



Washington IPOne Time Entry Adjustment Instructions

In coordination with the Department of Social
and Health Services

Public Partnerships | PPL

April 2021

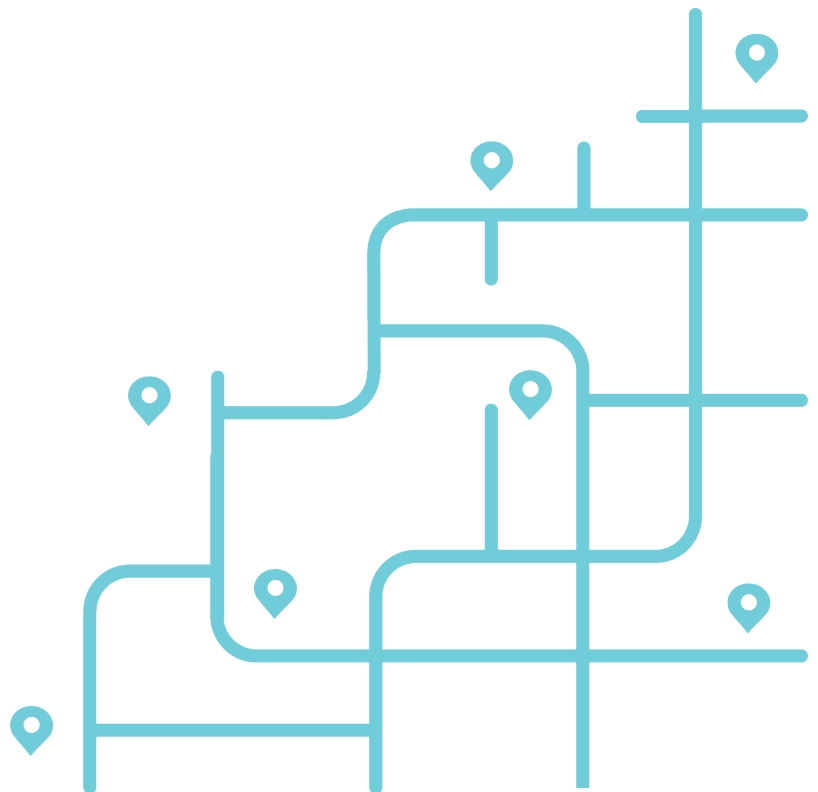


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TIME ENTRY ADJUSTMENT INSTRUCTIONS

IMPORTANT POINT

PAID time entry cannot be adjusted via Time4Care app or IVR. It can only be done in IOne portal.

A time entry adjustment is a change to a previously paid time entry. This change can either add hours, units or mileage, or remove hours, units or mileage.

Sign in to the IOne portal

Follow the steps below.

1. Navigate to ipone.publicpartnerships.com
2. Log into IOne by entering your portal credentials
3. Click login

Individual ProviderOne

Don't forget to bookmark this page

Enter Your Login Information

Forgot your username or password?

Remember username

or [Sign Up](#)

Edit your Time Entries

- Click the **Time Entries** menu to open the **Search Time Entries** page
 - Select '**Date Range**' for the pay period you wish to adjust
 - Make sure the '**Status**' is set to **Paid**

Provider W2 Data Authorization Summary Direct Deposit Setup PTO Hours Provider Profile Invoice **Time Entries** Timesheets Contact Us

Time Entries **Search Time Entries**

Search Time Entries

Date Range: Jan 16, 2021 - Mar 18, 2021 Status: Paid

ProviderOne Client ID: Check Number:

