

The way you get paid is changing

Individual Providers: Prepare for a new way of claiming

Today, most payments are processed through the Social Services Payment System (SSPS). In 2015 you will start using the new payment system. We have a plan to help you get trained in the new system.

What will be changing?

1. **Invoices go away:** You will no longer will receive a monthly invoice
2. **Can claim twice a month:** You can get paid sooner
3. **More options for claiming:** Online, smartphone app, or paper timesheets
4. **Three payment options:** Direct deposit, debit card, or paper check
5. **Information at your fingertips:** View your authorizations, PTO balance, update your address, access tax documents



What can I do to prepare?

1. **Keep your personal information up to date:** Contact your local office to update your home, mailing, e-mail address and phone number
2. **Think about which method you will use to claim:** Online, phone app, fax or mail

How will you help me to prepare?

1. **You will receive a "Welcome Packet":**
 - Information on services, key contacts, and customer service numbers
 - Payroll Schedule
 - A form requesting date of birth, phone number, e-mail address, primary language, etc...
 - W-4 form
 - Notice of Direct Deposit and Debit Card availability
2. **You will receive a training "Tool Kit":**
 - Providing you with all of the information you will need to submit a timesheet, including information on where to access online training videos, etc...

Do you have questions?

Email: IPCommunications@hca.wa.gov

