/or unit(s) claimed for the appropriate date of service (date worked).



6. Select the desired **drop-down options** for the service code you wish to change or adjust. See the Examples beginning on page 13 for common adjustment scenarios.

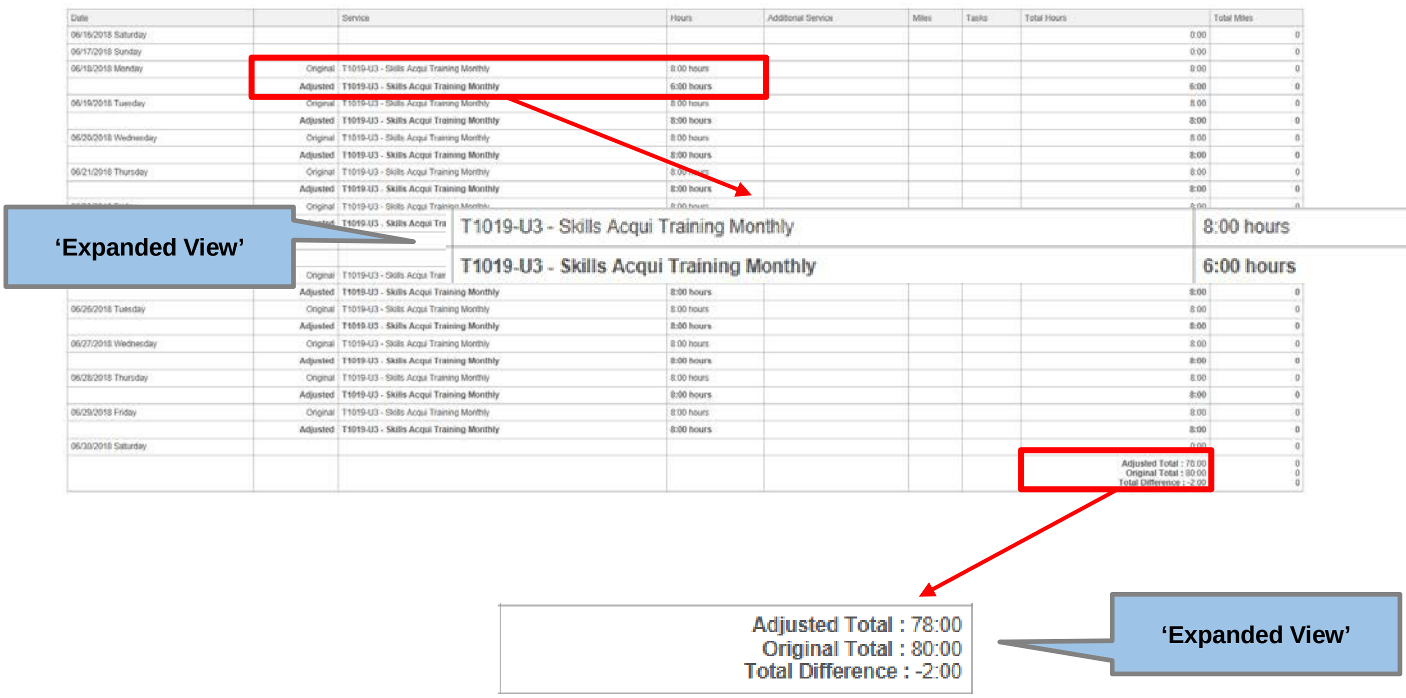
- Verify the date of service, service codes, tasks, and units for each day you would like to adjust and enter your change on the timesheet. See the IP Training Manual section How to Submit a Timesheet Online for additional information.
- Check your work! Take care to review the change you are making, to ensure this change does not create an unintended effect, such as removing hours or units already paid on the timesheet. If you need assistance, call the IPOne Call Center.
- Ensure that the adjustment being made creates an accurate account of hours you actually worked either providing personal care to your client(s), or taking training, or miles driven. Remember, you must attest to the accuracy of your claim, as stated below.

7. When finished, click **Next**.

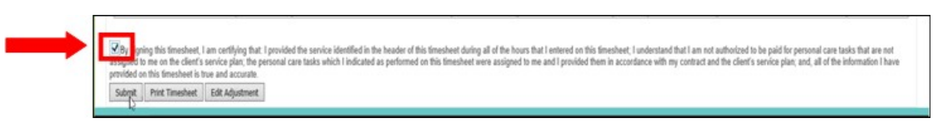


8. The next screen will display your completed timesheet with the service code(s) claimed and the hours/units claimed along with the corresponding tasks.

NOTE: The line items seen below show both the **Original** and **Adjusted** hours claimed and will show the new entry for each service code.



9. Please read the **Attestation** below before agreeing to submit or not submit the adjusted timesheet:



Attestation Text: "By signing this timesheet, I am certifying that: I provided the service identified in the header of this timesheet during all of the hours that I entered on this timesheet; I understand that I am not authorized to be paid for personal care tasks that are not assigned to me on the client's service plan; the personal care tasks which I indicated as performed on this timesheet were assigned to me and I provided them in accordance with my contract and the client's service plan; and, all of the information I have provided on this timesheet is true and accurate."

- If you agree, *then check the box* to agree to the corrected entries and click the **Submit** button. Please note: You cannot submit an adjustment without checking the box and agreeing to the timesheet attestation above.

- If you do not agree, *do not check the box* to agree to the corrected entries and *do not hit* the **Submit** button. You can click on the 'Timesheets Menu' in order to return to the home screen.

10. After agreeing to the attestation, a pop-up window will appear to ask how you would like to handle any overpayment created by the timesheet adjustment. If the adjustment being submitted will create an overpayment (money owed back to DSHS), you have two options for how to repay this overpayment amount.

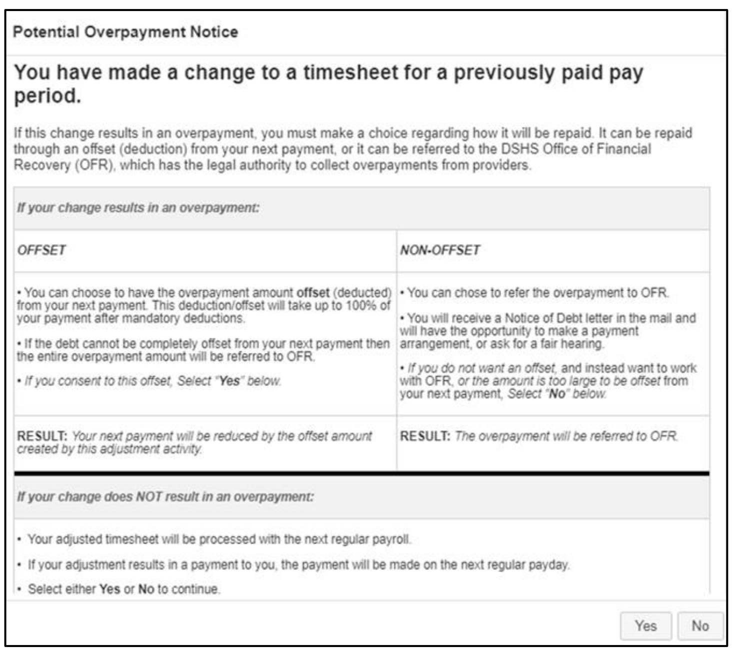
i. You can elect to have the overpayment deducted from your next paycheck. This is called an "offset."

- If you consent to the offset from your next paycheck, select **Yes**.

ii. You can elect to have the overpayment sent to the Office of Financial Recovery ("OFR") for collection, and you will receive a Notice of Debt letter at a later date.

- If you would prefer to work with OFR for repayment, select **No**.

NOTE: The pop-up window below will appear whether hours are added or deducted.


Potential Overpayment Notice

You have made a change to a timesheet for a previously paid pay period.

If this change results in an overpayment, you must make a choice regarding how it will be repaid. It can be repaid through an offset (deduction) from your next payment, or it can be referred to the DSHS Office of Financial Recovery (OFR), which has the legal authority to collect overpayments from providers.

If your change results in an overpayment:

OFFSET	*NON-OFFSET*
• You can choose to have the overpayment amount **offset** (deducted) from your next payment. This deduction/offset will take up to 100% of your payment after mandatory deductions. • If the debt cannot be completely offset from your next payment then the entire overpayment amount will be referred to OFR. • *If you consent to this offset, Select "**Yes**" below.*	• You can chose to refer the overpayment to OFR. • You will receive a Notice of Debt letter in the mail and will have the opportunity to make a payment arrangement, or ask for a fair hearing. • *If you do not want an offset,* and instead want to work with OFR, *or the amount is too large to be offset* from your next payment, *Select "**No**" below.*
RESULT: *Your next payment will be reduced by the offset amount created by this adjustment activity.*	**RESULT:** *The overpayment will be referred to OFR.*

If your change does NOT result in an overpayment:

- Your adjusted timesheet will be processed with the next regular payroll.
- If your adjustment results in a payment to you, the payment will be made on the next regular payday.
- Select either **Yes** or **No** to continue.

Yes No

Please read the pop-up window and next section *thoroughly* before you make your selection. You can also call the IPOne Call Center at 1-844-240-1526 if you have questions. While we are unable to advise you on your choice or potential interactions with OFR, we are happy to help explain this pop-up to you.

Important things to know about agreeing to this statement from the DSHS Office of Financial Recovery (OFR):

- **Selecting Yes** means that you consent to have the adjustment applied to your next paycheck.
    - If the adjustment results in more money being owed to you, you will be paid on the next paycheck.
    - If the adjustment results in money being owed to the State, the overpayment will either be deducted from your next paycheck or you will receive a Notice of Debt from OFR.
    - If the full repayment amount cannot be deducted from your next paycheck, the full amount will be sent to OFR for recoupment efforts. You will receive a Notice of Debt from OFR with further instructions for repayment.
- **Selecting No** means that any overpayment created will be referred to OFR for collection. If the change you made will create a payment that is owed to you, you will receive this payment in the next available payday. This timesheet will be processed in the next available pay cycle.

11. Select either **Yes** or **No** as appropriate. Next, the following message will appear in the top-left section of the completed Adjustments page. You are done!

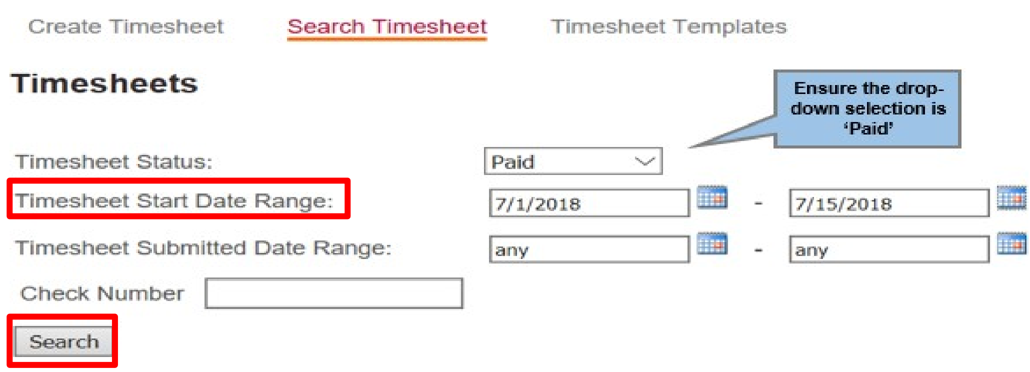
Examples of Common Adjustments

Adding hours/service code:

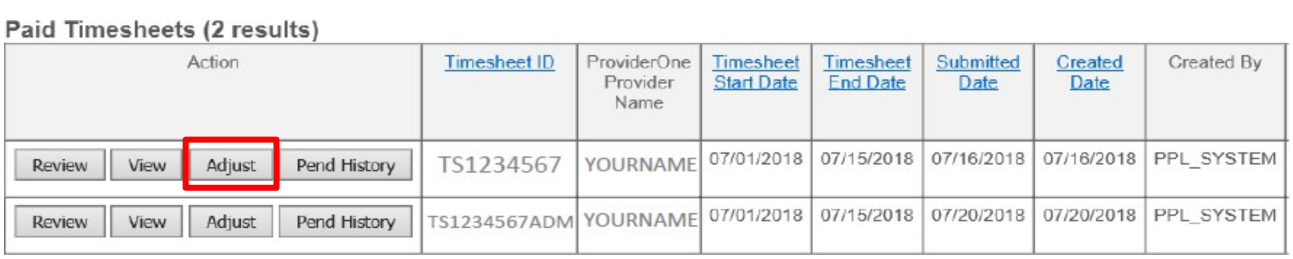
Example 1

A provider wants to add **six (6) hours.** They have already been paid a certain service and hours on that day. The additional hours are for the completion of **Continuing Education Training.**

1. Here we are adjusting a timesheet you have already been paid for. Make sure that you have selected the correct **Timesheet Start Date Range** for the timesheet that you would like to adjust. Click **'Search'.**



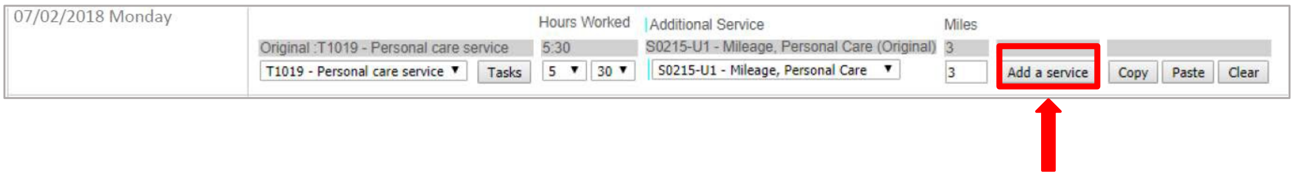
2. You will see all *paid* timesheets for the date range you selected above. Now, you will want to '*adjust*' your non-administrative timesheet to add your **Continuing Education**. Be sure you select the line for the correct client, if you have more than one. Select '**Adjust**'.



