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# Provider Time Capture (PTC)

CEP Summit 2023

*Presenters:*

PTC Project team members

APD Medicaid Policy

ORAccess BOTS Team

Provider Relations Unit

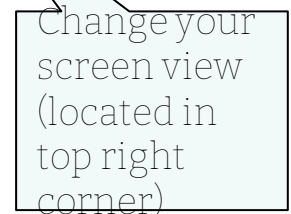
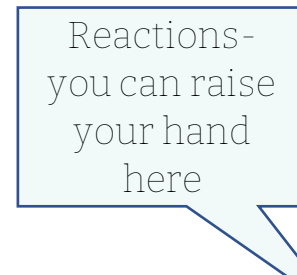
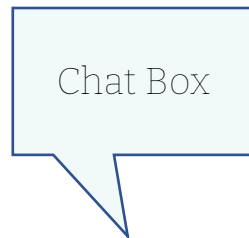
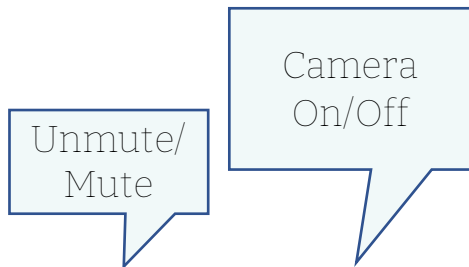
Oregon Home Care Commission



# Information and Communication During Zoom Training

We encourage your participation!

- You can type your questions in the chat box at any time.
- You can raise/lower your hand to ask a question.
- You can also verbally ask questions at designated times for questions during the Training.



# Learning Agreements

- Please keep yourself muted
- Raise your virtual hand if you would like to speak
- Be mindful / respectful of others
- Limit distractions
- Have fun! 😊



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# Agenda

- **Welcome & Introductions**
- 546N and 546SF Processes
- Editing Auth's
- PTC Entry Statuses – Overview and Tips
- Rejecting Auth's
- Splitting Auth's
- Troubleshooting payment errors
- **BREAK**
- **After the break...**
- PTC Authorization Cleanup Project
- APD Medicaid Policy
- BOTS
- Provider Relations Unit
- OHCC
- **Q & A Session**

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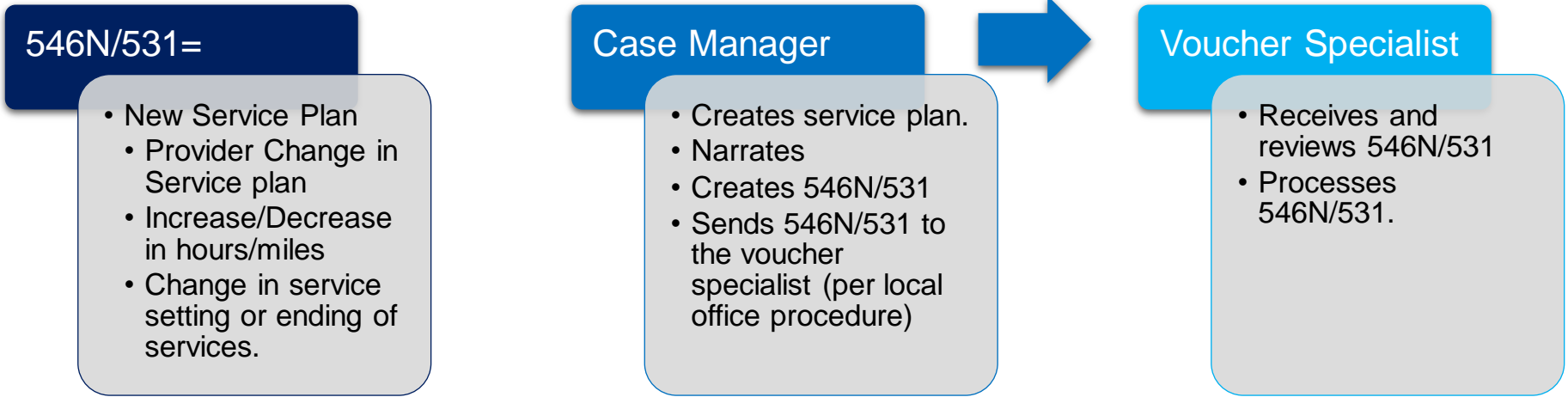
# Provider Time Capture (PTC)

## 546N/531 and 546SF Process

- ❑ 546N/531 Process Overview
- ❑ 546SF Process Overview

# Provider Time Capture (PTC)

## 546N/531 Process



Reach out to the case manager before starting to create or edit vouchers. Some proactive questions could be:

- ❖ There are no miles authorized, should there be?
  - **Note:** Miles cannot be retroactively added to a voucher if that voucher is in paid status. The PTC support team cannot create a mileage authorization in OR PTC DCI, if there is not a matching voucher in Mainframe.

