

PROJECT STATUS

- On Schedule for March 1
- Staff access by February

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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Welcome to W2 Talking Points, Issue No. 13 – Ready?

The last couple of issues of the W2 Talking Points talked about the decision to delay the implementation of IPOne and ways that you can embrace the change that has become constant in our work lives. We are now in the home stretch and Go-Live is just around the corner – Are you ready? Check out the list below to help you determine your readiness for Go-Live. If you need assistance, your supervisors, JRP/Payment Coordinators, and AL TSA/DDA Headquarters staff are here to help.

ARE YOU READY?

There are many things you might consider to get ready for Go-Live. Each of these will have an impact on the providers' ability to get paid timely and accurately:

- Verify ACES eligibility for clients without 1099 services
- Ensure clients new to paid services after conversion have the correct RAC
- Ensure authorizations are in approved status
- Confirm authorizations are in place prior to the beginning of the month to ensure proper allocation of client responsibility
- Verify tasks are assigned to paid providers
- Remind providers to return their Welcome Packets and complete training
- Remember to continue completing training auths and send provider PANs until the functionality for these tasks are available in IPOne
- Remember AL TSA Pseudo Provider auths will be removed from the system automatically prior to Go-Live
- Understand the escalation process for questions about IPOne (**Case Manager => Supervisor => Payment Coordinator or JRP => Debrief log => HQ triages Debrief Log**)
- Stay informed by visiting the [SIT Room](#) (find HCS/AAA and DDA specific items under your toolkit links in the SIT Room such as [Post Implementation Targeted Training](#) and training manuals). Visiting www.ipone.org to see the communications that providers are getting about IPOne.

PROVIDER READINESS UPDATE

- 54% of providers have made contact either thru the on-line portal, call center or paper form
- “No-Go” letter were mailed to providers on 12/21/15; followed by the “Go” letter that is scheduled for mid-January
- January trainings have been canceled and will be rescheduled in March, 2016

IMPORTANT DATES

- February 1-8, 2016 – State and AAA staff have access to IPOne
- February 12, 2016 – SSPS Extract for conversion of authorizations
- March 1, 2016 – Providers can start claiming in the system
- May 1, 2016 – CARE tasks interface is implemented
- May 31, 2016 – End of IPOne Stabilization

PROVIDER READINESS

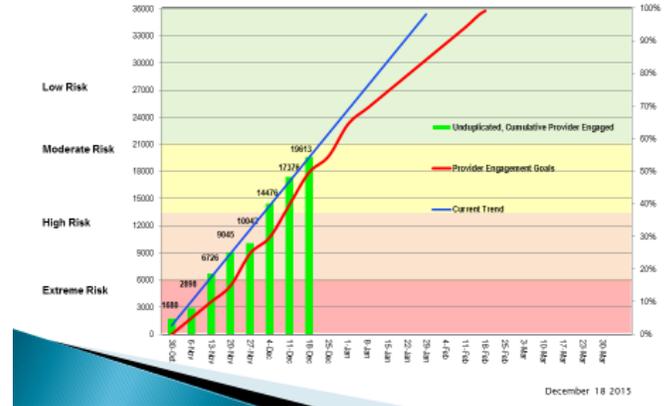
Over Half Providers Engaged!

In early November, over 35,000 Welcome packets were sent to providers with active authorizations. As of 12/18, nearly 20,000 providers have made contact via the web, call center or paper form (see chart, right). That's 54% of currently authorized providers.

- Nearly 11,000 have selected Direct Deposit
- The PPL call center is answering 3,000 – 5,000 provider calls per day in 12 languages
- Check out the website for Phase 2 providers: www.ipone.org

Mary, an IP noted, "This is the best call center experience in my life. It is evident the staff care about making this transition successful".

Provider Engagement – Unduplicated Provider Count with Goals and Trend Line



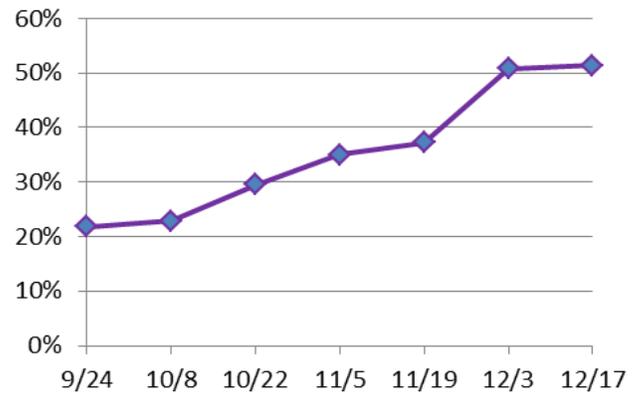
STAFF READINESS

Preparation for 3/1/16 well underway!

Staff from affected business areas are busily completing preparation for a revised go live date of 3/1/16:

- Field staff have cleaned up authorization errors, reducing the current error rate from 60% in August down to 7% today. Clean-up means clients have the correct eligibility, contracts are in signed status, and tasks are assigned in Care – all conditions required for payment in IPOne.
- Case Manager training occurred this month as scheduled; refresher courses will be made available closer to the 3/1/16 go live
- There are 37 transition plans with 179 transition tasks of which 51 % are complete (see chart, right).

Business Transition Plans Complete



SYSTEM READINESS

Testing is 95% complete

Testing of IPOne and integration with CARE, ProviderOne and 13 other partner systems started this summer:

- As of 12/21, 95% of the test cases have passed (see chart, right).
- User Acceptance Testing (UAT) will complete by the end of January.
- Several regression test cycle of end-to-end functionality will occur in the first two (2) weeks of February
- Providers begin claiming in IPOne 3/1 with first pay check on 4/1.

W2 UAT/Regression Burn Down

