



Who Do I Call for Questions?

Hints and Tips for Individual Providers

Type: Provider
Category: All

What do you need help with?	Who can help?	How can you get the most from their help?
<ul style="list-style-type: none"> Logging in or resetting passwords Using the IOne web page Accessing timesheet training or Hints and Tips Understanding timesheets, payments, and payment deductions. Payment options (direct deposit, debit card, and paper check) Returned, lost or stolen checks Address change Wage verification 	<p>IOne PPL: Washington SeaTac Multi-language Call Center</p> <p>The call center is made up of 50 bilingual staff who assist providers all over the state. They are experts regarding system logins, timesheets, and using other features in IOne.</p> <p>1- 844-240-1526 or pplwaipone-cs@pcgus.com News and Information: www.ipone.org Training: http://www.publicpartnerships.com/programs/washington/ipone/index.asp</p>	<ul style="list-style-type: none"> View the IOne training materials prior to calling for assistance Ask questions about the items they can help with and direct other questions to the appropriate area.
<p>Understanding:</p> <ul style="list-style-type: none"> The contracting process and background checks. Overpayments Authorized services and care plans Authorization errors Client responsibility The CARE assessment process Client functional and financial eligibility. 	<p>Your client's case worker</p> <p>There are approximately 1200 caseworkers throughout Washington state. Caseworkers prepare client assessments, develop service plans, and authorize services to ensure each client lives successfully in the least restrictive environment. Caseworker contact numbers are found at the bottom of the authorization letters mailed to each provider. Caseworkers will also direct you to the correct contracting person in your area to answer contracting and background questions.</p>	<ul style="list-style-type: none"> Ask questions about the items they can help with and direct other questions to the appropriate area Direct your questions about IOne, timesheets, payment, and navigation to the IOne Call Center
<ul style="list-style-type: none"> Union questions (dues, membership, etc.) Caregiver training Benefits (Health, Retirement, etc.) 	<ul style="list-style-type: none"> SEIU 775 Member Resource Center 866-371-3200 or mrc@seiu775.org Training Partnership Student Support Student.support@myseiubenefits.org 	<ul style="list-style-type: none"> Ask questions about the items they can help with and direct other questions to the appropriate area
<ul style="list-style-type: none"> Caregiver certification 	<ul style="list-style-type: none"> Department of Health, Home Care Aide Credentialing Coordinator 360-236-2700 	
<ul style="list-style-type: none"> Caregiver testing 	<ul style="list-style-type: none"> Prometric 800-324-4689 or WAHCA@prometric.com How to get started www.prometric.com/washington 	



**IPOne PPL
Washington SeaTac Multilanguage Call Center**

Email: pplwaipone-cs@pcgus.com

News and Information: www.ipone.org

Training: <http://www.publicpartnerships.com/programs/washington/ipone/index.asp>

TTY 1-844-240-1526

Arabic	العربية	الرجاء الاتصال بالرقم IPOne لمعرفة التفاصيل عن:	844-885-6915
Cambodian	ខ្មែរ	ចំពោះសំណួរអំពីការហៅតាមទូរស័ព្ទ IPOne :	844-240-1524
Cantonese	廣東	有關 IPOne 的問題,請撥打客服电话	844-240-1525
English	(English)	For questions about IPOne call:	844-240-1526
Korean	한국어	IPOne 호출에 대한 질문의 경우 :	844-240-1527
Laotian	ລາວ	ສໍາລັບຄໍາຖາມ ກ່ຽວກັບການເອິ້ນ 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 вызова:	844-240-1530
Somali	Somali	Wixii su'aalo ah oo ku saabsan IPOne wac:	844-240-1531
Spanish	Español	Para preguntas acerca de la llamada IPOne:	844-240-1532
Tagalog	Tagalog	Para sa mga katanungan tungkol sa IPOne call:	844-240-1535
Ukrainian	український	З питань IPOne виклику:	844-240-1533
Vietnamese	tiếng Việt	Nếu quý vị có câu hỏi về IPOne vui lòng gọi:	844-240-1534