



INDIVIDUAL PROVIDERONE WELCOME PACKET

Welcome to Individual ProviderOne (IPOne)! This Welcome Packet contains instructions on how to register in IPOne and update your personal information about IPOne. There are a few things you must do to get ready to use IPOne. Everything you need to get started is included in this packet.

WELCOME PACKET CONTENTS

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Tells you about IPOne and explains what you need to do to get ready
2. *Who do I call if I have questions?*
Lists hours of operation and toll-free numbers for the call center that is supporting IPOne
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Lists information that IPOne has on file for you
4. *How Do I Create an IPOne User Account?*
Step by step instructions on how to start using IPOne
5. *Information about the ADP ALINE Pay by ADP Debit Card*
A brief explanation of how the ADP ALINE Pay by ADP Debit Card option works
6. *PPL ALINE FAQs*
ALINE Frequently Asked Questions with answers
7. *IPOne Payment Method Set-up Form and Instructions*
A form with instructions on how to use the form to request
8. *Individual ProviderOne Payment Schedule*
A list of dates on which timesheets are due and paychecks will be issued



WELCOME LETTER

Dear Individual Provider:

Beginning January 1, 2016, you must use the new provider payment system, Individual ProviderOne (IPOne), to submit your timesheet and get paid for Individual Provider services. You will no longer receive an invoice and will no longer have the option of phoning in your time to Invoice Express. IPOne is managed by Public Partnerships, LLC (PPL).

What does this mean to me? You will use an IPOne timesheet to claim for Individual Provider services and receive your paycheck.

How often will I be paid? You will be paid two times per month.

What is the easiest way to get paid?

Submit your timesheet electronically online using a computer, tablet, or a smart phone.



This will be the safest and easiest method of getting paid.

You can submit a paper timesheet via toll-free fax or mail if you do not want to use a computer or smart phone.

What should I do to be ready for IPOne?

There are three important things that you should do NOW to get ready for IPOne.

Step 1: Make sure your IPOne information is correct.

Step 2: Make sure you pick the payment option that works best for you. *If you have direct deposit please see important information on the next page.*

Step 3: Go Green!

Read more about these three important things...

Step 1: *Make sure your personal information on IPOne is correct.* Review and update your address, phone number and other information quickly by setting-up your online IPOne account. It is free and easy to do. Read the *How Do I Create an IPOne User Account* for step-by-step instructions and get signed-up today!

If you do not have a computer you can call the WA SeaTac Call Center and ask someone to update your information or you can update and return the "INFORMATION PAGE" using the Business Reply envelope included with this packet.

Step 2: *Make sure you pick the payment option that works best for you. VERY IMPORTANT! If you do not choose a payment option, below is a list of options that will happen when you get your first IPOne paycheck:*

1. If you get a paper paycheck in the mail now you will get an IPOne paper check the first time you get paid from IPOne and for every paycheck afterward until you request a different payment option.
2. If you get your paycheck directly deposited to your bank account now you will need to sign up for direct deposit again and provide your bank account information to IPOne before December 31, 2015 to continue this payment preference. If you do not do this by December 31, 2015 your paycheck will be deposited to an ALINE ADP debit card that will be sent to you in the mail. To learn more about the debit card option you can read the *Information about the ADP ALINE Pay by ADP Debit Card* page and the *Debit Card FAQs* page included in this *Welcome Packet*.

You can always change the way that you get paid at any time by going to your online IPOne account and clicking in the “Direct Deposit Setup” link. If you do not have a computer you can call the WA SeaTac Call Center and ask someone to change your payment preference for you or you can complete and submit the *Payment Method Set-up Form*. You can send the form by fax or you can mail it in the Business Reply envelope included with this letter. Your change in payment preference may take two weeks or more to process, pending confirmation of your bank account information.

Note: If you chose to receive direct deposit, your first check may be a paper check while PPL verifies your bank account information.