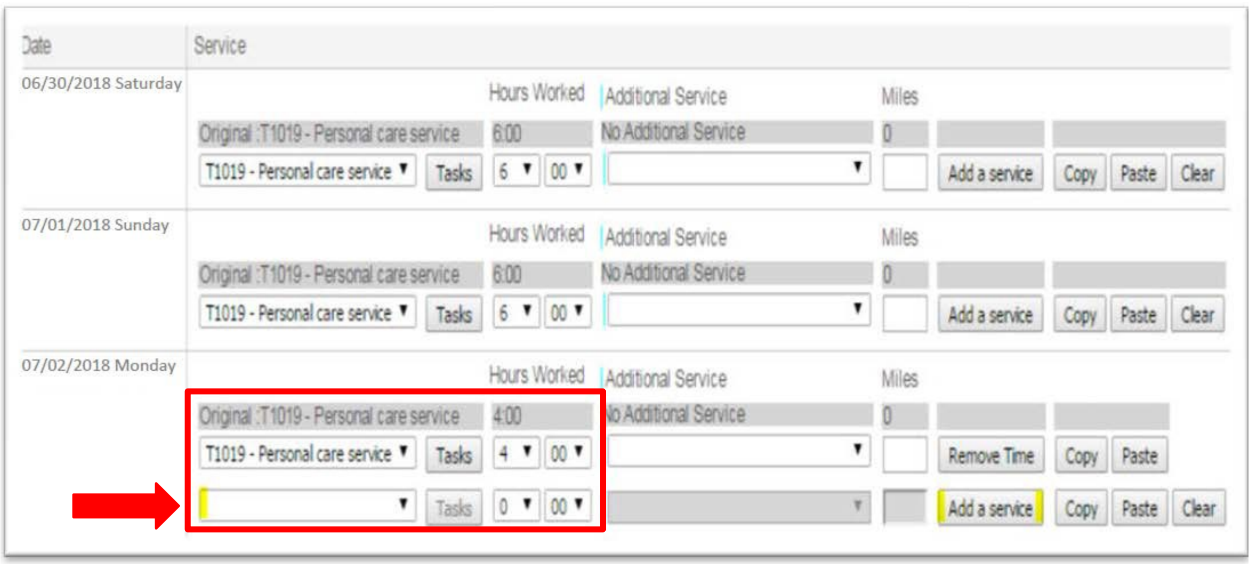
Paid Timesheets (2 results)

Action	Timesheet ID	ProviderOne Provider Name	Timesheet Start Date	Timesheet End Date	Submitted Date	Created Date	Created By
Review View Adjust Pend History	TS1234567	YOURNAME	07/01/2018	07/15/2018	07/16/2018	07/16/2018	PPL_SYSTEM
Review View Adjust Pend History	TS1234567ADM	YOURNAME	07/01/2018	07/15/2018	07/20/2018	07/20/2018	PPL_SYSTEM

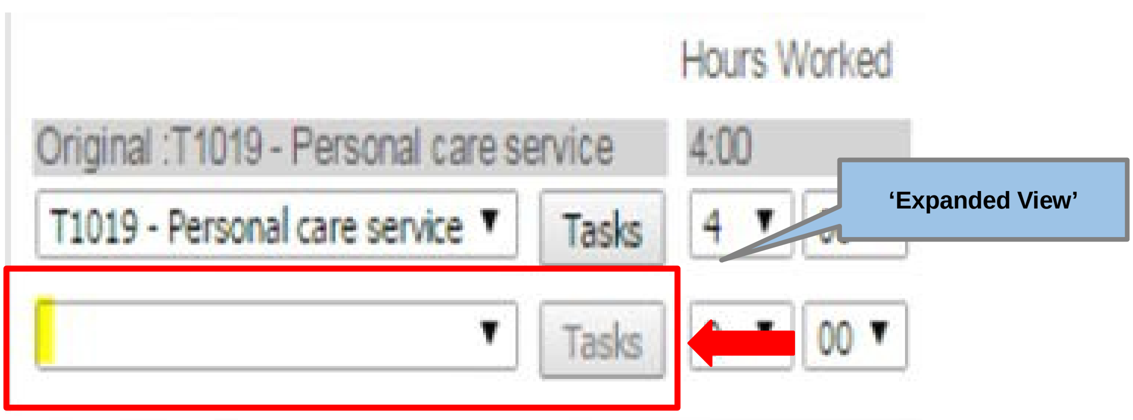
3. Now, it is time to add your **Continuing Education** hours. To do this, please select the option to **'Add a service'**.



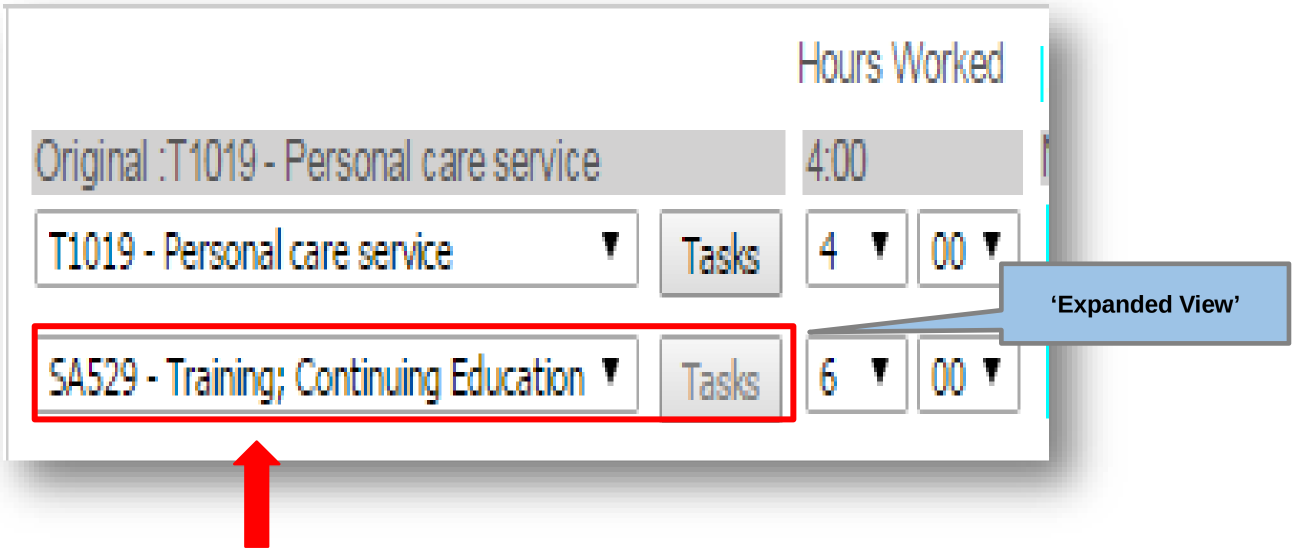
4. After you click '**Add a Service'**, a second line will appear.



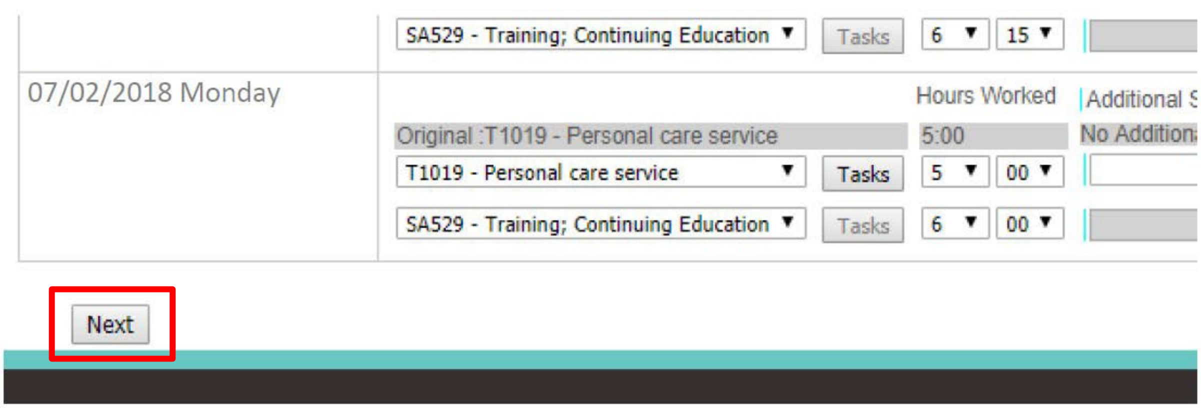
5. Below is an expanded view. Notice the second line that appeared below the personal care service line.



6. Now, select your **Continuing Education Training** from the drop down to the second line and add the **6 hours** of the training you completed.



7. Please review the entry to make sure you are adding the correct number of hours to ensure your timesheet is adjusted properly. In this scenario you are adding six (6) hours of **Continuing Education training**. Then click **'Next'.**

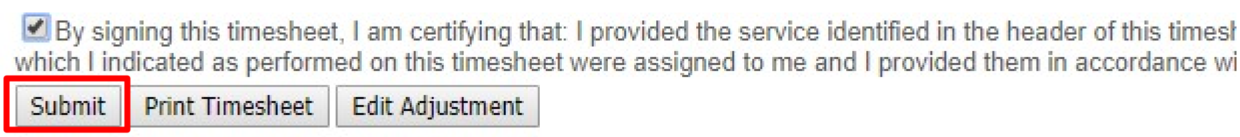


8. This step is the most important part of this adjustment. The next screen you see with give you the summary of your adjustment. Review it carefully to make sure it is correct. In the below scenario it shows that after you added hours to the paid timesheet, your 'Adjusted Total' is now

86.00 instead of **80.00**. The next line verifies that your '**Original Total**' was for **80.00** hours. The '**Total Difference'** shows that you added **6 hours**.

ɔileting, 9-Med Mgt, 10-MealPrep	8:00	0
	8:00	13
, 9-Med Mgt, 10-MealPrep	8:00	13
	6:00	0
	0:00	0
	Adjusted Total : 86:00 Original Total : 80:00 Total Difference : 6:00	25 25 0

9. Now it is time for you to submit your adjustment. Again, please verify your summary before you **'Submit'** this adjustment for processing. If everything is correct, please click **'Submit'.** Please read the statement very carefully. It is important that you only adjust a paid timesheet to reflect hours actually worked, training taken and/or miles driven.



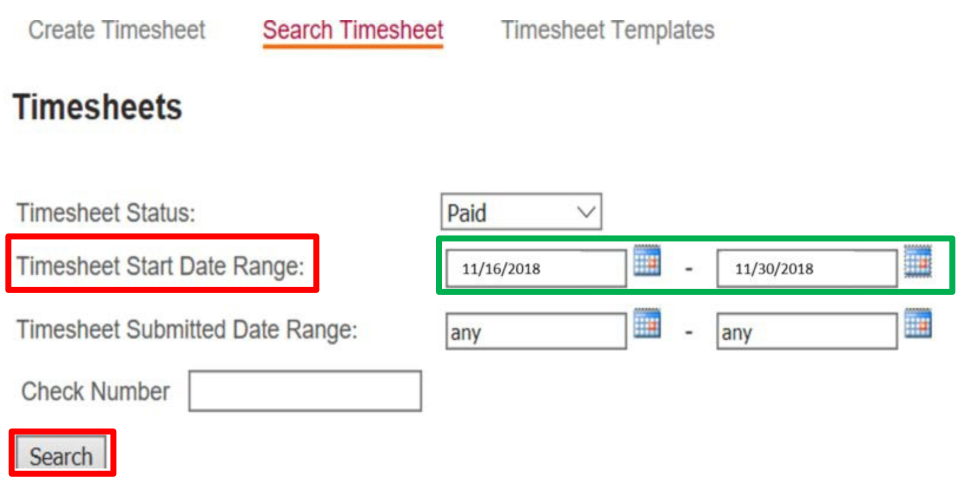
10. You are finished! The image below is your confirmation that your changes were accepted into the WAIPONE portal.