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# Provider Time Capture (PTC)

## 546N Process...continued

Proactive questions continued...

- ❖ Is the provider new to the service plan, and starting mid pay period?
  - *The voucher should be created to reflect the start date, not the first day of the pay period. Example: The pay period is for 3/26/23 to 4/8/23. The provider's first day worked is 3/29/23, the voucher should be created for 3/29/23 to 4/8/23. (hours may need to be prorated).*
- ❖ Is the provider no longer working and the consumer still receiving services, should there be prorated hours/miles?
  - *The provider stopped working in the middle of pay period, the voucher & authorization for that pay period should be edited to reflect the last day worked. Example: The pay period is for 3/26/23 to 4/8/23. The provider's last day worked is 4/1/23. The voucher should be edited in Mainframe and OR PTC DCI to reflect 3/26/23 to 4/1/23 and reflect any prorated hours/miles.*
- ❖ Is this a 546N to end services?
  - *Will hours/mile need prorated? This is the same as above, update vouchers with correct end date, update hours/miles in both Mainframe and OR PTC DCI.*

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# Provider Time Capture (PTC)

## 546N Process...continued

Proactive questions continued...

- ❖ Has this provider worked for the consumer since pilot area go-live Aug. 2021 or statewide go-live Sept. 2021 (go-live of OR PTC DCI)?
  - *The provider has worked for the consumer in the past, email PTC Support so the provider/consumer pairing can be updated first, then create vouchers in Mainframe.*
  - *Checking OR PTC DCI for an end date or unlinked (inactive) profile before you create vouchers will help prevent issues with authorizations pulling over.*
    - *If there is an end date but the provider is still showing active on the consumer's profile, authorizations will pull over, but the provider will not be able to claim time.*
    - *If the provider/consumer pairing are unlinked completely, authorizations cannot pull over.*



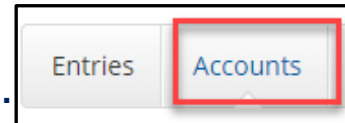
# Provider Time Capture (PTC)

## How to find an end date

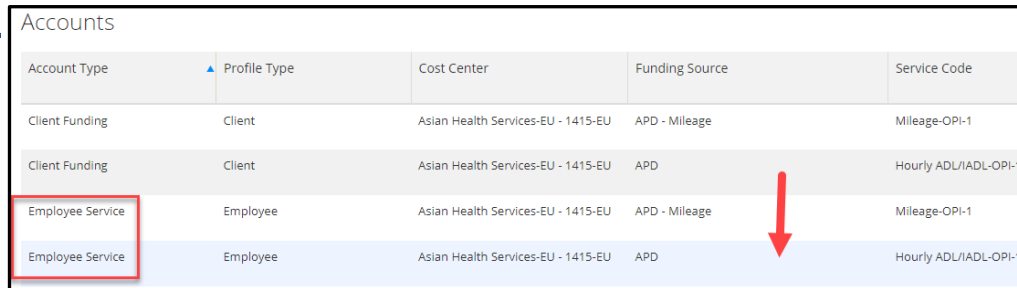
The end date is on the Employee Service account.

From the consumer's profile


1. Click Accounts, in the middle filter features.



2. Hover over the Employee Service account line, it will turn light blue, click to open.



Account Type	Profile Type	Cost Center	Funding Source	Service Code
Client Funding	Client	Asian Health Services-EU - 1415-EU	APD - Mileage	Mileage-OPI-1
Client Funding	Client	Asian Health Services-EU - 1415-EU	APD	Hourly ADL/IADL-OPI-1
Employee Service	Employee	Asian Health Services-EU - 1415-EU	APD - Mileage	Mileage-OPI-1
Employee Service	Employee	Asian Health Services-EU - 1415-EU	APD	Hourly ADL/IADL-OPI-1