SEARCH

Earnings Period	Timesheet No.	Client Name	Hours	Miles	Submitted Date	Pay Date	Status	Check No.	Gross Amount	Net Pay	Action
Feb 16 - Feb 28, 2021	TS8184744		30h 0m		Mar 7 2021 5:06AM	Mar 16, 2021	Paid		\$577.80	\$622.29	View Entries Adjust
Feb 16 - Feb 28, 2021	TS8184744ADM		0h 15m		Mar 7 2021 2:33PM	Mar 16, 2021	Paid		\$4.82	\$622.29	View Entries
Feb 01 - Feb 15, 2021	TS8083899		34h 0m		Feb 16 2021 1:51AM	Mar 01, 2021	Paid		\$654.84	\$593.85	View Entries Adjust
Feb 01 - Feb 15, 2021	TS8083899ADM		0h 15m		Feb 20 2021 4:35PM	Mar 01, 2021	Paid		\$4.82	\$593.85	View Entries
Jan 16 - Jan 31, 2021	TS7935275		29h 15m		Feb 7 2021 2:47AM	Feb 16, 2021	Paid		\$563.36	\$518.74	View Entries Adjust
Jan 16 - Jan 31, 2021	TS7935275ADM		0h 15m		Feb 7 2021 5:52AM	Feb 16, 2021	Paid		\$4.82	\$518.74	View Entries

Go to Timesheets for pay periods prior to 12/16/2020

- Click on the **Adjust** button for the selected pay period to adjust the time entry for the date(s) of service

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Go to Timesheets for pay periods prior to 12/16/2020

Manage your Time Entries

Follow the steps below to manage your Time Entries

- Click the **Time Entries** menu to open the **Search Time Entries** page
 - Select '*Date Range*' for the pay period you wish to adjust
 - Make sure the '*Status*' is set to *Paid*

Provider W2 Data Authorization Summary Direct Deposit Setup PTO Hours Provider Profile Invoice **Time Entries** Timesheets Contact Us

Time Entries **Search Time Entries**

Search Time Entries

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- Click on the **Adjust** button for the selected pay period to adjust the time entry for the date(s) of service

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Go to [Timesheets](#) for pay periods prior to 12/16/2020

Examples of services commonly claimed

- I. T1019: Personal Care Services
- II. T1005: Respite Care
- III. SA529: Continuing Education Training
- IV. S0215-U1: Mileage

Removal of the original Paid Units (Hours or Mileage) in an adjustment will signify that you did not work those original units.

The dollar amounts associated with those units will be deducted from your gross wages either as a direct recoupment or an overpayment sent for collection.

3. If you click **Delete** on a Time Entry with a Paid status, this action will mean that you did not work those original units and the earnings you received will need to be repaid.

	Service	Time In	Time Out	Time Claimed	Timesheet No.	Tasks	Miles	Status	Action
Tuesday 16	T1019 - Personal care	8:00 AM	4:00 PM	8h 00m	TS8536767	Walk/LoCo, Hygiene, MealPrep, Housekeeping, Pass ROM		Paid	Adjust Delete

Common Adjustment Scenario

Use this adjustment scenarios as a reference.

1. To add additional hours of the same service on an entry that was already claimed:
 - a. In this specific scenario, you need to change the original 'Time out' from 2:00pm to 3:00pm on a 'Paid' time entry
 - b. Edit the 'Time Out' field to change the time to 3:00pm
 - c. Select a reason from the list presented, then click 'Adjust'

Adjust Entry ✕

Manually entering or editing a clock in/out time is not EVV compliant. You will be paid, but excessive use of these options may cause DSHS to contact you. Please use the Time4Care app to clock in /clock out in real-time.

Original

Service: T1019 - Personal care service

Date In: 12/22/2020 Time In: 10:00 am to Date Out: 12/22/2020 Time Out: 02:00 pm

Miles:

Service: T1019 - Personal care service

Date In: 12/22/2020 Time In: 10:00 am to Date Out: 12/22/2020 Time Out: 03:00 pm

Tasks: Miles:

Please select a reason for manually entering time.

My phone or tablet was not working or not available to clock in/out at the time of the shift.

Time4Care was not working.