Step 3: Go Green! IPOne will automatically send you a paycheck stub in the mail. You can stop receiving your paycheck stub in the mail by going to your IPOne online account and checking the box shown below or you can call the WA SeaTac Call Center.

| | | |
|--------------------------------|-------------------------------------|-----|
| Stop Mailing Remittance Advice | <input checked="" type="checkbox"/> | Yes |
| | <input type="checkbox"/> | No |

What's next?

- Look for more information to come in the mail or go to www.ipone.org to download the same information:
 - ✓ A Training Packet with instructions on how to submit your timesheet and use all of the self-service options on the IPOne portal.
 - ✓ An In-Person Training Schedule. *(Also available by calling the WA SeaTac Call Center to learn of a training session nearest to you.)* You can attend a local training session to get extra help on learning how to use IPOne to submit your timesheet.
 - ✓ An Authorization Letter and paper timesheets that you can send by fax or mail to IPOne (just in case you are not able to submit your timesheet using a computer, tablet, or smart phone).
- Look at the *Individual ProviderOne Payment Schedule* included with this packet to learn when your timesheets are due.
- Beginning January 1, 2016 start to fill out your timesheet online, by smart phone or tablet application, or on paper for the first pay period of January 1st through January 15th.** Remember, if you use a paper timesheet you should it send it by fax. If you choose to send your timesheet in the mail you may not get your timesheet in on time and payment will be delayed. *The fastest and best way is to submit your timesheet electronically using a computer, tablet, or smart phone.*

Who do I call if I have questions?

Call the Washington (WA) SeaTac Call Center.

Operating hours November 1, 2015 through December 31, 2015 are:

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

Operating hours starting January 1, 2016 are:

Monday – Friday, 7:00 AM to 7:00 PM Pacific Time & Saturday, 8:00 AM to 1:00 PM Pacific Time

Our Customer Service team members speak languages in addition to English.

Washington SeaTac Call Center
MULTILINGUAL TELEPHONE LIST



| | | | |
|-------------------|-------------|--|--------------|
| Arabic | العربية | بۆرل اب لاصرتال ما اجرلا IPOne نى لى صرافتال كى فرى عىل: | 844-885-6915 |
| Cambodian | ខ្មែរ | ចំពោះសំណួរអំពីការប្រើប្រាស់សេវា 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 | 한국어 | IPOne 호출에 대한 질문의 경우 : | 844-240-1527 |
| Laotian | ລາວ | ສຳລັບຄຳຖາມກ່ຽວກັບການໃຊ້ບໍລິການ 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 |

When you call the SeaTac Call Center you will need to tell them your ProviderOne Individual Provider ID#. Find your Provider ID# on the Information Page and write the number here so you have it ready:

My ProviderOne Provider ID: 0000000

INFORMATION PAGE

STOP! Save time and submit this form online using your IOne User Account
or call the WA SeaTac Call Center at 844-240-1526.

Jane Doe
1 Sample Way
Seattle, WA 98109

Your ProviderOne Provider ID:
0000000

Dear Jane,

The information listed on the chart below is what is on your IOne profile. Please review the information on this page and make sure it is correct.

| Review your information listed below. If the information is correct, write an "X" in the next box. → | X | If your information is wrong, write the new information in the boxes below. |
|---|---|---|
| Name: Jane Doe | | |
| Mailing Address: <i>(This is the address where you get your mail.)</i> 1 Sample Way Seattle, WA 98109 | | |
| Telephone Number: (123) 456-7890 | | |
| Date of Birth: December 2, 1980 | | |
| Email Address: janedoe@gmail.com | | |
| Preferred Written Language: [name of language] | | |

Write an "X" in the box next to the language that you read every day.

| | | |
|---|---|---|
| <input type="checkbox"/> Cambodian ខ្មែរ | <input type="checkbox"/> Laotian ລາວ | <input type="checkbox"/> Spanish Español |
| <input type="checkbox"/> Cantonese 廣東 | <input type="checkbox"/> Mandarin 普通话 | <input type="checkbox"/> Vietnamese tiếng Việt |
| <input type="checkbox"/> English (English) | <input type="checkbox"/> Russian русский | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Korean 한국어 | <input type="checkbox"/> Somali Somali | |

If you do not want to return this form online you can send it by fax or by mail, or you can call the WA SeaTac Call Center and ask them to update your information for you.