Account Type:	Employee Service
Client:	
Relationship Type:	None
Service Code:	Hourly ADL/IADL-OPI-1
Funding Source:	APD
Funding Type:	Units
Cost Center:	Asian Health Services-EU
Employee:	
Employee Number:	
Unit:	Hourly
Daily Pay Max:	0.00
Daily Rate:	0.00
Max Units Per Punch:	16.00
End Date:	Feb 13, 2023
EVV Exempt:	No
Pay Rates:	<input checked="" type="radio"/>
Allows Overlapping Pay Rates:	No
Display Auth Widget:	No
Created Date:	Aug 18, 2021
Status:	Active
Profile Type:	Client
Payroll Modifier:	N/A
EVV Frequency Type:	Clock Out Only

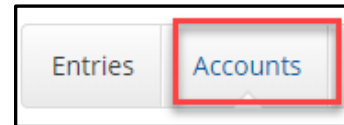
3. Account Details will display, the end date is located in the middle.

# Provider Time Capture (PTC)

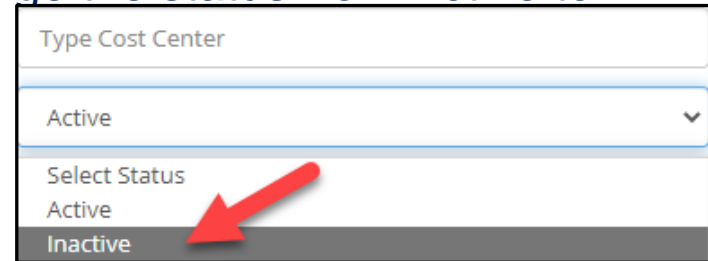
## How to find an unlinked or inactive provider

From the consumer's profile

1. Click Accounts, in the middle filter features.



2. On the second row of filter features, change the status from Active to Inactive and click Search.

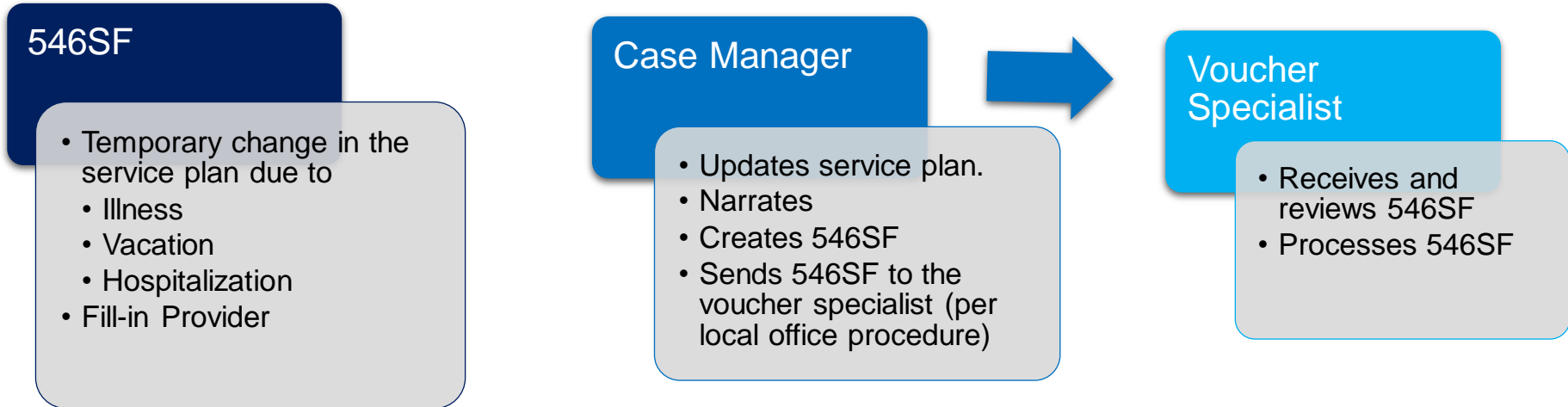


The inactive accounts will display.

Account Type	Profile Type	Cost Center	Funding Source	Service Code	Employee/ Client/ Program Name/ Vendor Name	Unit	Status
Client Funding	Client	Milwaukie APD-EU - 0313-EU	APD - Mileage	Mileage-1	consumer's name	Miles	Inactive
Client Funding	Client	Milwaukie APD-EU - 0313-EU	APD	Hourly ADL/IADL-1	consumer's name	Hourly	Inactive
Employee Service	Employee	Milwaukie APD-EU - 0313-EU	APD - Mileage	Mileage-1	provider's name	Miles	Inactive
Employee Service	Employee	Milwaukie APD-EU - 0313-EU	APD	Hourly ADL/IADL-1	provider's name	Hourly	Inactive

# Provider Time Capture (PTC)

## 546SF Process



Working through the same proactive questions as when creating a 546N/531 first before creating the voucher in Mainframe may help prevent issues.

