

Who Do I Call for Questions?



When you need an answer to a question, think about the reason you are calling.

With IPOne, there are many partners to help you. The chart below shows the reason for your call and who can help

	Reason for call	Who can help?
1	<ul style="list-style-type: none"> • IPOne BetterOnline Portal registration, login assistance or training • Understanding timesheets, payments or Earnings Statement • Change W4 deductions, address, phone number, or email • Verification of Employment (VOE) • Request to void and reissue a payment • Payment concerns • Returned, lost or stolen checks • All other topics not listed in another category 	<ul style="list-style-type: none"> • IPOne Public Partnerships • Contact the IPOne Call Center at 844-240-1526 or by email at pplwaipone-cs@pcgus.com.
2	<ul style="list-style-type: none"> • Understanding the CARE assessment process • Authorized services and care plans • Authorization errors • Client responsibility • Client functional and financial eligibility • The contracting process and background checks • Overpayments • Overtime and work week limits 	<ul style="list-style-type: none"> • The Individual Provider's Client's Case Worker • The Client's Case Worker's contact information is on the Authorization letter. If the letter is not available, then contact the IPOne Call Center for the Case Worker's phone number and/or email address.
3	<ul style="list-style-type: none"> • Union dues or memberships • Caregiver training • Health Benefits • Understanding reason for health deduction amount(s) • All other question related to SEIU 775 	<ul style="list-style-type: none"> • SEIU 775 Member Resource Center 866-371-3200 or mrc@seiu775.org • Training Partnership Student Support Student.support@myseiubenefits.org
4	<ul style="list-style-type: none"> • Caregiver certification 	<ul style="list-style-type: none"> • Department of Health, Home Care Aide Credentialing Coordinator 360-236-4700
5	<ul style="list-style-type: none"> • Caregiver testing • Getting started with a caregiver certification program 	<ul style="list-style-type: none"> • Prometric 800-324-4689 or WAHCA@prometric.com • Visit their website for more information: How to get started www.prometric.com/washington.

Do you have questions for Public Partnerships? Contact the IPOne Call Center at **844-240-1526** or by email at **pplwaipone-cs@pcgus.com**.

<p>Arabic ٤يبرعلا نع لىصافتلا ؤفرع مل مقدرلاب لاصتالاء اجرلا 844-885-6915</p>	<p>Cambodian ឌុមរី ចំពោះសំណួរអំពី ការហៅតាមទូរ ស័ព្ទ IPOne : 844-240-1524</p>	<p>Cantonese 廣東 有關 IPOne 的問題, 請撥打客 服電話 844-240-1525</p>	<p>English (English) For questions about IPOne call: 844-240-1526</p>
<p>Korean 한국어 IPOne 호출에 대한 질문의 경우 : 844-240-1527</p>	<p>Laotian ລາວ ສຳລັບຄຳຖາມ ກ່ຽວກັບການ ອີ້ IPOne : 844-240-1528</p>	<p>Mandarin 普通话 有关 IPOne 的问题, 请拨打客 服电话 844-240-1529</p>	<p>Russian русский По вопросам IPOne вызова: 844-240-1530</p>
<p>Somali Somali Wixii su'aalo ah oo ku saabsan IPOne wac: 844-240-1531</p>	<p>Spanish Español Para preguntas acerca de IPOne, llame: 844-240-1532</p>	<p>Tagalog Tagalog Para sa mga katanungan tungkol sa IPOne call: 844-240-1535</p>	<p>Ukrainian український З питань IPOne виклику: 844-240-1533</p>
<p>Vietnamese tiếng Việt Nếu quý vị có câu hỏi về IPOne vui lòng gọi: 844-240-1534</p>	<p>Hearing Impaired TTY (English) For questions about IPOne call: 800-360-5899</p>	<p>Don't see your preferred language? Call the English line and a representative will connect with a translator to improve your call experience.</p>	