



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.