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



Mail the form using the pre-addressed envelope included with your Welcome Packet.

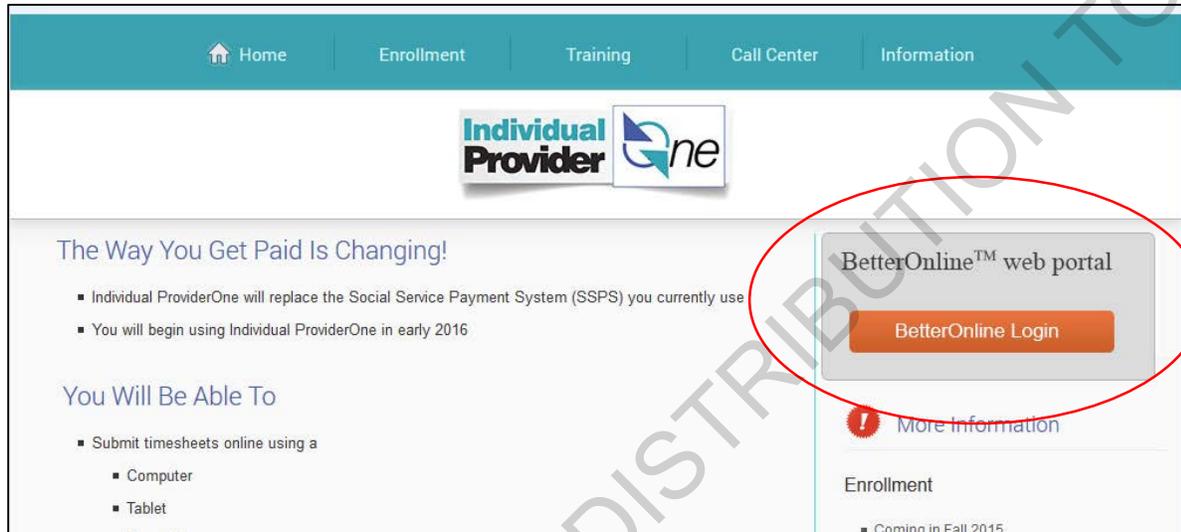


844-240-1526
WA SeaTac Call Center

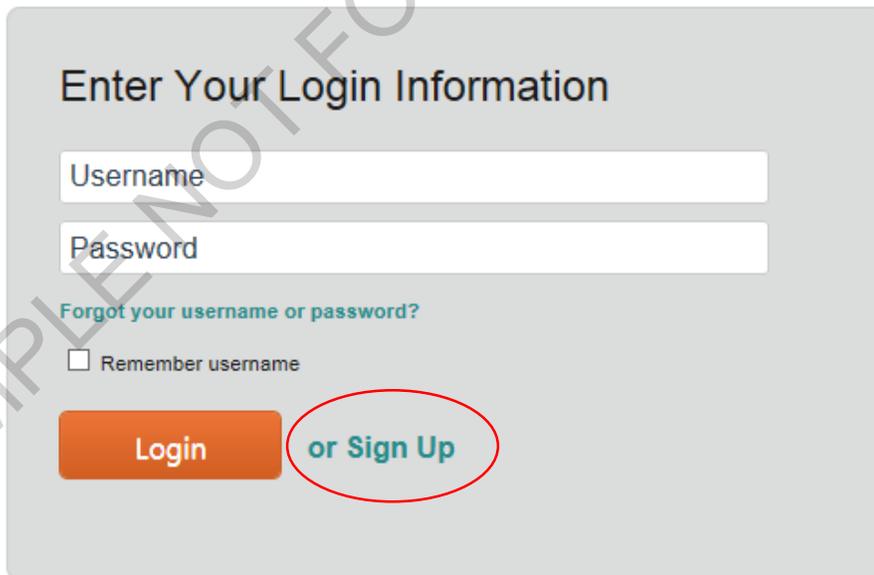
How Do I Create an IPOne User Account?