- ❖ **NOTE:** *If you are creating a 546SF because the regular provider is on a temporary leave, always remember to void vouchers in Mainframe and reject the corresponding authorizations in OR PTC DCI for those pay periods, so that provider cannot claim erroneous time.*
- ❖ **NOTE:** *When creating vouchers in Mainframe using a 546SF, you will NOT be creating an ONGO!*

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# Provider Time Capture (PTC)

## 546N/531 and 546SF

**The 546N/531 or 546SF must be processed timely. Delays in processing delay the provider from being able to clock their time!**

- ❖ The PTC Support team members are not experts in Mainframe. Mainframe errors or questions should be directed to your local office lead worker or the OIS Service Desk.
- ❖ A new consumer/provider pairing can take two business days to show in OR PTC DCI after the voucher is created in Mainframe.
- ❖ Email PTC Support if the consumer/provider pairing
  - ❖ stop working together
  - ❖ the consumer has ended services
  - ❖ switched care setting
  - ❖ consumer or provider moved out of state
  - ❖ consumer or provider has passed away.

**\*\*Always remember to end ONGO!\*\***

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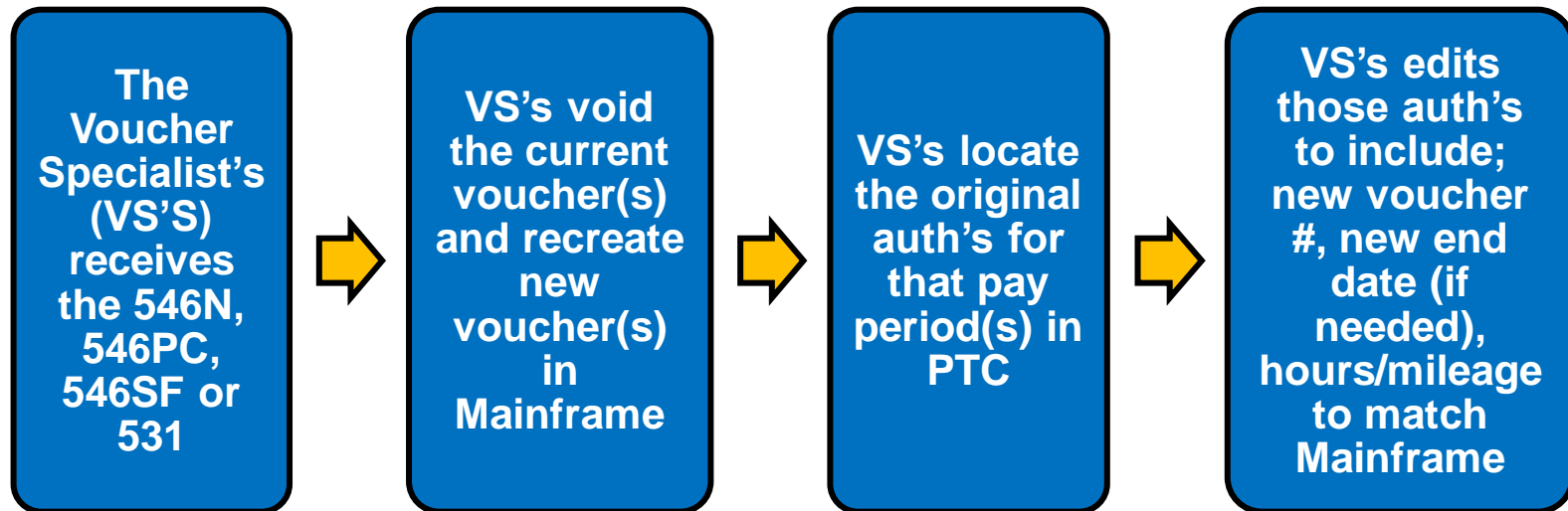
# Provider Time Capture (PTC)

Editing Existing Authorizations



# Editing Existing Authorizations

- **Why would an authorization need to be edited?**
  - Changes to provider's hours, either temporary or permanent.
  - A voucher was accidentally voided in Mainframe and a new one needed to be created.
  - A pay period needed to be split into two vouchers.
  - A provider quit mid pay period.
  - A provider's number was inactivated mid pay period.