Day Correction for Hours/Miles

Example 2

A provider wants to move hours/miles from one day of the week to another within the same pay period without changing the total amount of hours/miles claimed during that pay period.

1. Here, we are adjusting a timesheet for which you have already been paid. Make sure that you have selected the correct **Timesheet Start Date Range** for the Timesheet that you would like to adjust. Click **'Search'.**

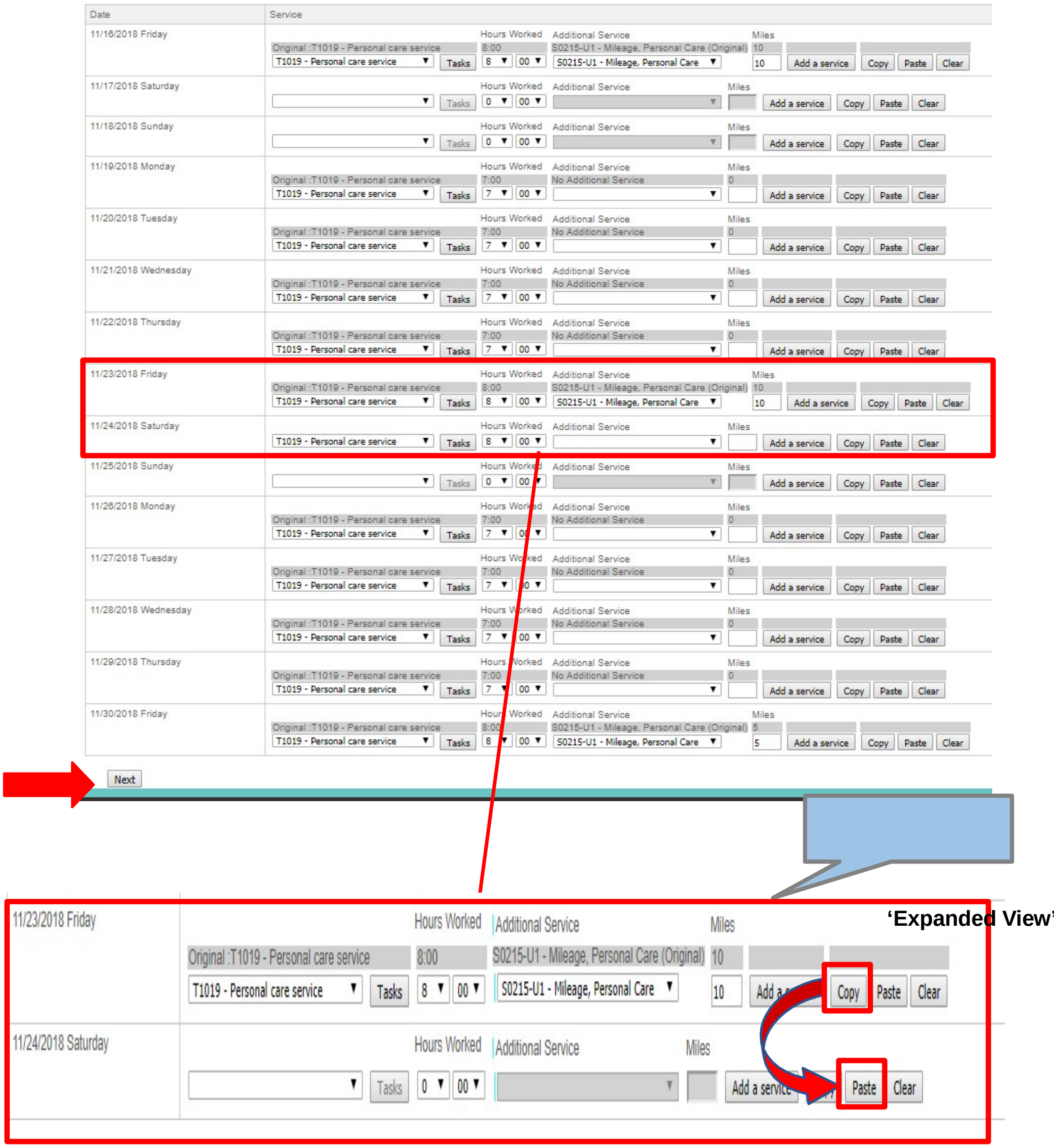


2. You will see all *paid* timesheets for the date range you selected above. Now, you will want to *adjust* your non-administrative timesheet to make this adjustment. Be sure you select the line for the correct client, if you have more than one. Select '**Adjust'**.

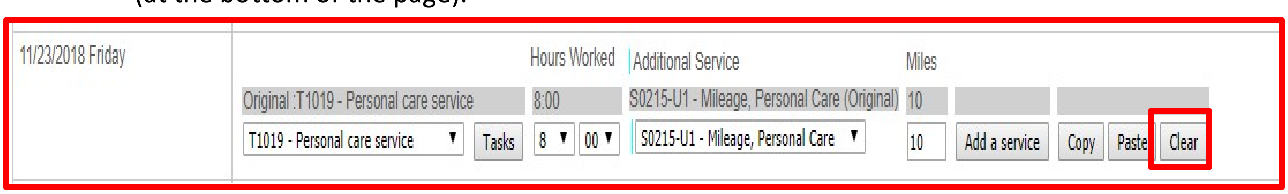
Paid Timesheets (2 results)

Action	Timesheet ID	ProviderOne Provider Name	Timesheet Start Date	Timesheet End Date	Submitted Date	Created Date	Created By
Review View Adjust Pend History	TS1234567	YOURNAME	11/16/2018	11/30/2018	12/01/2018	12/01/2018	PPL_SYSTEM
Review View Pend History	TS1234567ADM	YOURNAME	11/16/2018	11/30/2018	12/03/2018	12/03/2018	PPL_SYSTEM

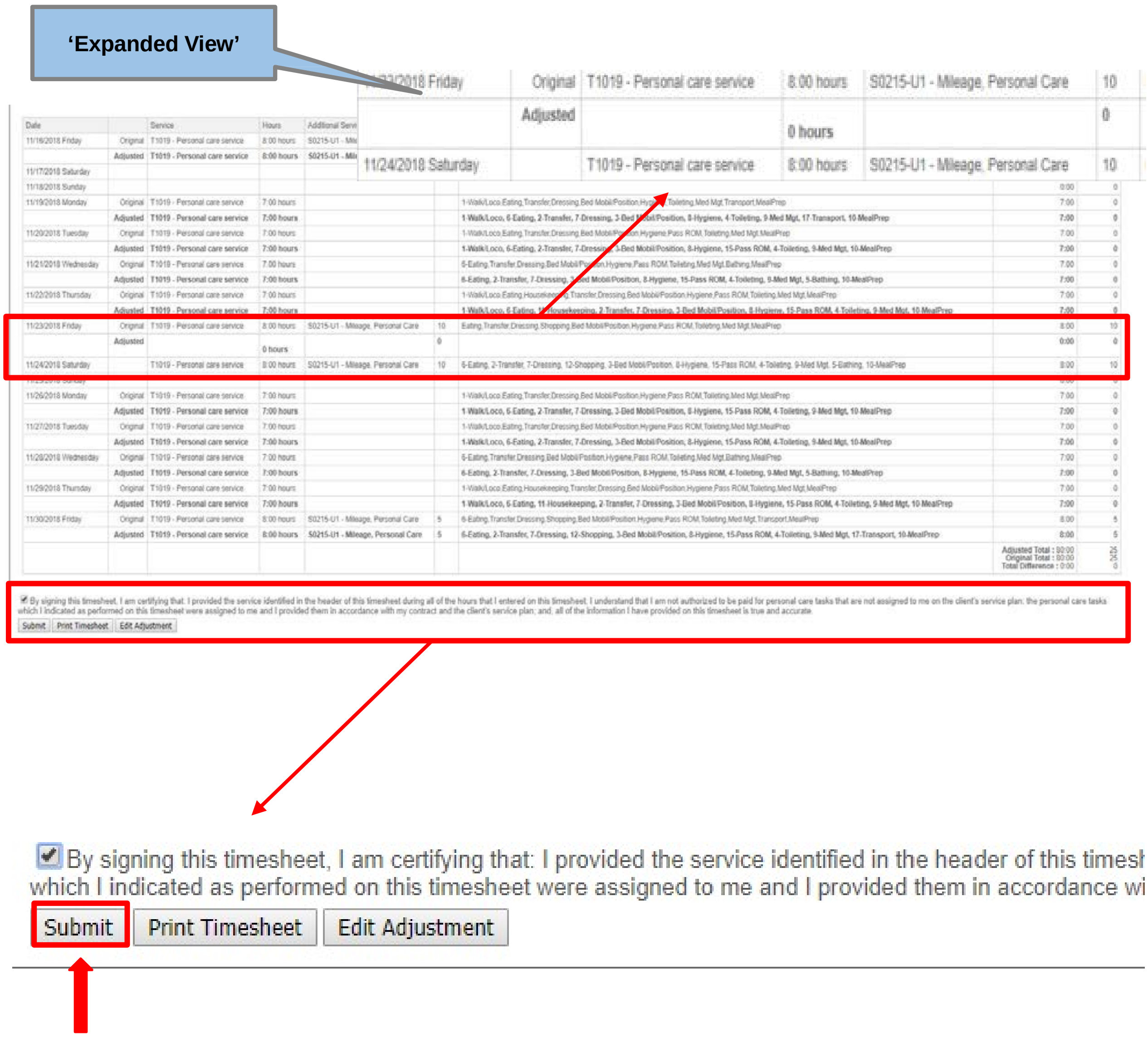
3. Remove the hours from the *wrong date* and add them into the *correct date*. In this scenario, you claimed **eight (8)** hours and **ten (10)** miles on 11/**23**/2018, when in fact, you intended to claim these hours and miles on the next day, 11/**24**/2018.
   - You can click on the **Copy** button to copy all services and tasks claimed on 11/**23**/2018, and then click the **Paste** button to apply these hours and miles tothe desired date - in this case, 11/**24**/2018.



4. Click on the **Clear** button to remove all services claimed on 11/23/2018. Then, click **Next** (at the bottom of the page).



5. Now it is time to submit your adjustment for processing. Again, please verify the summary is correct before you click **'Submit'**. Please read the statement very carefully. It is important that you only adjust a paid timesheet to reflect hours actually worked, training taken and/or miles driven. If everything looks correct, check (☑) the **Attestation** box and click **'Submit'.**

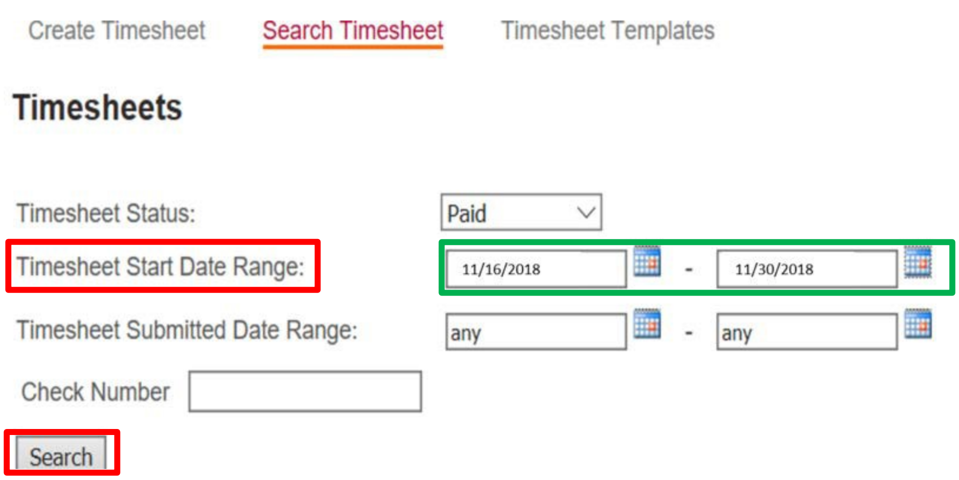


Removing Mileage

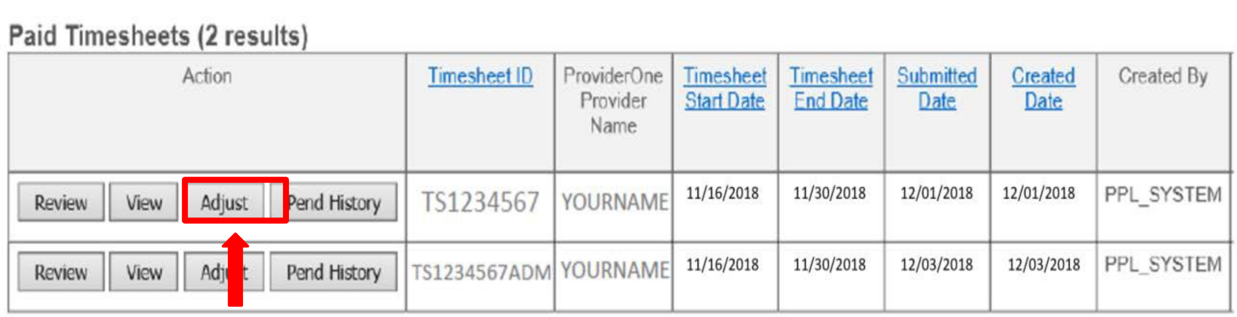
Example 3

You claimed **ten (10)** miles instead of **five (5) miles** on a certain date on your timesheet. You've realized you need to remove the additional **five (5)** miles claimed.