IPOne is a secure website, accessible only to users whose data is in the system. Only authorized users are able to view limited information based on their user role. All users must have a username and password to log in.

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



Select **Sign Up**.



The screenshot shows the "Enter Your Login Information" form. It has two input fields for "Username" and "Password". Below the fields is a link for "Forgot your username or password?". There is a checkbox for "Remember username". At the bottom, there are two buttons: "Login" and "or Sign Up", with the "or Sign Up" link circled in red.

This will bring you to the **New User Registration** page. Choose **Washington** from the drop down options.



PCG | Public Partnerships
Supporting Choice. Managing Costs.™

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New User Registration

Step 1: Select your State, Program and Role

State:

Select **IPOne** as the **Program** drop down menu and the role drop down will display **Provider** for your **Role**. Then click **Next**.



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Contact Us

New User Registration

Step 1: Select your State, Program and Role

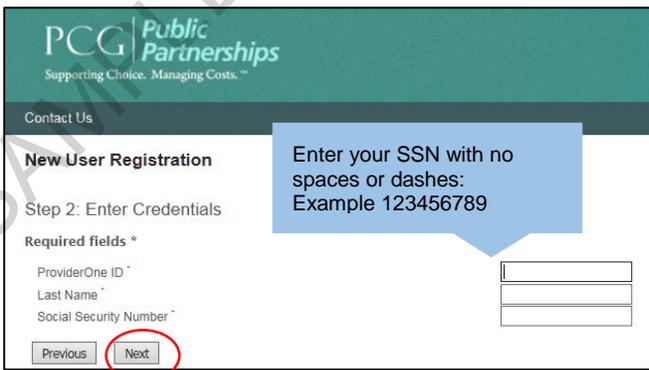
State:

Program:

Role:

Confirm who you are by entering your credentials. The fields required are:

- **ProviderOne ID** (this can be found in your Welcome Packet),
- your **Last Name**, and
- your **Social Security Number**.



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Supporting Choice. Managing Costs.™

Contact Us

New User Registration

Step 2: Enter Credentials

Required fields *

ProviderOne ID *

Last Name *

Social Security Number *

Enter your SSN with no spaces or dashes:
Example 123456789



Complete your **User Information**:

New User Registration

Step3: User Information

| | |
|--|--|
| First Name: <input type="text" value="J"/> | Last Name: <input type="text" value="Ly"/> |
| User Name: <input type="text"/> | Email Address: <input type="text"/> <small>*Optional</small> |
| Password: <input type="password"/> | Confirm Password: <input type="password"/> |
| Notes: <input type="text"/> | |
| Security Questions: | |
| - Select - <input type="text"/> | <input type="text"/> |
| - Select - <input type="text"/> | <input type="text"/> |
| - Select - <input type="text"/> | <input type="text"/> |

If you ever need to change your username and password, these questions provide a layer of security to protect your privacy. Only YOU can change your user registration information.

- **First Name** and **Last Name** – Enter your legal First and Last Name.
- **Username** – Choose an ID that is easy to remember. For example: the first letter of your first name and your complete last name, followed by your favorite number. If you receive a message stating the username you requested already exists, choose a different username.
- **Email Address** – Enter an email address so you can receive IPOne notices by email.
- **Password** – Enter a password. The password will need to be at least 8 characters, use at least one numeric, one alphanumeric, one special character (@#\$.+_*) and at least one upper case and one lower case character.
- **Confirm Password** – Type the same password again to confirm the password.
- **Notes** – This is not a required field.
- **Security Questions** – Choose 3 security questions from the drop down menus and enter answers (that you will remember!) in the data fields to the right of each question.

*Make sure your information is correct! Click on the **Submit** button. You will receive a pop-up message that you have successfully set up your registration to use IPOne. Log in with your username and password and start using IPOne immediately.

Your bank isn't your only option. Try ALINE Pay by ADP®.

Great News For You!