# Rejecting Authorizations

- **Reasons you may need to reject an authorization**

- The provider quit a few pay periods ago and the local office was not notified.
- The provider's number was inactivated.

## **Steps to Reject an Authorization**

- 1) Click the authorizations tab, search by consumer name (may add a service code to the search criteria to refine search when there are multiple providers working).
- 2) Locate the pay period(s) to be rejected.
- 3) To open the authorization in a new tab, right click on the ID hyperlink and “click open in a new window.”
- 4) On the Authorization Details screen, click Actions > Reject Authorization.
- 5) A systems message will appear. Click Yes to confirm that you want to reject the authorization.

**NOTE:** If there is mileage authorized you will need to reject those authorizations as well.



# Splitting Vouchers

**NOTE: Following the below steps in this order will ensure the authorizations pull over into PTC.**

- 1) The Voucher Specialists (VS's) receive the 546N, 546PC, 546SF or 531.
- 2) VS's void the current voucher for the pay period in Mainframe.
  - **If this is a temporary change for one pay period (PP), skip to step 4. If it's a permanent change step 3 must happen first.**
- 3) End the current ONGO, void future/outstanding vouchers and then edit the current authorizations in PTC.
- 4) Create first voucher starting with first day of PP, ending with appropriate mid PP date.
- 5) VS's edit the original auth in PTC to match the new voucher created in Mainframe.
  - **Do not edit the expiration date for the auth. If there is mileage that auth will need to be edited to match Mainframe as well.**
- 6) Create second voucher starting with the day after the first vouchers end date, ending with the last day of the PP.
- 7) Create the ONGO.
- 8) After 2 business if the authorization for the 2<sup>nd</sup> voucher has not pulled over into PTC, please contact the PTC Support team.



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# Provider quits and/or is inactivated

- Mainframe will automatically void the voucher for the pay period in which the provider number inactivated.
- Recreate the voucher in Mainframe with the start date as the beginning of the PP and the end date being the last day the provider was eligible to work.
  - **You may need to prorate hours for this pay period.**
- Edit the authorizations (hours and miles) in PTC to match the newly created voucher in Mainframe

## Useful Links for slides 12 – 15

[Business Process to Changes in Authorizations](#)

[Authorization Management Guide](#)



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# Provider Time Capture (PTC)

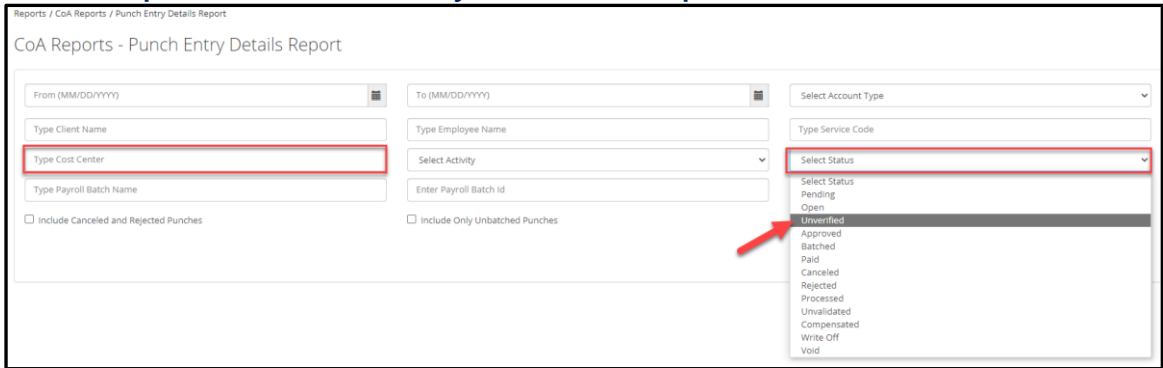
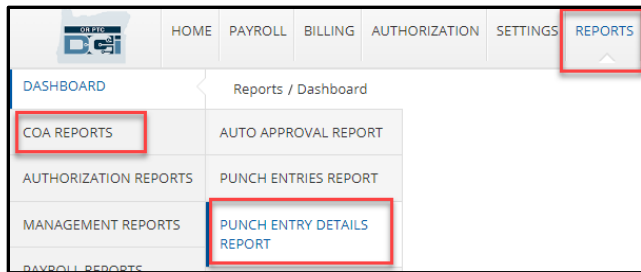
## Entry Status Overview

- ❑ Unverified Entries – Importance to verify
- ❑ Open Entries – Effecting providers from clocking in.
- ❑ Sorting Entries – Sorting to display newest to oldest and by status
- ❑ Pending Entries – Upcoming changes

# Provider Time Capture (PTC) Entry Status Overview and Tips

**Unverified Entry:** An unverified entry is an entry created or edited by a state staff member. The staff member that created or edited the entry must have another staff member verify the entry. Unverified entries will not be paid until they are verified.