1. Here, we are adjusting a timesheet you have already been paid for. Make sure that you have selected the correct **Timesheet Start Date Range** for the Timesheet that you would like to adjust. Click **'Search'**.

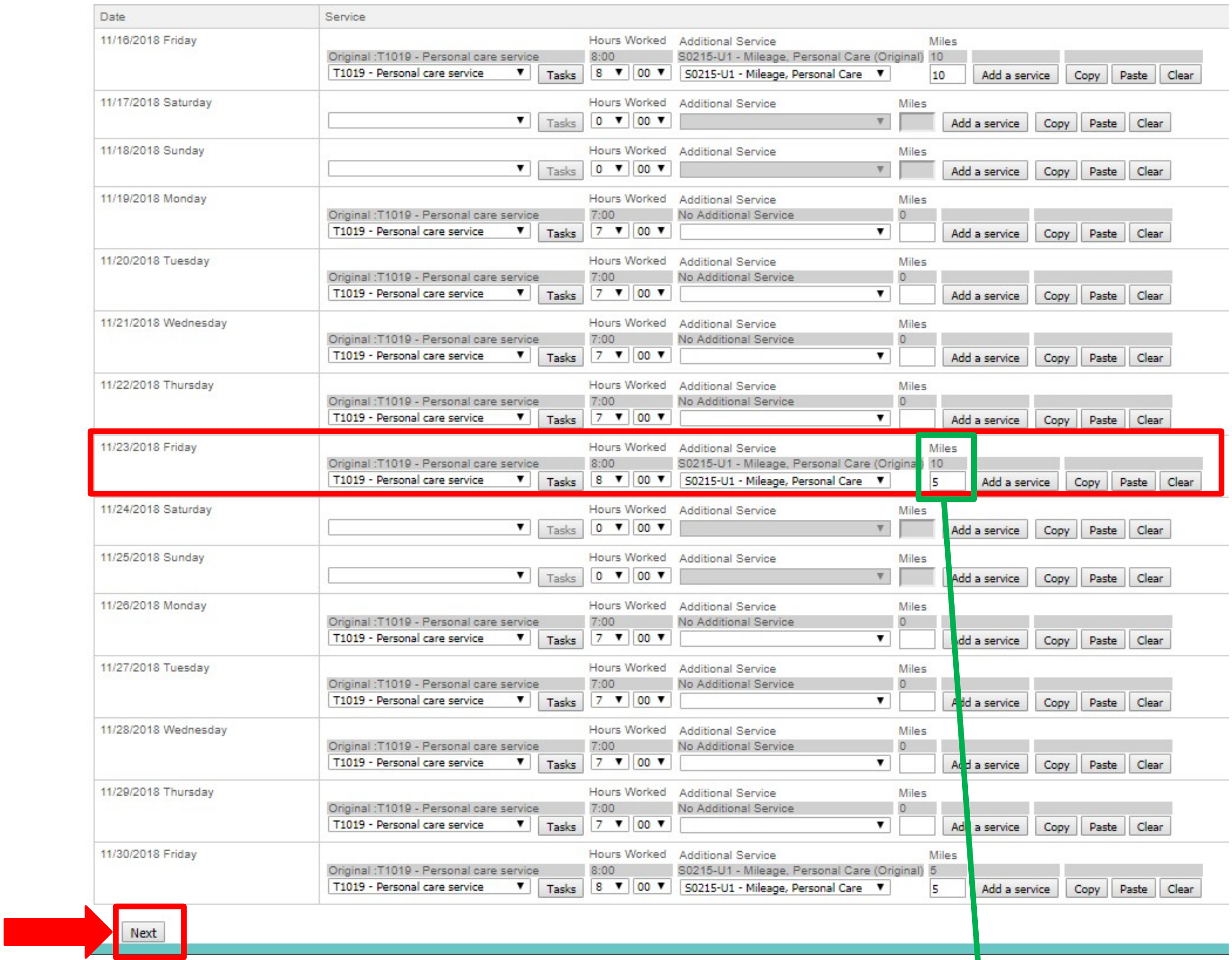


2. You will see all *paid* timesheets for the date range you selected above. Now, you will want to *adjust* your non-administrative timesheet to remove mileage. Be sure you select the line for the correct client, if you have more than one. Locate the correct timesheet and select '**Adjust'**.

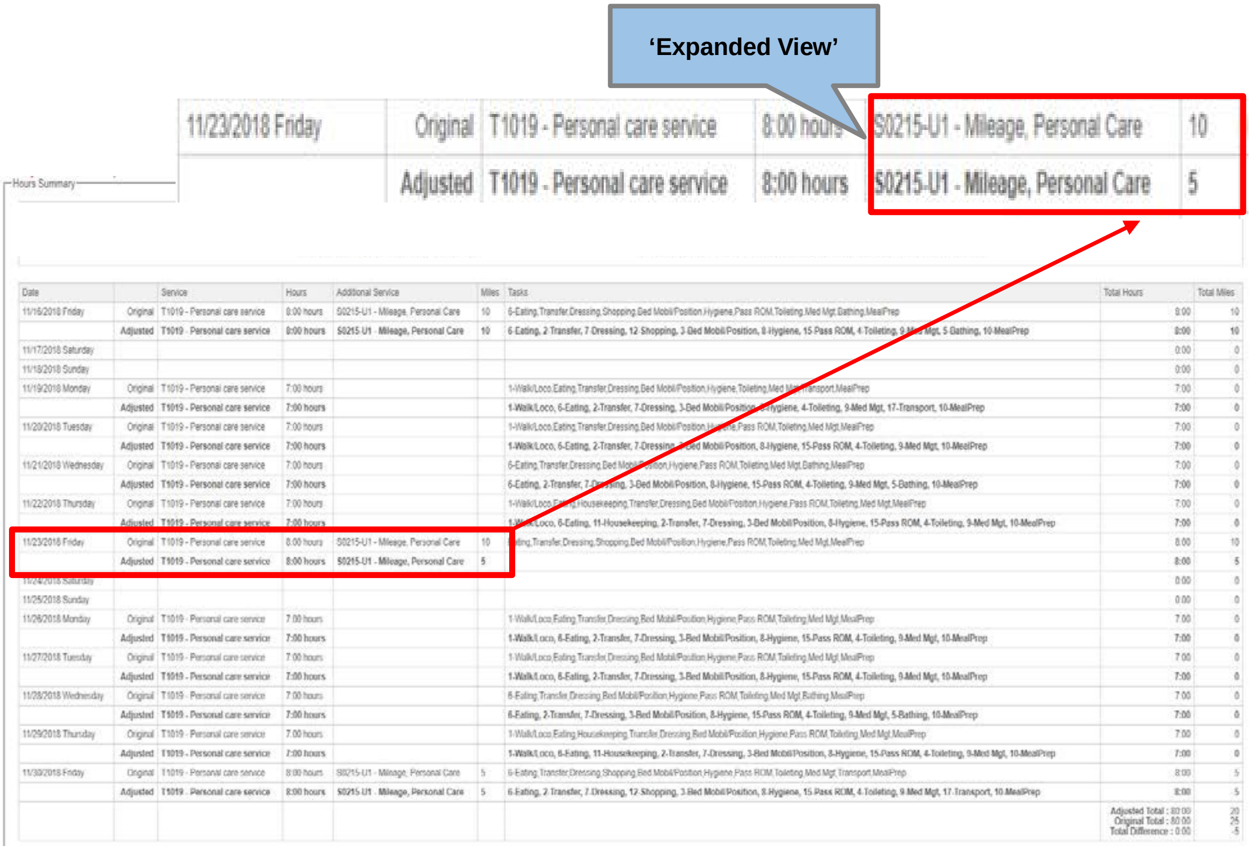

Paid Timesheets (2 results)

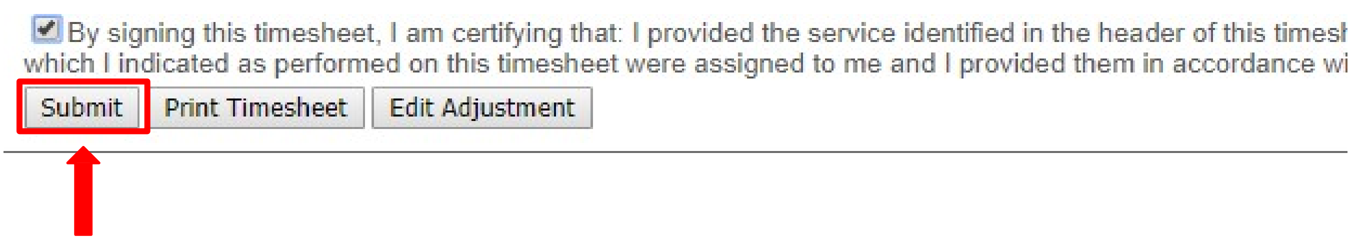
Action	Timesheet ID	ProviderOne Provider Name	Timesheet Start Date	Timesheet End Date	Submitted Date	Created Date	Created By
Review View Adjust Pend History	TS1234567	YOURNAME	11/16/2018	11/30/2018	12/01/2018	12/01/2018	PPL_SYSTEM
Review View Adjust Pend History	TS1234567ADM	YOURNAME	11/16/2018	11/30/2018	12/03/2018	12/03/2018	PPL_SYSTEM

3. Click on the number in the **Miles** box and type in the desired number of miles. For this example, type **5 (five)** miles. Then click **Next**.



4. Now it is time to submit your adjustment for processing. Again, please verify the summary is correct before you click **'Submit'**. Please read the statement very carefully. It is important that you only adjust a paid timesheet to reflect hours actually worked, training taken and/or miles driven. If everything looks correct, check (☑) the **Attestation** box and click **'Submit'.**



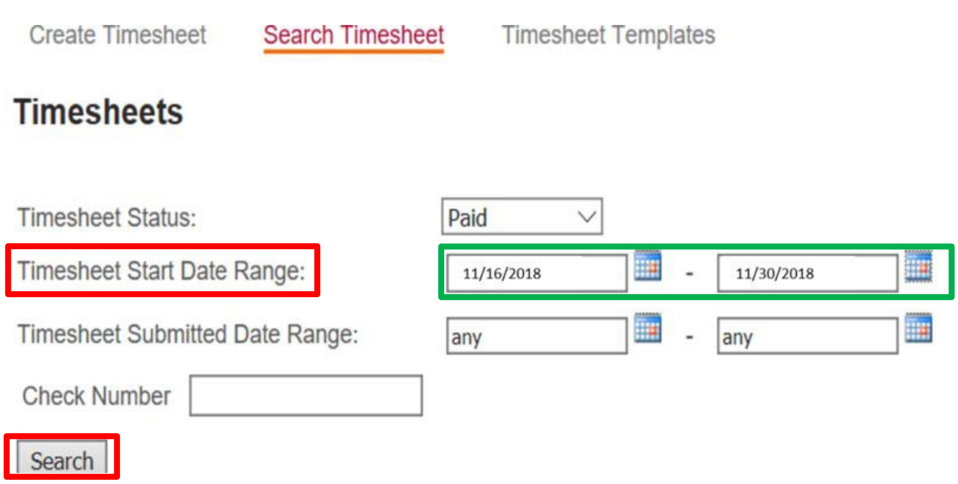


Removing Hours

Example 4

You claimed **seven (7)** hours worked, but you actually worked **four (4)** hours on a certain date. You want to remove the additional hours claimed to correct the error.

