

Individual ProviderOne Training Manual Glossary

Glossary Term	Definition of Term
Administrative Time	One 15-minute unit of time paid to an IP each pay period for which the IP is paid. Please note that Administrative Time became effective with the pay period beginning 07/01/2017.
Debit Card	This payment method is available to IPs who want to receive their pay on a debit card. If a payment method is not selected, then the IP will be enrolled to get their pay on a debit card.
Application for Employment Tax Exemptions	Under certain circumstances, some IPs are exempt from social security and unemployment taxes (known as FICA/FUTA/SUI). This requirement applies to all IPs who meet specific age, student status or family relationship criteria, including parent providers contracted through DDA or AL TSA. This form tells IPOne if the IP meets these criteria and must have the exemption applied to their earnings.
Authorizations	Approval between the client, DSHS, and a provider to provide services. An authorization includes the type and amount of care, begin and end dates of the service, and the maximum number of units up to which the provider is authorized work.
BetterOnline	Public Partnership Limited's (PPL) name for the Individual ProviderOne Portal, the online electronic payment system that allows IPs to sign in, submit timesheets, receive pay for hours worked, and manage their claims.
Call Center	Multilingual staff who are available to assist IPs with questions about IPOne. They are available by phone Monday through Saturday.
Case Manager	A person who authorizes services for clients. This can be a Case Resource Manager (CRM) for Developmental Disabilities Administration (DDA), a Case Manager (CM) for Area Agency on Aging (AAA), or a Social Worker (SW) for Home and Community Services (HCS).
Client	The individual to whom a provider provides care services. The client is the IP's employer.

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Client Responsibility	The portion of the payment for services that the client is responsible to pay. This amount is deducted from provider payments and is collected from the client directly. ProviderOne assigns the amount of Client Responsibility according to the highest cost of care across authorized services. DDA clients do not have Client Responsibility.
Direct Deposit (DD)	This payment method is available to IPs who want to receive their pay deposited directly into their bank account(s).
Denied Timesheets	These are timesheets that cannot be paid due to a program rule. Denied timesheets are not approved and cannot be paid. Denial reasons are available to view in the Portal under Pend Messages.
Department of Health	The Washington State agency which maintains provider credentials (for both Home Care Aide certification and nursing licensure) and sends this information to IPOne via electronic interface.
Distribution Percentage	For IPs who have elected to receive Direct Deposit (DD): the percentage of an IP's pay which gets deposited into their bank account. Currently there is no option to distribute pay into multiple accounts.
Electronic Timesheet (e-timesheets)	The online document that IPs complete and submit for payment.
E-Timesheet Template	An electronic timesheet with some fields filled in by the IP and saved for their use each pay period. This is a time-saver that allows them to submit online timesheets quickly.
Employer	The individual who receives services from the IP. For tax and similar payment purposes, the client is the employer and the IP is the employee.
Error Messages	The messages provide information about a problem with a payment or an authorization. Error messages may indicate ineligibility. Services should not be provided when either the client or the IP are ineligible. Contact the case manager or the call center for resolution.

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Form W-4	The Internal Revenue Service (IRS) form that is used to specify the Federal Income Tax (FIT) amount that the IP wants withheld from their paycheck.
Health Benefits Trust	Health Benefits Trust (HBT) is the entity within SEIU 775 which administers the health care benefits available to IPs.
Individual Provider (IP)	The person who has contracted with DSHS to provide personal care or respite care services to a client. Individual Providers are represented by the Service Employees International Union (SEIU) 775.
Individual ProviderOne (IPOne)	The payment system that IPs use to enter timesheets and receive paychecks.
Operations Center	Offsite locations where timesheets are processed for payment to IPs. These locations also process tax forms and generate W2 tax documents.
Pay Period	The span of days for which IPs record their time worked on timesheets and for which they receive payment. There are two pay periods in each month; the 1 st day through the 15 th day, and the 16 th day through the end of the month.
Payment Schedule	A list of dates for each calendar year which shows the timesheet due dates for each submission method (electronic and paper/fax) along with the paydays for that year. This schedule is available online at www.IPOne.org .
Pend Messages	Messages posted on a timesheet to advise of a problem with processing a specific date or range of dates for payment. IPs receive an automated outbound call via phone to be alerted of problems. The pending problem must be resolved before payment can be issued. If a “Pend” message posts on a timesheet and is not resolved before payroll processing is completed, the payment is denied.
Portal (also called BetterOnline Portal)	The name used for the IPOne payment system; the online electronic payment system that allows IPs to sign in, submit timesheets, receive pay for hours worked, and manage claims.

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ProviderOne Identification Number	The unique nine-digit number assigned to IPs which identifies them in the payment system. This number is located in the Welcome Letter.
Service Code	A unique code linked to a specific type of service which is authorized for the provider to perform for the client. Each code authorized is listed on the authorization letter. Service codes are typically a combination of letters and numbers (example: "T1019" is a code for personal care).
Task	Specific authorized activities that IPs complete for a client as part of the clients care plan. Tasks must be recorded on the timesheet when it is submitted for payment.
Timesheet Status	An indicator of whether a timesheet met all the criteria to be paid and where the timesheet is in the payroll process. See Frequently Asked Questions for a list of statuses and what they mean.
Training Partnership	The education entity, overseen by a partnership between the SEIU 775 and DSHS, which provides training and administers training requirements to IPs.
User Account	An account created when an IP has selected a User Name and Password in IPOne. User accounts contain personal information (such as address, phone or other contact information), timesheets and Earnings Statements, as well as any authorizations for services.
User Name	The unique combination of letters and/or numbers selected by an IP and attached to their account in IPOne. IPs use their User Name and Password each time they log in to the IPOne portal.