PCG Public Partnerships, LLC (PPL) has partnered with ADP® to provide you with another payroll payment option. The ALINE Pay by ADP® is a voluntary debit card that offers an easy way to access your pay.



Two Great Choices for Quick Payment.

You can have your pay direct deposited into your existing banking accounts or, you can use the ALINE Pay by ADP® debit card. The ALINE Pay debit card allows you the convenience of direct deposit without needing a bank account.

ALINE Pay offers you the flexibility to decide how you receive your pay. Here are your options:



100% Direct Deposit to
your Aline Debit Card



100% Direct Deposit
to your Bank Account
(up to two accounts)

No Check Cashing Fees.
No Bank Account Needed.
Easy. Convenient.

Choose the ALINE by ADP® Debit Card

You can learn more about the benefits of the ALINE debit card, fees and how to enroll by reviewing the materials enclosed. **For more information, please contact ADP® Customer Service at 1-877-237-4321.**

Enrolling is Easy

Fill out the attached form and mail it to PPL. You'll receive your ADP® ALINE Debit Card in the mail.



IPOne Payment Method Set-up Form and Instructions

STOP!

Save time and submit this form online using your IPOne User Account or call the WA SeaTac Call Center at 844-240-1526.

What is the purpose of this form?

Use this form to change your payment preference. You may choose to have your paycheck directly deposited to your bank account or to a debit card or you may request to get a paper check in the mail.

How do I complete this form?

- Your name and ProviderOne Provider ID have been completed for you.
- Check off the appropriate box indicating whether you wish to receive payments via Direct Deposit (to a checking or savings account) or if you want to apply for an ALINE Debit Card for your electronic payment. If you select the ALINE Debit Card, you will receive this card in the mail. You can learn more about the ALINE debit card by reading the Debit Card Information page included with this packet.
- If you select Direct Deposit, you can have your paycheck deposited to up to two (2) different accounts. For example, you may want 90% deposited to your Checking and 10% deposited to your Savings. You will need to tell us how to make these deposits by writing the percentage next to each account. If you want your paycheck deposited to only one account, please write 100% next to that account. You can set the percentages in increments of 5%.
- When you receive a payment from PPL, a paycheck stub is also created. The paycheck stub shows detail for the payment issued, such as dates worked. All paycheck stubs will be posted to your online IPOne User Account and sent to you in the mail. You can view and print your paycheck stub online at your convenience, 24/7. If you wish to stop receiving a paper copy in the mail, check the box on the form that says, "Stop mailing my paycheck stub".
- If selecting to receive a paper check in the mail check the box that says, "I choose to receive a paper paycheck in the mail."
- **Sign and date the bottom of the form.**
- Return this form by fax or by mail, or call the WA SeaTac Call Center and ask them to assist you.



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



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



844-240-1526
WA SeaTac Call Center

- To change or stop electronic payments call the WA SeaTac Call Center at: 1-844-240-1526



IPOne PAYMENT METHOD SET-UP FORM

STOP!

Save time and submit this form online using your IPOne User Account or call the WA SeaTac Call Center at 844-240-1526.

Payee Name: Jane Doe Payee's ProviderOne ID: 000000

DIRECT DEPOSIT SETUP TO MY BANK ACCOUNT(S)

I choose to receive my paycheck via Direct Deposit to the following account(s). Write the percentage of your paycheck to be deposited to each account in increments of 5%. If you select only one account your entire check (100%) will be deposited to that account.

Table with columns: Account Nickname, Transit Number, Bank Account Number. Rows for Account 1 and Account 2.

You can attach a voided check to this form if you do not want to write the numbers in the above spaces.

Table with columns: Account Type, Percentage of Paycheck Deposited to Each Account. Rows for Account 1, Account 2, and Total (100%).

DIRECT DEPOSIT SETUP TO A DEBIT CARD

I choose to have 100% of my paycheck deposited to the ALINE Debit Card.

REMITTANCE ADVICE (Paycheck Stub)

You can view and print your Remittance Advice online using your IPOne User Account.

Go Green! Check this box if you want to STOP receiving a paper copy of your paycheck stub in the mail.