1. Here, we are adjusting a timesheet you have already been paid for. Make sure that you have selected the correct **Timesheet Start Date Range** for the Timesheet that you would like to adjust.

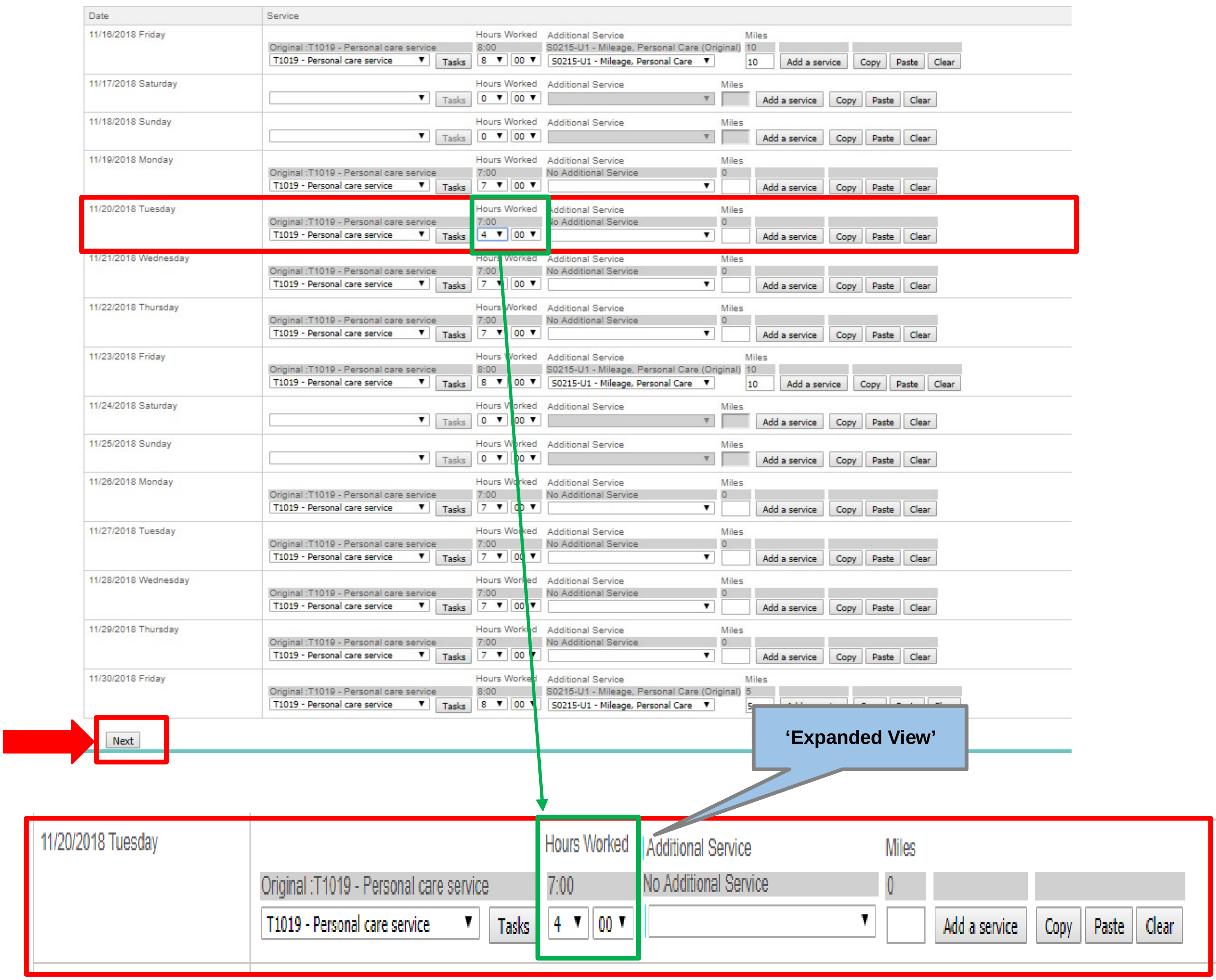


2. You will see all *paid* timesheets for the date range you selected above. Now, you will want to *adjust* your non-administrative timesheet to remove hours. Be sure you select the line for the correct client, if you have more than one. Locate the correct timesheet and select **Adjust**.

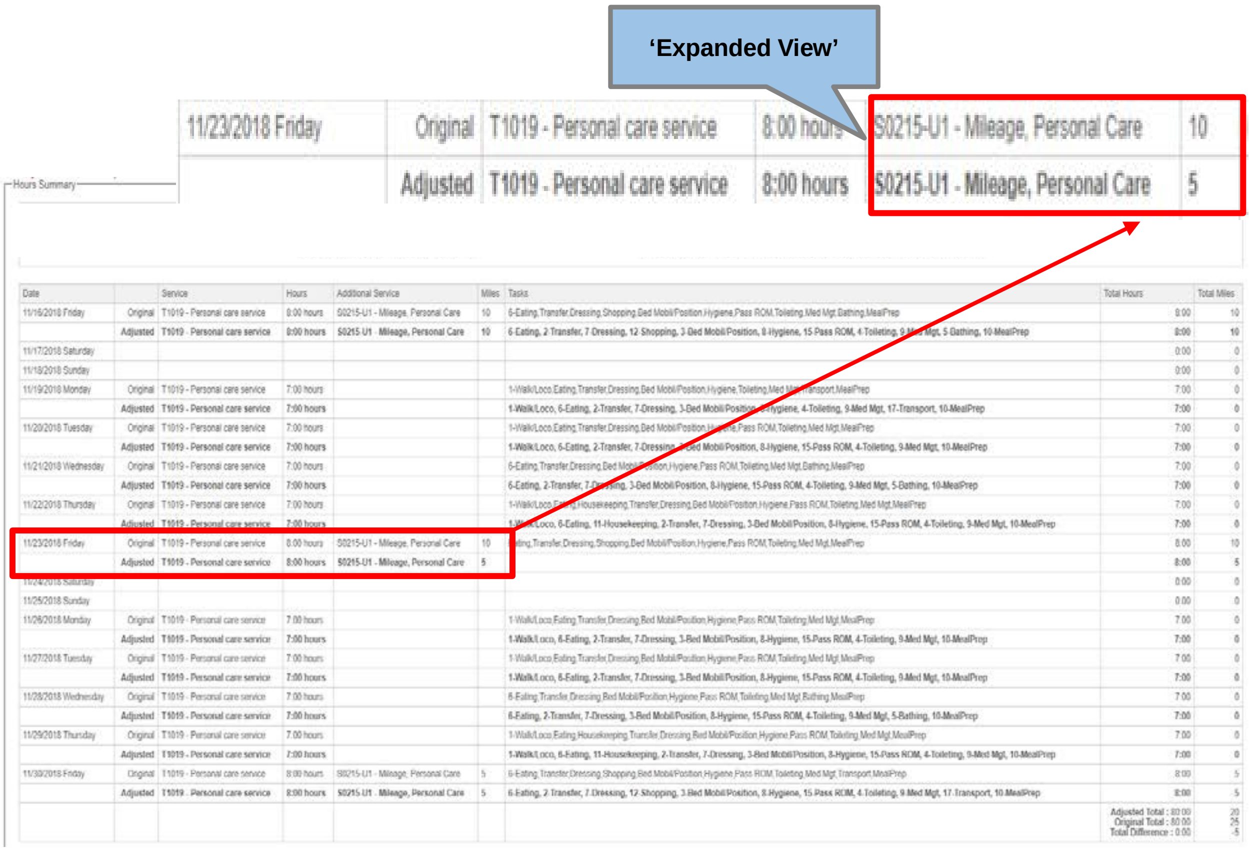
Paid Timesheets (2 results)

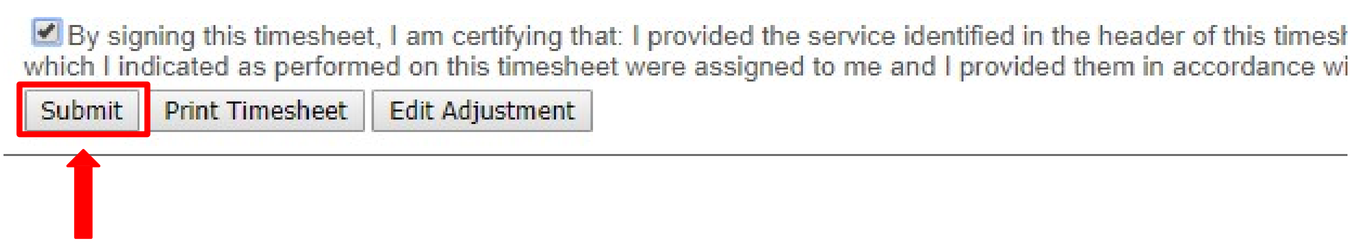
Action	Timesheet ID	ProviderOne Provider Name	Timesheet Start Date	Timesheet End Date	Submitted Date	Created Date	Created By
Review View Adjust Pend History	TS1234567	YOURNAME	11/16/2018	11/30/2018	12/01/2018	12/01/2018	PPL_SYSTEM
Review View Adjust Pend History	TS1234567ADM	YOURNAME	11/16/2018	11/30/2018	12/03/2018	12/03/2018	PPL_SYSTEM

3. Click on the drop-down arrow under the **Hours Worked** field for the date you want to change. Select the *correct* number of hours for that date – in this example, select **4**. Then click **Next**.



4. Now it is time to submit your adjustment for processing. Again, please verify the summary is correct before you click **'Submit'**. Please read the statement very carefully. It is important that you only adjust a paid timesheet to reflect hours actually worked, training taken and/or miles driven. If everything looks correct, check (☑) the **Attestation** box and click **'Submit'.**



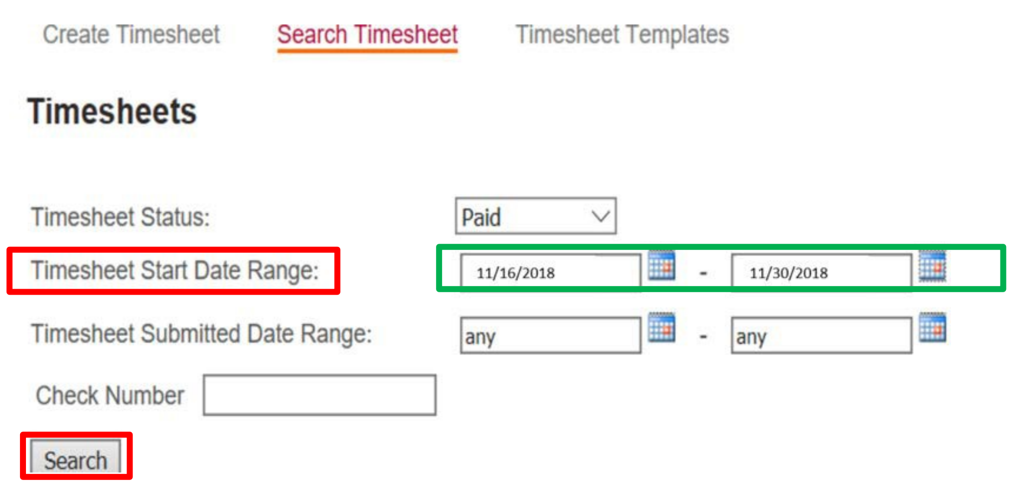


Substituting Service Codes

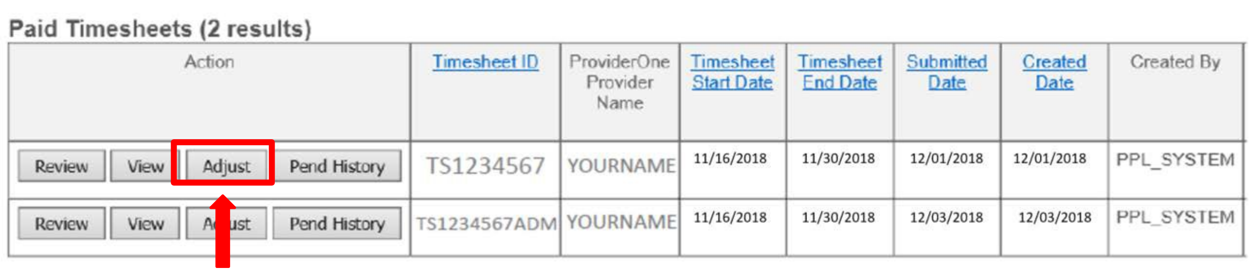
Example 5

You claimed **eight (8)** hours of **Personal Care Service** *instead* of **eight (8)** hours of **Continuing Education Training** on a certain date in their timesheet, and you want to correct this error.