To pull the report, select Reports; COA Report; Punch Entry Details Report; Cost Center; Select Status is “Unverified” and Search.



**NOTE:** State staff members must direct providers to enter in their own hours. Providers should not be bringing in their hours for staff to enter on their behalf.

- [APD-IM-22-096](#) **Provider Time Capture (PTC) - Timekeeping Reminders Flyer**

Issue Date: 10/05/22 - In collaboration with the APD Policy team, the PTC Team has created a flyer to remind providers that it is their responsibility to submit their own entries correctly and on time into OR PTC DCI. This flyer is titled “Timekeeping Reminder” and is posted on the “Staff Materials” section of the PTC website ([ptc.oregon.gov](http://ptc.oregon.gov)).

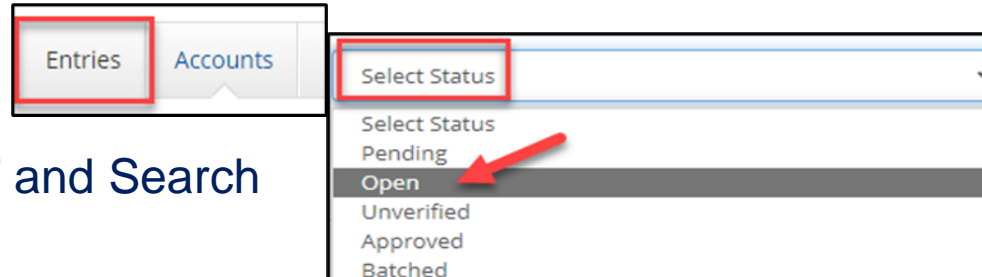


# Provider Time Capture (PTC) Entry Status Overview and Tips

**Open Entry:** An open entry means the provider is currently clocked in.

- ❖ Entries over 16 hours are not auto-rejected until the provider clocks out.
- ❖ The provider must clock out with the same method as clocked in.
- ❖ If a provider says they are not able to clock-in, look at the provider's profile to see if there is an OPEN entry.

1. From the Entries tab,



2. Select Status "Open" and Search

If there is an Open entry, it will be the only entry to display.

Service Code	Amount	Status
Hourly ADL/IADL-1	0:00	Open

A red arrow points from the 'Open' status in the table to the 'Open' option in the dropdown menu above.

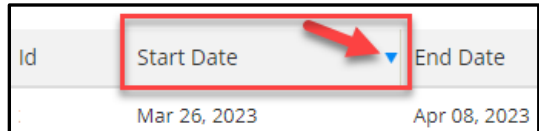
3. Reject the entry by opening the entry, select Actions, Reject. Alert will display "Are you sure you want to reject the punch for....", select Yes.

- ❖ Let the provider know they will need to create an historical entry.

# Provider Time Capture (PTC)

## Entry Status Overview and Tips

**Sorting Entries:** Entries display in OR PTC DCI in the order they are created, not by date of service. To sort the entries by date of service, double click on the small blue arrow next to Service Date:



*Example shows the entries in the order they were created.*

Id	Service Date	Start Time	End Time	Account Type	Ref.	Cost Center	Client/ Program Name	Service Code	Amount	Status
	Mar 27, 2023	08:53 AM		Hourly		Salem Senior & Disability Services (NWSDS)-EU - 2411-EU		Hourly ADL/IADL-2	0:00	Open
	Mar 24, 2023	10:09 PM	10:12 PM	Hourly		Salem Senior & Disability Services (NWSDS)-EU - 2411-EU		Hourly ADL/IADL-2	0:00:03	Pending
	Mar 17, 2023	09:30 PM	11:00 AM	Hourly		Salem Senior & Disability Services (NWSDS)-EU - 2411-EU		Hourly ADL/IADL-2	0:13:30	Pending
	Mar 20, 2023	10:00 PM	11:00 PM	Hourly		Salem Senior & Disability Services (NWSDS)-EU - 2411-EU		Hourly ADL/IADL-2	0:01:00	Processed
	Mar 26, 2023	03:01 PM	11:49 PM	Hourly		Salem Senior & Disability Services (NWSDS)-EU - 2411-EU		Hourly ADL/IADL-2	0:08:48	Approved
	Mar 24, 2023	11:34 PM	11:43 PM	Hourly		Salem Senior & Disability Services (NWSDS)-EU - 2411-EU		Hourly ADL/IADL-2	0:00:09	Processed



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# Provider Time Capture (PTC)

## Entry Status Overview and Tips

### Pending Entry:

During the May 2022 CEP Summit, an in-depth explanation of pending entry management was presented.

