

PROJECT STATUS

- Delayed until March 1, 2016

Talking Points:

- [Care/ProviderOne Talking Points](#)
- [W2 Talking Points](#)

GET MORE INFORMATION

Individual ProviderOne website:
www.IPOne.org

IPOne Call Center:

- 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

CONTACT INFORMATION

Terry Rupp
ALISA Readiness Analyst
Terry.Rupp@hca.wa.gov
360-725-1230

Brad McFadden
Provider Readiness Analyst
Brad.McFadden@hca.wa.gov
360-725-1939

Peggy Dotson
DDA Readiness Analyst
Peggy.Dotson@dshs.wa.gov
360-725-0923

Deb Cary
HCA/MSD Readiness Analyst
Debra.Cary@hca.wa.gov
360-725-1707

Karla Wooster
ISSD/FSA Readiness Analyst
Karla.Wooster@hca.wa.gov
360-725-1225

Welcome to W2 Talking Points, Issue No. 11

The ProviderOne Phase 2 W2 Executive Steering Committee made the decision to delay the implementation of Individual ProviderOne (IPOne) scheduled for January 2016. This work is not easy. We are the first state in the nation to integrate medical and social service Medicaid payments into a single system. It is an extremely complex effort. We are committed to implementing a system that produces timely and accurate payments for nearly 40,000 IPs who care for our clients.

We have been tracking many metrics to inform our decision. Most readiness indicators are strong. We have successfully passed 94% of test cases. Much of the system is functioning as expected. Unfortunately, there are still critical pieces of the system that are not ready. Based on current metrics, we have confidence in a new go-live date of March 1, 2016.

FUTURE ENHANCEMENTS

- Automatic training payments and sending provider PANS
- W2 Training and Certification edits

READINESS ACTIVITIES

- Four Head Quarters Case Manager training webinars are complete
- IP Communications continue - Over 40% of active providers have engaged with PPL/IPOne
- All relevant materials have been updated
- Staff readiness communications continue

IMPORTANT UPCOMING DATES

- **December 21, 2015** – ProviderOne system code loaded which will result in a small glitch in the CARE auth header comment field
- **December 31, 2015** – New CARE release will correct the CARE auth header glitch and include functionality for the weekly care plan
- **February 29, 2016** – Last date IPs will claim for services in SSPS
- **Special Initial Payment Schedule** for the month of March – April and on-going will move to twice monthly claiming:
 - March 1, 2016 – First date IPs can begin claiming for their services in IPOne
 - March 15, 2016 – End of first payment cycle – Pay date: April 1, 2016
 - March 22, 2016 – End of special payment cycle – Pay date: April 8, 2016
 - March 31, 2016 – End of final payment cycle - Pay date: April 15, 2016
- **March 1, 2016 through May 31, 2016** – Stabilization

NOTE: The December 1, CM IPOne training contained an incorrect number for the, IPOne Call Center. The correct number is **1-844-240-1526**.

Stay tuned for an MB that will have a “Who-to-Call” flyer that can be passed out to providers.