PAPER PAYCHECK

I choose to receive a paper paycheck in the mail.

Per my request, PPL will deposit my payment directly to my bank account. I know that if I do not provide complete and accurate information on this form my payment may be delayed and I may get a paper check.

- I have read the Instructions for Electronic Payment Setup.
I authorize PPL to follow state regulations to recoup funds deposited in error.

Payee Signature: _____ Date: _____

If you do not want to return this form online you can send it by fax or by mail, or you can call the WA SeaTac Call Center and ask them to update your information for you.



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



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



844-240-1526 WA SeaTac Call Center



Please note: **Check Date** indicates the date that the check will be postmarked and mailed or transmitted to your bank. EFT funds should post to your bank account or ALINE debit card within 24-48 banking hours.

| Pay Period Start | Pay Period End | Faxed Timesheet Deadline | Mailed-In and E-Timesheet Deadline | Check Date |
|--------------------|--------------------|--------------------------|------------------------------------|--------------------|
| January 1, 2016 | January 15, 2016 | January 16, 2016 | January 18, 2016 | February 1, 2016 |
| January 16, 2016 | January 22, 2016 | January 23, 2016 | January 25, 2016 | February 8, 2016 |
| January 23, 2016 | January 31, 2016 | February 1, 2016 | February 3, 2016 | February 16, 2016 |
| February 1, 2016 | February 15, 2016 | February 16, 2016 | February 18, 2016 | March 1, 2016 |
| February 16, 2016 | February 29, 2016 | March 1, 2016 | March 3, 2016 | March 16, 2016 |
| March 1, 2016 | March 15, 2016 | March 16, 2016 | March 18, 2016 | April 1, 2016 |
| March 16, 2016 | March 31, 2016 | April 1, 2016 | April 3, 2016 | April 18, 2016 |
| April 1, 2016 | April 15, 2016 | April 16, 2016 | April 18, 2016 | May 2, 2016 |
| April 16, 2016 | April 30, 2016 | May 1, 2016 | May 3, 2016 | May 16, 2016 |
| May 1, 2016 | May 15, 2016 | May 16, 2016 | May 18, 2016 | June 1, 2016 |
| May 16, 2016 | May 31, 2016 | June 1, 2016 | June 3, 2016 | June 16, 2016 |
| June 1, 2016 | June 15, 2016 | June 16, 2016 | June 18, 2016 | July 1, 2016 |
| June 16, 2016 | June 30, 2016 | July 1, 2016 | July 3, 2016 | July 18, 2016 |
| July 1, 2016 | July 15, 2016 | July 16, 2016 | July 18, 2016 | August 1, 2016 |
| July 16, 2016 | July 31, 2016 | August 1, 2016 | August 3, 2016 | August 16, 2016 |
| August 1, 2016 | August 15, 2016 | August 16, 2016 | August 18, 2016 | September 1, 2016 |
| August 16, 2016 | August 31, 2016 | September 1, 2016 | September 3, 2016 | September 16, 2016 |
| September 1, 2016 | September 15, 2016 | September 16, 2016 | September 18, 2016 | October 3, 2016 |
| September 16, 2016 | September 30, 2016 | October 1, 2016 | October 3, 2016 | October 17, 2016 |
| October 1, 2016 | October 15, 2016 | October 16, 2016 | October 18, 2016 | November 1, 2016 |
| October 16, 2016 | October 31, 2016 | November 1, 2016 | November 3, 2016 | November 16, 2016 |
| November 1, 2016 | November 15, 2016 | November 16, 2016 | November 18, 2016 | December 1, 2016 |
| November 16, 2016 | November 30, 2016 | December 1, 2016 | December 3, 2016 | December 16, 2016 |
| December 1, 2016 | December 15, 2016 | December 16, 2016 | December 18, 2016 | January 3, 2017 |
| December 16, 2016 | December 31, 2016 | January 1, 2017 | January 3, 2017 | January 17, 2017 |

All timesheets must be received by the deadline date, including timesheets mailed over a postal holiday.