Here is the link to the May 2022 CEP Summit. Pending entry management starts around minute 47.41.

[https://youtu.be/CEP\\_Summit-2022](https://youtu.be/CEP_Summit-2022)

**\*\*Mark your calendars\*\***

### Changes are Coming:

The PTC team in coordination with Policy are working on some exciting changes to managing pending entries. These changes are still in progress, so there is not going to be additional discussion during this summit regarding pending entry management or the upcoming changes.

Please keep an eye out for the webinar information that will come out in mid April 2023 and plan on attending one of the webinars where the PTC team will discuss in-depth the new entries management plan.



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# Troubleshooting Payment Errors

**Provider reports they have not been paid**

**OR**

**Provider reports they were underpaid**

However, the authorization was approved, and they may have successfully created entries in OR PTC DCI.

## What now?



# Steps to identify the issue:

1. Check OR PTC DCI for entries to ensure time/or mileage was entered correctly.
  - a. Navigate to the provider's Employee Profile.

The screenshot shows the DCI (Direct Care Information) system interface. The left sidebar contains a navigation menu with options like DASHBOARD, ENTRIES, ACCOUNTS, PROFILE CERTIFICATION, CLIENTS, EMPLOYEES (highlighted), RESIDENTIAL PROGRAMS, DAY PROGRAMS, CASE WORKERS, GROUP SERVICES, PARTING PROGRAMS, GUARDIANS, COST CENTERS, and PENDING ENTRIES (82). The main content area is titled 'Employees' and features a search form with fields for Name (Shaggy Rogers), Type Cost Center, Employee Number, Select employee type, Select State, and Select Status. A 'Search' button is present. Below the search form is a table with one record for Shaggy Rogers. The table columns are Name, Employee #, Phone #, Email, Time Zone, Type, Cost Center, and Status. The record shows: Name: Shaggy Rogers, Employee #: UNIID0009, Phone #: (503) 555-4469, Email: shaggy@scooby.com, Time Zone: PT (UTC-8), Type: Hourly Non Exempt, Cost Center: Provider Default Cost Center.FLJ -0001.FLJ, Status: Active. A '1a' callout points to the search form area.

Name	Employee #	Phone #	Email	Time Zone	Type	Cost Center	Status
Shaggy Rogers	UNIID0009	(503) 555-4469	shaggy@scooby.com	PT (UTC-8)	Hourly Non Exempt	Provider Default Cost Center.FLJ -0001.FLJ	Active



b. Scroll down to see Entries.

Optional: filter by consumer and/or pay period dates.

c. If you do not see any entries in OR PTC DCI, instruct the provider that they must enter their time to be paid.

d. If there are entries in OR PTC DCI, continue to step 2.

Employee Details - Shaggy R

Basic Demographics

Address: 100 Address Street  
Salem, OR 97305-0000

GNIS: 41-047-1167861

Phone: (503) 555-4469

Email: [shaggy@scooby.com](mailto:shaggy@scooby.com)

Username: shaggy.rogers

Time Zone: PT (UTC-8)

Type: Hourly Non Exempt

SSN: ###-##-#### [Show](#)

Allow SSN Retrieval: No ⓘ

Mobile Device Id: 07E3DEBF-4AD5-4F53-B

Status: Active

1b

Entries Accounts Certifica

1c

Entries Accounts Certifications EVW Locations Notes Attachments

06/12/2022 06/25/2022 Type Punch ID

Type Service Code Select Account Type Select Status

## 2. Review each entry submitted for the pay period.

a. Compare the Created Date to the provider submission deadline for the pay period in question.

b. If the entries were created after the submission deadline, this explains why the provider was not paid.

I. Inform the provider of deadlines for entering their time.

II. These entries can be pulled into the next batch and paid.

c. If the entries were all created before the submission deadline, continue to step 3.

