

Create an Individual ProviderOne (IPOne) User Account



Welcome to the IPOne BetterOnline™ Portal!

You will use this portal to submit and view timesheets as well as view Cumulative Career Hours (CCH) and Authorization Letters. Registering through the Portal is easy and just takes a few steps. This brochure provides step by step instructions to set up your account. To access the portal type <https://ipone.publicpartnerships.com/login.aspx> into your web browser.

Step 1

Go online to <https://ipone.publicpartnerships.com/login.aspx> and click on the Sign Up link on the bottom right of the Login box.

Step 2

After clicking the Sign Up link you will be taken to the New User Registration page. Using the drop down arrow, choose Washington as your State. Next, you will see a screen asking for your Program and Role.

Step 3

Enter in the following information:

1. Choose IPOne as your program
2. Choose Provider as your role.

Then hit the Next button to continue.

Step 5

Enter in the User Information including the following:

1. First Name
2. Last Name
3. User Name
4. Email Address
 - The IP will enter an email address to receive IPOne notices by email.
5. Password
 - The IP will decide on and type in a password into the Password and Confirm Password fields.
 - Passwords should not be shared with anyone else.

Step 4

Enter your identifying information.

1. ProviderOne ID
2. Last Name
3. Social Security Number
4. Then select the Next button

Note: The IP's DSHS contract must be signed by DSHS before the IP can register in IPOne. If the IP cannot register using the assigned ProviderOne ID number, Last Name, and Social Security Number, contact PPL Call Center at 844-240-1526 for assistance. A representative can confirm the provider's credentials and assist with registration.

- Users will need to reset their password at least every 90 days.
- Passwords must



Be a minimum of 10 characters



Have one number



Have one upper case letter



Include at least one special character such as # @ \$ % ! + *

6. When you are finished, hit Submit.

Go to <https://ipone.publicpartnerships.com/login.aspx> to sign in for any future sessions. If you need assistance signing up for the IPOne BetterOnline Portal, please contact the Call Center at 844-240-1526 to assist you.

Still prefer paper timesheets?

Most Individual Providers choose e-Timesheets. You can too! It's simple. Just go to <https://ipone.publicpartnerships.com/login.aspx> and follow the instructions on the opposite side of this flyer. The IPOne BetterOnline Portal checks the timesheet for errors and displays messages that provide information about a problem with a payment or an authorization. Using e-Timesheets helps inform providers of possible issues or delays with payment.



Paper Timesheets

If you are not ready to switch to e-Timesheets, here are some tips and reminders to help you submit a paper timesheet accurately.

Check your timesheet to make sure:



1. The pay period is entered correctly

- Include the pay period Month and Year
- Check a box for the pay period days (1-15 or 16-31)



2. The hours that you worked are entered properly

- Fill in the total hours worked on a date of service for the correct service code preprinted at the top of the page
- Mark the number of minutes for the total shift. If there were no minutes worked, then do not check a box for minutes
- Use an X to mark the tasks worked for each date of service
- Do not write information on your timesheet for the days that you did not work



3. Mileage is only entered when Personal Care Services were provided



4. Names, identification numbers, and the provider's signature are on the timesheet



5. Total hours are accurate

- The total hours worked for the entire period needs to be added and listed at the bottom of the timesheet
- The total hours for PTO should be listed at the top of the timesheet



6. Information is legible

- Write clearly and neatly
- Your timesheet is not ripped, spilled on, or messy
- No writing appears on the page borders



7. The timesheet is faxed correctly

- Fax a newly printed timesheet. Faxing a copy makes timesheets hard to read
- Fax your timesheet so the correct side is transmitted, according to your fax machine's instructions
- Line up the boxes in the corners of the timesheet with the fax machine so your timesheet is not crooked