

INDIVIDUAL PROVIDERONE

TRAINING & SPECIALIZED SUPPORT FOR INDIVIDUAL PROVIDERS

PROGRAM SUPPORT SPECIALIST (PSS) TEAM

Public Partnerships, LLC has a team of nine (9) Program Support Specialists (PSS) to assist both Individual Providers and Field Staff/Case Resource Managers with navigating the Individual ProviderOne (IPOne) Payment System. The PSS team are subject matter experts for IPOne who offer training and support for the payment system on all topics below. Additional trainings can be scheduled individually. In addition, the PSS team assist providers with a timely response to payment issues through research, an escalation process, and resolution.

TRAINING TOPICS

The PSS Team works in collaboration with DSHS/DDA, HCS and AAA Field Staff/Case Managers to schedule and provide training to Individual Providers. In addition, they may offer joint trainings with DSHS/HCS and AAA Staff for new Individual Providers during the contracting process.

Topics for Individual Providers

- System Overview, Roles, and Responsibilities
- How to Register to Use IPOne
- Review of IPOne Portal Features
- Options and Steps to Create and Submit Timesheets
- Payroll Schedule
- Payment Options
- Authorization Search
- Possible Challenges and Steps to Take for Resolution
- Where to Find Help (TS Submission & Status, Password Reset)

TRAINING AVAILABILITY

The PSS team is available for One-on-One or Group Trainings Monday – Friday from 10am-4pm. We can accommodate schedules and special time requests at the convenience of either the Individual Provider or AAA/HCS Field Staff/Case Managers. Trainings can be done via phone or web conference.

Trainings can also be provided in multiple languages. For information on the different language trainings available, please contact the PSS Team in your county.

CONTACT THE PROGRAM SUPPORT SPECIALISTS

Individual Providers who are interested in IPOne Trainings, please call 1-844-240-1526 to request training. You may also leave your IPOne contact information. Simply click [HERE](#) and a Program Support Specialist will contact you.

Contact information for a specific PSS team member, based on area of coverage in the state is below.

PPL'S DIVISIONS (based on counties)	EMAIL	PHONE
King	pplkingcounty@pcgus.com	206-962-6771
Pierce	pplpiercecouny@pcgus.com	206-962-6772
Snohomish (also includes San Juan Island, Whatcom, Skagit, Chelan, Douglas)	pplsnhomishcounty@pcgus.com	206-962-6773
Clark (also includes Pacific, Wahkiakum, Lewis, Cowlitz)	pplclarkcounty@pcgus.com	206-962-6774
Spokane (also includes Pend Oreille, Stevens, Ferry, Okanogan, Lincoln, Adams, Whitman)	pplspokanecounty@pcgus.com	206-962-6775
Yakima (also includes Klickitat, Skamania, Kittitas)	pplyakimacounty@pcgus.com	206-962-6776
Thurston (also includes Clallam, Jefferson, Mason, Grays Harbor)	pplthurstoncounty@pcgus.com	206-962-6777
Kitsap (support to King and Pierce)	pplkitsapcounty@pcgus.com	206-962-6778
Benton (also includes Grant, Franklin, Walla Walla, Columbia, Garfield, Asotin)	pplbentoncounty@pcgus.com	206-962-6779