1. Here, we are adjusting a timesheet you have already been paid for. Make sure that you have selected the correct **Timesheet Start Date Range** for the Timesheet that you would like to adjust. Click **'Search'.**

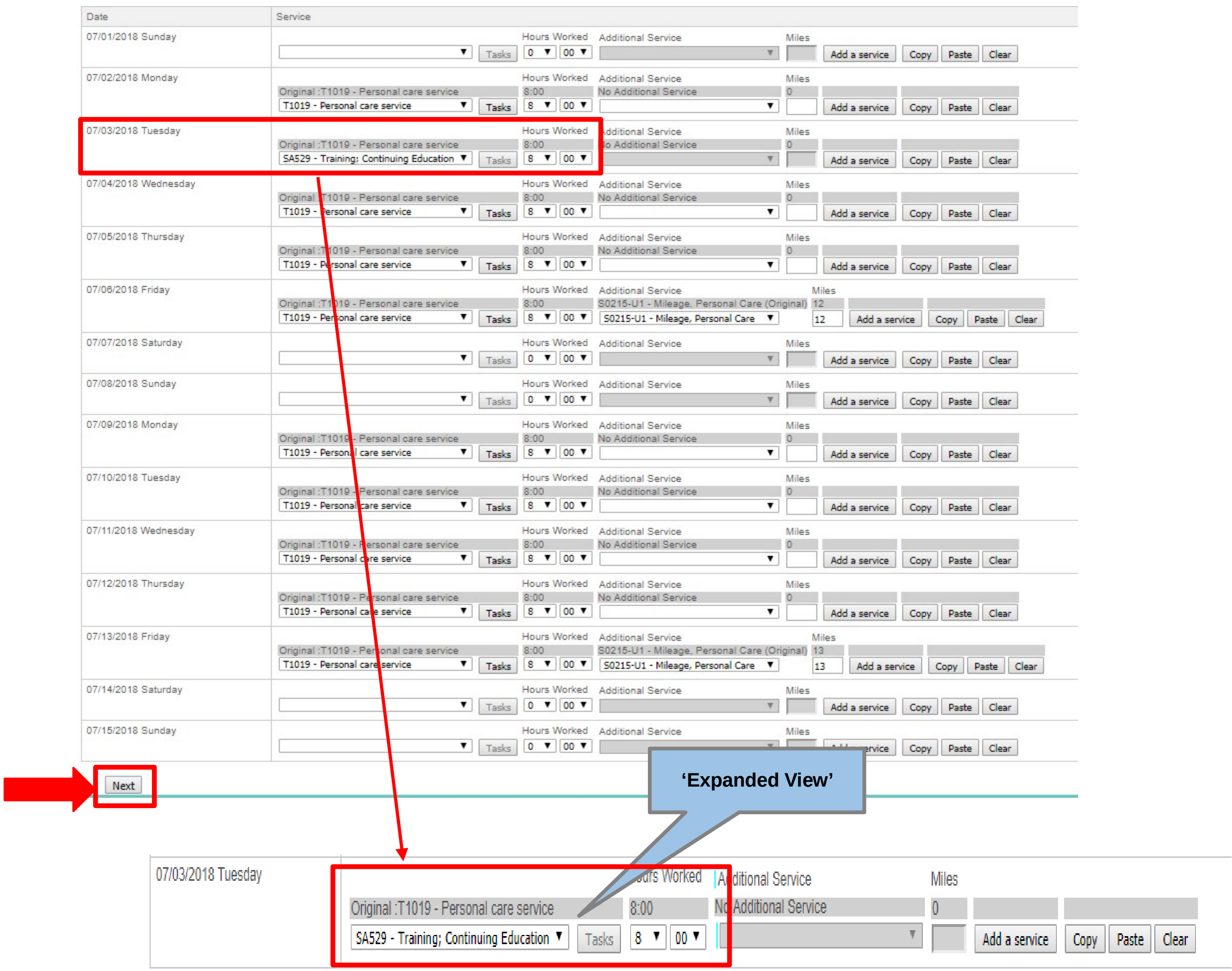


2. You will see all *paid* timesheets for the date range you selected above. Now, you will want to '*adjust'* your non-administrative timesheet to substitute a service code. Be sure you select the line for the correct client, if you have more than one. Select **'Adjust'**.

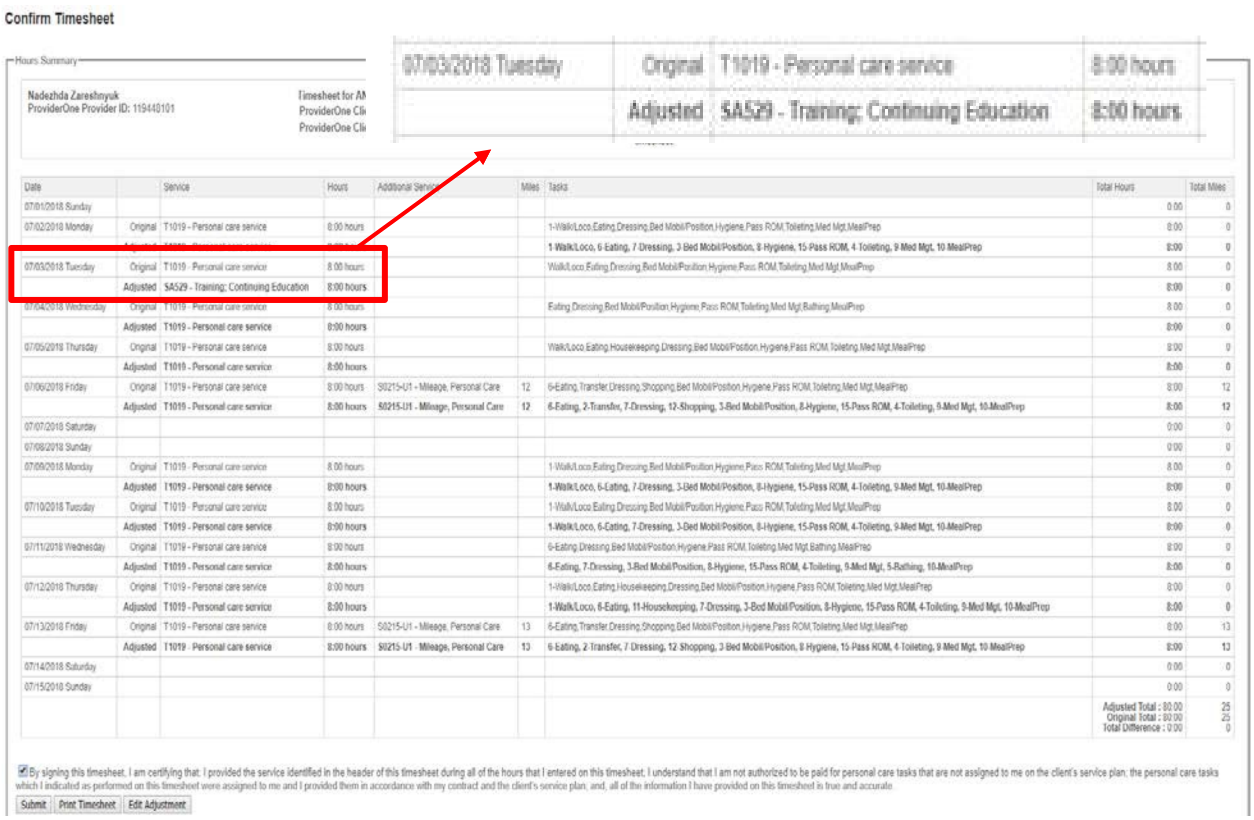

Paid Timesheets (2 results)

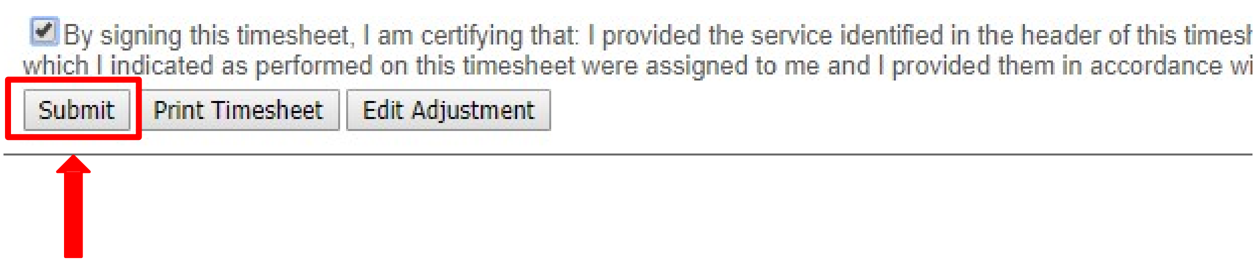
Action	Timesheet ID	ProviderOne Provider Name	Timesheet Start Date	Timesheet End Date	Submitted Date	Created Date	Created By
Review View Adjust Pend History	TS1234567	YOURNAME	11/16/2018	11/30/2018	12/01/2018	12/01/2018	PPL_SYSTEM
Review View Adjust Pend History	TS1234567ADM	YOURNAME	11/16/2018	11/30/2018	12/03/2018	12/03/2018	PPL_SYSTEM

3. Locate the line for the date you need to change. Click on the drop-down arrow under **Service**. Select the correct service code for that date. In this example, the **"T1019 – Personal Care Service"** code is the code originally claimed. Select the service code that you need to change for that date of service. In this example, select **"SA529 – Training; Continuing Education."** Note that you must have an authorization for a service on that date or it will not appear as a valid selection in the drop-down box. Click **Next**.



4. Now it is time to submit your adjustment for processing. Again, please verify the summary is correct before you click **'Submit'**. Please read the statement very carefully. It is important that you only adjust a paid timesheet to reflect hours actually worked, training taken and/or miles driven. If everything looks correct, check (☑) the **Attestation** box and click **'Submit'**.





Timesheet Edit and Adjustment Conclusion

IPOne gives you the ability to manage your timesheet claim submissions in a new way. Providers can now edit and adjust timesheets to correct a mistake, to add missing information, or make changes necessary to ensure your timesheets correctly reflect your important work. It is IPOne's goal to make the timesheet edit and adjustment process as easy as possible for providers. We are committed to ensuring you are paid in a timely and accurate manner.

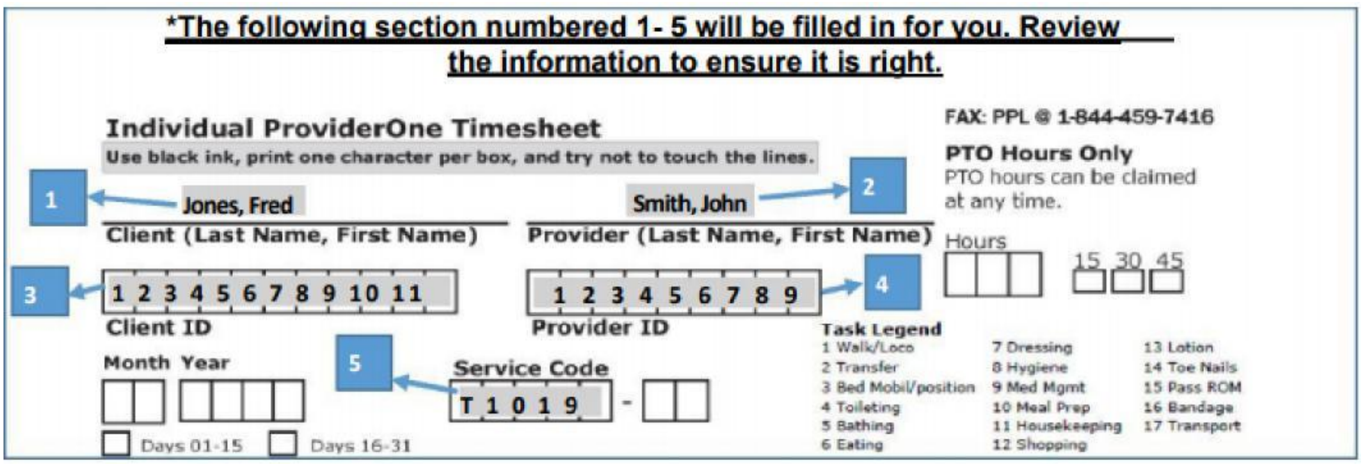
Again, if you need assistance, please contact WA IPOne Call Center (**844-240-1526)** to complete any needed edit or adjustment to your timesheet. Our Call Center Agents are ready to assist and support you, and we look forward to your call!