I was unable to clock in/out at the time of the shift (forgot/emergency/mistake).

d. The new adjusted entry will have a status of 'Not Submitted'

Tuesday 22											
+ ADD ENTRY	T1019 - Personal care	10:00 AM	2:00 PM	4h 00m	TS7094997					Paid	
	T1019 - Personal care service	10:00 AM	3:00 PM	5h 00m	TS7094997	Transfer, Bed Mobil/Position, Walk/Loco, Toileting, Transport, Dressing, Hygiene	10			Not Submitted	
	ADMIN - administrative time			15m	TS7094997/ADM					Paid	

- e. Scroll to the bottom of the page. Complete the attestation by clicking the check box.
- f. Click 'Submit Entries' to submit the adjustment
- g. Be sure to review and confirm the numbers on the line for **Original Total Hours**, **Adjusted Total Hours**, and **Difference**, to ensure the entries you have just made are appearing correct to you

By signing this timesheet, I am certifying that I provided the service identified in the header of this timesheet during all of the hours that I entered on this timesheet. I understand that I am not authorized to be paid for personal care tasks that are not assigned to me on the client's service plan; the personal care tasks which I indicated as performed on this timesheet were assigned to me and I provided them in accordance with my contract and the client's service plan; and, all of the information I have provided on this timesheet is true and accurate.

Original Total Mileage: 0
Adjusted Total Mileage: 10
Mileage Difference: 10

Original Total Time: 4h 15m
Adjusted Total Time: 5h 15m
Difference: 1h 00m

SUBMIT ENTRIES CANCEL

h. Confirm the status now says 'Submitted'

Tuesday 22											
+ ADD ENTRY	ADMIN - administrative time			15m	TS7094997ADM					Paid	
	T1019 - Personal care	10:00 AM	3:00 PM	5h 00m	TS7095108	Walk/Loco, Transfer, Bed Mobil/Position, Toileting	10			Submitted	

2. A pop-up window will appear (sample on the following page) and ask how you would like to handle any overpayment created by the time entry adjustment. If the adjustment being submitted will create an overpayment (money owed back to the Department of Social and Health Services), you have two options for how to repay this overpayment amount.
 - a. Option 1: You can select to have the overpayment deducted from the next check. This is called an "Offset". If the final paycheck amount after the deduction amount and any other mandatory deductions are applied is not enough to cover the overpayment, the entire overpayment amount will be referred to OFR for collection.
 - i. If you consent to the overpayment being deducted from your next paycheck as a recoupment, select **Yes**¹
 - ii. If you would prefer to receive a statement from OFR for repayment, select **No**.

¹ See the Important Notes at the end of these instructions and on page 2 to fully understand how your adjustment may be applied before you select 'Yes'. If your adjustment creates an overpayment, even unintentionally, and you select 'Yes' at this step, the amount associated with this adjustment will be recouped from your next paycheck with this selection.

Sample: Text of Pop-up Window

Potential Overpayment Notice	
<i>You have made a change to a timesheet for a previously paid pay period.</i>	
If this change results in an overpayment, you must make a choice regarding how it will be repaid. It can be repaid through an offset (deduction) from your next payment, or it can be referred to the DSHS Office of Financial Recovery (OFR), which has the legal authority to collect overpayments from providers.	
If your change results in an overpayment:	
OFFSET	NON-OFFSET
<ul style="list-style-type: none"> You can choose to have the overpayment amount offset (deducted) from your next payment. This deduction/offset will take up to 100% of your payment after mandatory deductions. If the debt cannot be completely offset from your next payment, then the entire overpayment amount will be referred to OFR. If you consent to this offset, Select "Yes" below. 	<ul style="list-style-type: none"> You can choose to refer the overpayment to OFR. You will receive a Notice of Debt letter in the mail and will have the opportunity to make a payment arrangement or ask for a fair hearing. If you do not want an offset, and instead want to work with OFR, or the amount is too large to be offset from your next payment, Select "No" below.
RESULT: Your next payment will be reduced by the offset amount created by this adjustment activity.	RESULT: The overpayment will be referred to OFR.
If your change does NOT result in an overpayment:	
<ul style="list-style-type: none"> Your adjusted timesheet will be processed with the next regular payroll. If your adjustment results in a payment to you, the payment will be made on the next regular payday. Select either Yes or No to continue. 	
Yes No	

IMPORTANT NOTES

Remember, if you remove the original 'Paid' units (Hours or Mileage) in an adjustment, this means that you did not work those original units.

The dollar amounts associated with those units will be deducted from your gross wages either as a direct recoupment or an overpayment sent for collection, depending on your selection in this box.