

A Message from your Assistant Secretaries

CARLA REYES

Behavioral Health Administration

BILL MOSS

Aging & Long-Term Support

EVELYN PEREZ

Developmental Disabilities

PROJECT STATUS

- On track for Go-Live, 3/1/16
- 65% of Providers are engaged!

TALKING POINTS

- [Care/ProviderOne Talking Points](#)
- [W2 Talking Points](#)

GET MORE INFORMATION

Individual ProviderOne website:
www.IPOne.org

IPOne Call Center (for providers only, not staff):

- 1-844-240-1526
- Monday-Friday 7 AM-7 PM
- Starting March 1, 2016, Saturday 8 AM to 1 PM

EMAIL for IP1 Questions

IPcommunications@HCA.wa.gov

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HQ Daily Debrief

How do I find Answers

Post Implementation Training

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Roles & Responsibilities PPL/DSHS

Welcome to W2 Talking Points, Issue No. 14 – Implementation

As we move closer to Go-Live, it will be critical to keep track of the dates that may require you to take action. Please see Management Bulletin [H16-005](#), "Important Dates Prior to Individual ProviderOne Go-Live", for more detailed information on any action that may need to be taken.

As we are moving toward Go-Live, check out the [Case Manager IPOne System Training Manual](#). Case Managers will have access to the system on February 8, 2016!

IMPORTANT IMPLEMENTATION DATES

FOR STAFF – Items that may require ACTION are in RED

February 2016

- 2/1-5 – The last Auth edit reports will be sent for action
- 2/8 – State and AAA staff have access to IPOne
- 2/12 – Last date to correct /update any IP auths in SSPS extending beyond 3/1/16

March 2016 and Beyond

- 3/7/16 – Last date to enter any auths in SSPS for service periods 2/29/16 and earlier
- 5/1/16 – CARE tasks will start to be sent to IPOne
- 5/31/16 – End of IPOne Stabilization, IPOne Operations in place within ALTSA/Management Services Division

FOR PROVIDERS

- Next wave of new IPs accessing IPOne which will trigger Welcome packets/training correspondence to be sent on 1/29/16 and 2/16/16
- 2/13 through 2/23 – IPs start to receive their first IPOne auth letters and timesheets
- 3/1 – Providers can start claiming in the system
- 3/7 – IPs will receive their last Supplemental Run invoices and must submit all historic claims in SSPS by 3/18/16
- Correspondence:
 - Provider Go Letter have been sent
 - February SSPS invoice message
 - March SSPS invoice message-only sent to those providers that have not enrolled in IPOne. Message: "This is not an Invoice" you must enroll in IPOne to get paid.

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CONTACT INFORMATION

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HQ DAILY DEBRIEF

The Debrief process will capture problems/issues staff are experiencing with IOne implementation and provide an avenue to communicate the resolution back to the JRPs/DDA Payment Specialist. The following escalation process is in place to get resolution on issues identified during IOne implementation:



- JRPs/Payment Coordinators are responsible for logging issues on the debrief log and reporting the resolution back to staff. As soon as an item is logged, the HQ debrief team is notified. Problems are assigned quickly. Often the problem will be resolved before the Debrief meeting. Items that are broader in scope (e.g.: system is not working correctly, or impacts several systems/agencies) will be promoted to the Statewide Debrief Session
- Daily debrief sessions are scheduled February 29, 2016 through May 26, 2016. During March, debriefs are Monday-Thursday, then frequency will be dependent on issues staff are experiencing.

HOW DO I FIND ANSWERS TO MY PROBLEM?

- Your Supervisors, JRP or Payment Coordinators
- The [Debrief Log](#) can be reviewed at any time to find the status of a submitted issue. Sometimes a similar issue has already been reported and a resolution found.
- [IOne Frequently Asked Questions](#) (FAQ's) and [FAQ SharePoint List](#)

TARGETED POST IMPLEMENTATION TRAINING

Four targeted/Post Implementation training sessions will be available for all staff via webinar and the [Individual ProviderOne Virtual Sit Room](#). (**Webinar invitations will be sent at a later date**). Each session will include time to address topics identified on the issues log and Q&A on any W2 topic.

Session 1 - Authorizing old services, partial unclaimed, 100% unclaimed and who is authorizing Oct, Nov and Dec 100% unclaimed

Session 2 - Overpayment process, adjustments and other payment problems

Session 3 - Sapna Sheth speaks about the PPL program specialists and shares frequently asked questions

Session 4 – TBD