How to submit a Paper Timesheet

Applies to Live-in exempt providers

IPOne will send IPs client-specific paper timesheets in the mail for their use for the first six (6) months only. After the first six-month supply is used, if they still want to submit paper timesheets they must call the Call Center to request another six-month supply. If they have not received their timesheets when they are ready to claim they can contact the IPOne Call Center. See "Who to Contact" on the last page of this manual. Before mailing in a timesheet, be sure to review the next unit on this training: "How to Avoid Making a Mistake on My Paper Timesheet" to reduce the risk of submitting a timesheet with an error.

Reminder: Users can go to IPOne to submit an e-timesheet!


*The following section numbered 1- 5 will be filled in for you. Review the information to ensure it is right.

Individual ProviderOne Timesheet

Use black ink, print one character per box, and try not to touch the lines.

FAX: PPL @ 1-844-459-7416

PTO Hours Only

PTO hours can be claimed at any time.

Hours 15 30 45

1 Jones, Fred — Client (Last Name, First Name)

2 Smith, John — Provider (Last Name, First Name)

3 1 2 3 4 5 6 7 8 9 10 11 — Client ID

4 1 2 3 4 5 6 7 8 9 — Provider ID

Month Year

Days 01-15 Days 16-31

5 Service Code T 1 0 1 9 -

Task Legend

1 Walk/Loco	7 Dressing	13 Lotion
2 Transfer	8 Hygiene	14 Toe Nails
3 Bed Mobil/position	9 Med Mgmt	15 Pass ROM
4 Toileting	10 Meal Prep	16 Bandage
5 Bathing	11 Housekeeping	17 Transport
6 Eating	12 Shopping	

All 5 of these fields should already be filled in for you on your paper timesheets. If not, contact the IPOne Call Center to get your personalized timesheet.

1 Client Name: The name of the client you are providing services to (last name, first name)

Example: Jones, Fred (should already be filled in)

2 Provider Name: YOUR name – the IP providing the services and getting paid (last name, first name)

Example: Smith, John (should already be filled in)

3 Client ID: Client's Medicaid number

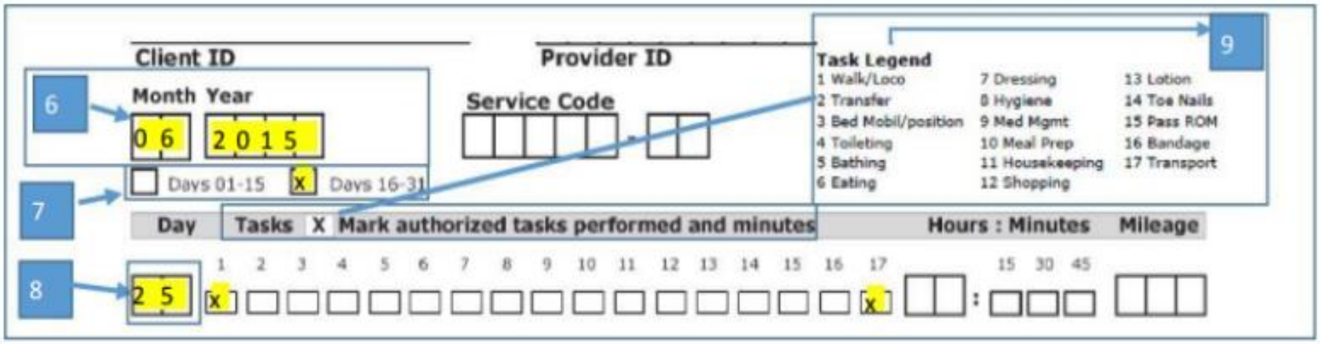
Example: (should already be filled in)

4 Provider ID: Your IPOne Provider ID

Example: (should already be filled in)

5 Service Code: The code describing the type of service that you are authorized to provide to the client

Example: (should already be filled in)



6 Timesheet For: Fill in the two digits of the month and the four digit year in which you worked.

Example: June = 0 6 2015 = 2 0 1 5

7 Pay Period: This is the period of time that you will be paid on a single check. Check the first box for the 1st pay period OR the second box for the 2nd pay period of the month. (See Payroll Schedule)

The example: John submitted time for the 25th; falling within the 16-31 box

Leave this box empty since the example is for the 25th day of the month

Example: ☐ Days 01 – 15 X Days 16 - 31

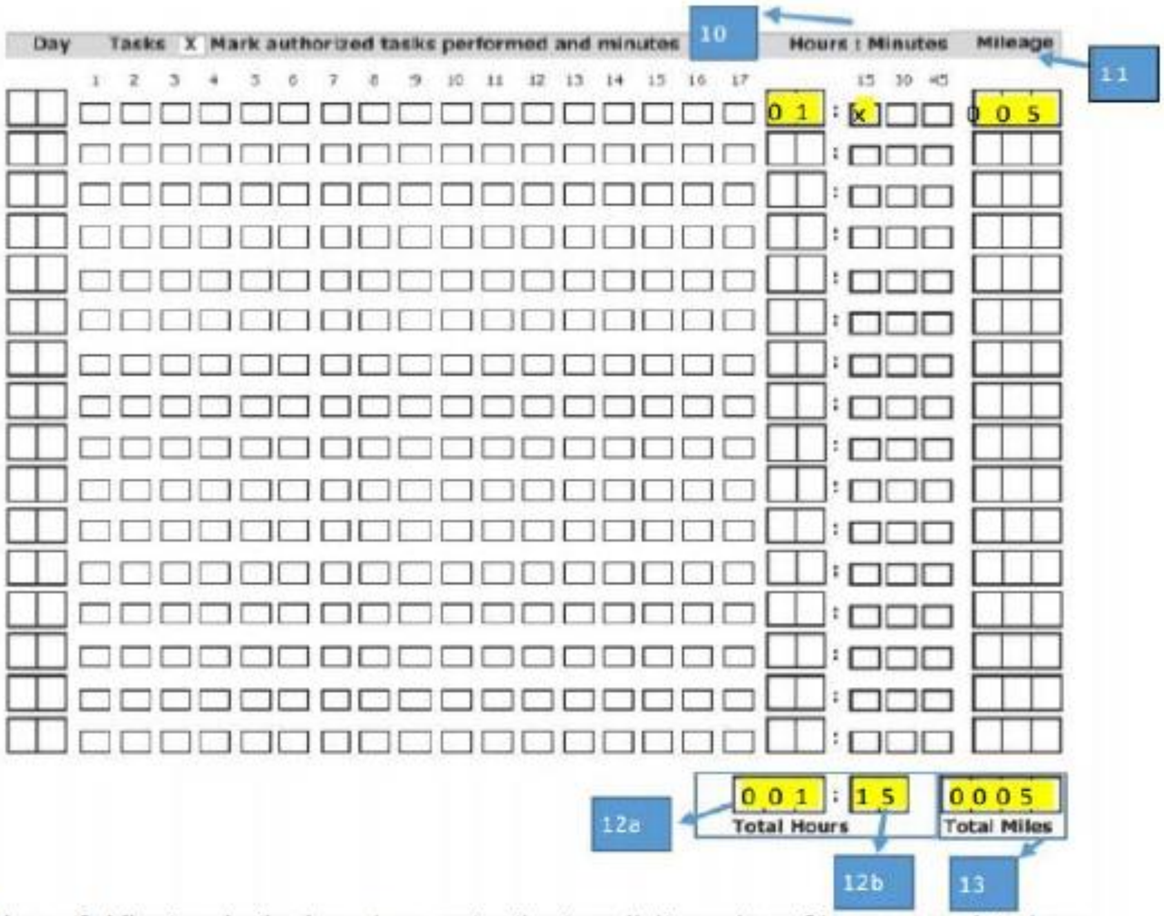
8 Day: Fill out the two digit day of the month according to the day you worked within this payroll period. You can use the same timesheet for any days worked within the same payroll period.

Example: 25 = 2 5

9 Task Legend & Tasks: The task legend provides the service and the task number to enter onto your timesheet. Please see the client care plan to ensure you are submitting for the tasks that you are authorized to provide. You must place a check mark under the corresponding task code for each day of work your timesheet is covering.

Task Legend

1 Walk/Loco	7 Dressing	13 Lotion
2 Transfer	8 Hygiene	14 Toe Nails
3 Bed Mobil/position	9 Med Mgmt	15 Pass ROM
4 Toileting	10 Meal Prep	16 Bandage
5 Bathing	11 Housekeeping	17 Transport
6 Eating	12 Shopping	



10 **Hours & Minutes:** In the hour box, enter the two digit number of hours completed per task and check the box for the minutes in 15 minute increments of work performed.

15 30 45

Example: 1 hour and 15 minutes = 0 1 x

11 **Mileage:** Enter the number of miles you drove the client on the day you claimed hours within the 3 boxes below.

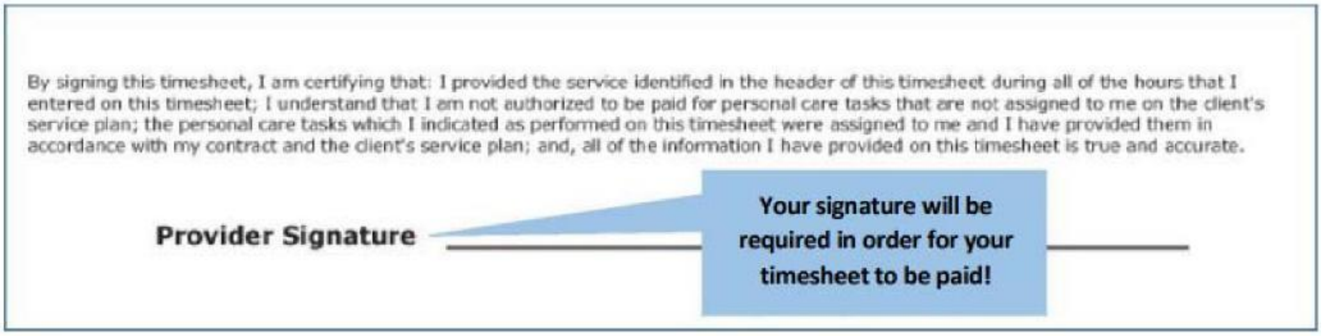
Example: 5 miles = 0 0 5

12 **Total Hours:** 12a) Add the number of hours together within all of the above boxes and place the total for the full pay period in the first 3 boxes.

12b) Add the number of minutes together that are in 15 minute increments and place the total number of minutes worked into the next 2 boxes.

Example: 1 hour and 15 minutes = 0 0 1 : 1 5

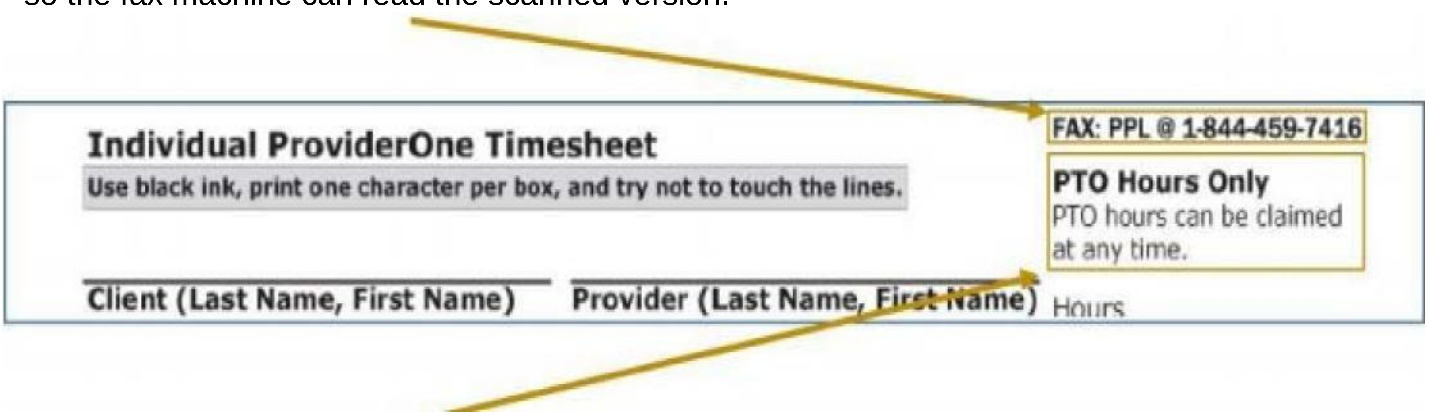
13 **Total Miles:** Add the number of miles within all of the above boxes and place the total for the full pay period in these 3 boxes. Example: 5 miles = 0 0 0 5



Please remember that e-timesheets are a simpler, faster, and easier way to submit claims. For more information on submitting e-timesheets, please review the earlier sections of this guide.

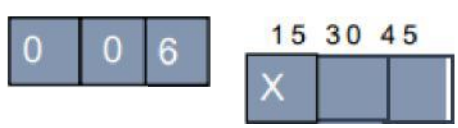
Mail timesheets to:
Public Partnerships, LLC
Individual ProviderOne
PO Box 98698
Seattle, WA 98198

If faxing a timesheet, make sure all of the boxes and numbers are filled in with ***dark ink*** so the fax machine can read the scanned version.



Paid Time Off (PTO)
PTO can be marked on the paper timesheet here: It’s the same as filling in paper timesheet hours:

- Example: 6 hours and 15 minutes =



How to avoid making a mistake on a Paper Timesheet

Applies to Live-in exempt providers

When submitting ***timesheets on paper***, review the below **Dos and Do Nots.**

DO	***DO NOT***
Do fill in the timesheet carefully and clearly. Remember it is being read by a machine. Write neatly so that the timesheet can be read.	**Do not** cross out any information or write within the margins. Instead use a new, clean timesheet. If the timesheet cannot be read properly, the payment may be delayed.
Do fill in all required fields. The IP will not be paid on time unless all of the required fields are completed.	**Do not** submit a timesheet via email or fax to any fax number other than the one on the timesheet.
Do use separate timesheets for each of the Clients/Employers. If the IP works with more than one Client/Employer, make sure to use separate timesheets for each.	**Do not** use lightly colored ink or a pencil to fill out a timesheet. Use a black pen only.
Do submit a timesheet the day after the pay period ends in order to get paid on time. Submit the timesheet by the 16th and the 1st of each month worked.	**Do not** enter dashes into blank boxes.
Do check a task for each line item of time completed. Each day worked requires that the user checks authorized task(s) the IP completed during that time.	**Do not** write additional items if they are not the tasks listed within the client support plan. The tasks designated are the ones the client is approved to receive.
Do use dates that are within the payment pay period.	**Do not** submit for future dates of service – payment is based on work already done. The IP will not be paid for future dates.
Do ensure the timesheet is signed by the IP prior to sending in a paper timesheet.	**Do not** overlap pay periods or this may cause delay in payment for one or both pay periods.

Contact the IPOne Call Center team for help filling in a timesheet.

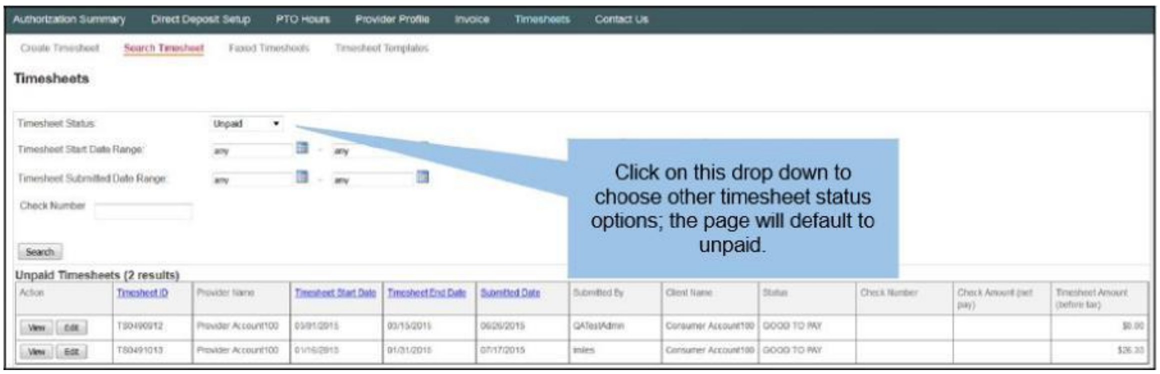
How to look up payment information

Applies to Live-in exempt providers

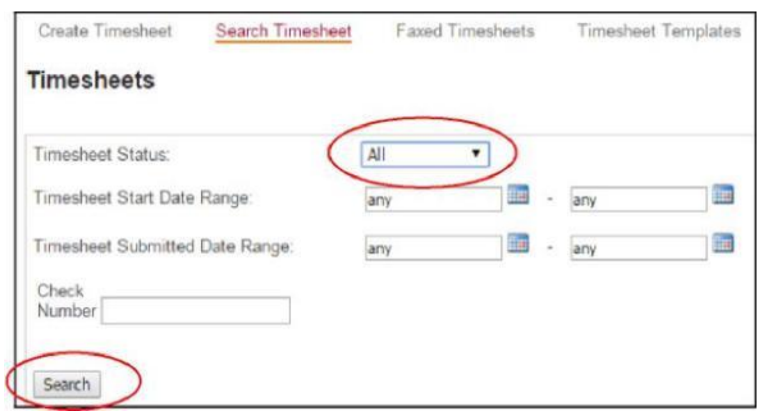
Users can look up several pieces of information related to paychecks using IPOne, including the **status of a timesheet**, **paychecks by date range**, and **Earnings Statement(s)**.

1. Log into **IPOne**.

2. Once logged in, the **Search Timesheet** page will open. The page will default to all timesheets with the Timesheet Status: **Unpaid**.

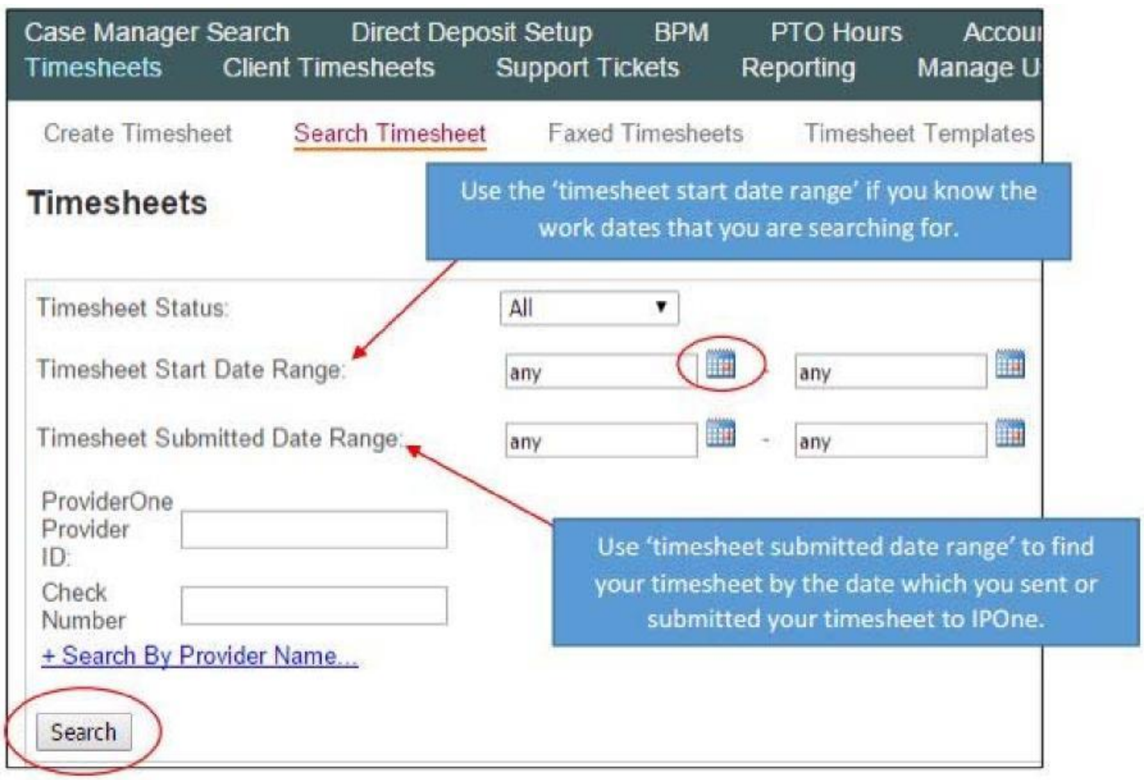


3. On the **Search Timesheet** page, search for a timesheet or a group of timesheets using any combination of search criteria. To search for all of one IP's timesheets in any payment status, choose **All** for Timesheet Status and click on **Search**.



4. Under the 'status' column, the current status of each timesheet is viewable. Statuses are: **GOOD TO PAY, PAID, SAVED, IN PROCESS, SUBMITTED, PENDING, or DENIED** (Timesheet Status terms and their definitions can be found at the end of this unit).

5. To search for a timesheet within a certain date range, click on the calendar icon for **Timesheet Start Date Range** or **Timesheet Submitted Date Range** and select the desired date range. Then click **Search**.



6. To view an Earnings Statement, search for a paid timesheet and look for the **Check Number** in blue hyperlink. Click on the blue hyperlink and the Earnings Statement will open up for viewing. Users can download or print the Earnings Statement. Earnings Statements are stored in IPOne for an indefinite period of time.

Status	Check Number	Check Amount (net pay)	Timesheet Amount (before tax)
SAVED			
GOOD TO PAY			$19.64
DENIED			
PAID	000349	$869.00	$157.95

Timesheet Status Terms and Definitions	
Status	**What It Means**
Paid	Payment is on its way or the IP has been paid for a timesheet period in the past.
Saved	A timesheet entry has been saved, but not yet submitted for payroll processing.
Approved ***(applies to Online Timesheets)***	An entered timesheet has been reviewed and is approved to be processed for payment.
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.
Good to Pay	A timesheet that has passed all of the payment rules. It is ready to be paid on the next scheduled payday.
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.
Denied	A timesheet is not approved and cannot be paid.

Frequently Asked Questions (FAQs)

Applies to Live-in exempt providers

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

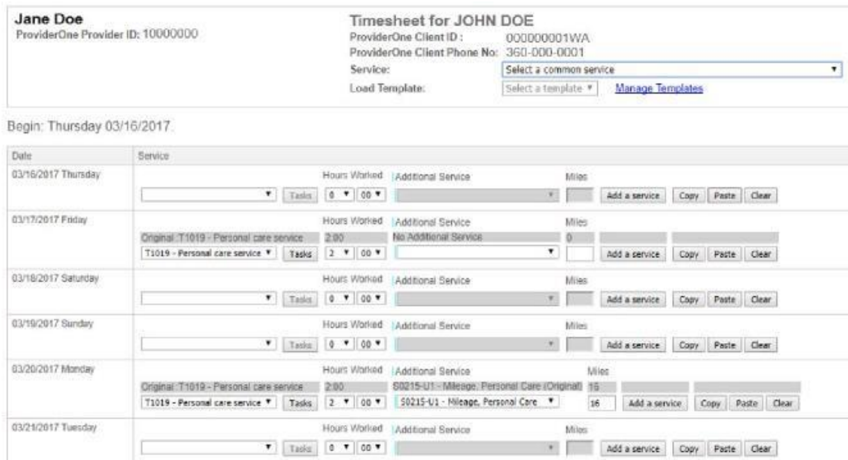
Deductions

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

Still have questions?

Please contact the IPOne Call Center for assistance.

Multilingual, IPOne Call Center staff are available to assist with payment questions and the use of IPOne.

- Open Monday - Friday, from 7 am to 7 pm PST; and Saturday from 8 am to 1 pm PST.
- Toll-free phone numbers available for the top 12 language needs in Washington; other languages will be supported by alternative option.

Washington SeaTac Call Center

MULTILINGUAL TELEPHONE LIST

TTY 1-800-360-5899

Arabic	العربية	لمعرفة التفاصيل عن IPONE الرجاء الإتصال بالرقم	844-885-6915
Cambodian	ខ្មែរ	ចំពោះសំណួរអំពីការហៅតាមទូរស័ព្ទ IPOne:	844-240-1524
Cantonese	廣東	有關 IPOne 的問題,請撥打客服電話	844-240-1525
English	(English)	For questions about IPOne call:	844-240-1526
Korean	k 국어	IPONE 에 관한 문의전화:	844-240-1527
Laotian	ລາວ	ສໍາລັບຄໍາຖາມ ກ່ຽວກັບການເອີ້ນ IPOne:	844-240-1528
Mandarin	普通话	有关 IPOne 的问题, 请拨打客服电话	844-240-1529
Russian	русский	По вопросам IPOne звоните:	844-240-1530
Somali	Somali	Wixii su'aalo ah oo ku saabsan IPOne wac:	844-240-1531
Spanish	Español	Para preguntas acerca de IPOne, llame:	844-240-1532
Tagalog	Tagalog	Para sa mga katanungan tungkol sa IPOne Tumawag sa:	844-240-1535
Ukrainian	український	З питань IPOne дзвоніть:	844-240-1533
Vietnamese	tigng Việt	Ngu quý vị có câu hói vê IPOne vui lòng gQi:	844-240-1534