Punch Detail - Shaggy Rogers/ Scooby Doo

Punch Details

Entry Id: 2009  
Machine Details: 50.39.179.141  
Service Date: Jun 16, 2022  
Check In: 01:30 PM  
Check Out: 02:30 PM  
Hour(s): 0:01:00  
Amount: 1.00 Hour  
Employee Time Zone: PT (UTC-8)  
Client/ Program Time Zone: PT (UTC-8)  
Authorization Entry Id: [1968](#)  
Pay Rate Name: Standard  
Pay Rate: 0.00  
Status: Processed  
Batch Name: [shaggy.test-38](#)  
Flag: Compensated  
Created By: Shaggy Rogers  
Created: Jun 29, 2022

2a

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3. Check the voucher status in Mainframe to determine whether the voucher was paid.

a. If the voucher is in a status of 10, look for a different voucher for the same pay period.

**Note:** Voucher statuses to look for include:

- a. 10 = voucher authorization voided
- b. 35 = voucher in ready to pay status
- c. 36 = voucher in paid status
- d. 45 = adjustment approved
- e. 46 = voucher adjustment paid

## A new voucher was created

- It means OR PTC DCI was not updated when the voucher was voided and reissued.
- Follow instructions in [Updating an Authorization](#) to update the voucher number in OR PTC DCI. Then the entries can be entered into STIM and paid.

## A new voucher was not created

- It means the authorization was supposed to be rejected in OR PTC DCI but was not.
- Do additional research in OA to see if the service plan ended or if a new voucher should have been created. Look at the provider's credentials. If they expired the auth will not pull over.

## NOTE:

If a provider number expires in the middle of a pay period, the system does not prorate the dates for that authorization, it just stops issuing.

### Example:

A provider number expired on 10/31/22. The voucher for 10/23-11/5 will not pull over to OR PTC DCI, only the 10/9 – 10/22 voucher will pull over.

If the voucher is in a status of 35 or 45, open the voucher and compare the time entries to those in OR PTC DCI.

If the entries match what is in OR PTC DCI, the voucher should be paid.

If the entries do not match what is in OR PTC DCI, edit the time in Mainframe. Then the voucher can be put into 35 status once more and paid.

If the voucher is in a status of 36 or 46, open the voucher and compare the time entries to those in OR PTC DCI.

If the entries match what is in OR PTC DCI, the voucher was paid. Clarify with the provider that they were not paid.

If the entries do not match what is in OR PTC DCI, reach out to your voucher team to follow-up to determine if an underpayment or overpayment request needs to be submitted.

**NOTE:** Make sure the provider was paid under the correct provider number.

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# Provider Time Capture (PTC)

## Payroll Batches

- Creating a Payroll Batch
- Reviewing a Payroll Batch
- Tips and Tricks

# Create New Payroll Batch

To create a new batch:

1. Click Payroll Tab on the top toolbar
2. Click Actions
3. Select New Payroll Batch from the drop-down

You are then taken to the Create Batch Screen, shown on next slide.

Batch ID	Batch Name	Created Date	Created By	Cut-off Date	Entries	Units	Status
25	BR3311_2021-09-01_15-52	Sep 01, 2021	Uncle Sam	Aug 30, 2021	38	57.50	Transmitted
21	BR0511_2021-09-01_14-54 - EXCEPTIO NS	Sep 01, 2021	Payroll Specialist 05 11	Aug 21, 2021	1	0.00	Pending

Note: Existing Payroll Batches display below. To open an existing Payroll Batch, simply click on the Payroll Batch you want to view.





# Create Batch Form

4. Name\*: Needs to be entered using the following naming convention:

Branch number\_yyyy-mm-dd\_military time (for example: BR3013\_2021-03-11\_17-06)

5. Description: Optional description assigned by the Payroll User
6. Up to Date\*: The system will pull in all entries that have an Approved status and a date of service prior to or on the Up to Date selected

\* Denotes required field

Note: Naming convention is critical because the Payroll screen will display batches for every Cost Center statewide. For search and viewing ease, the convention must be followed.

Payroll / Payroll Batches / New Batch

## Create Batch

Criteria Batch Summary

Name: BR3311\_2021-09-02\_19-37

Description: Add Description for Batch

Up to Date: 09/02/2021

Cost Center Code: Type Cost Center

Account Type: All

Profile Type: All

Service Code: Type Service Code

Employee Type: All

Entry Type: All Entry Type

Unit Type: All Unit Type

Employee Name: Type Employee Name

Add From File Cancel Next

# Create Batch Form – cont'd

- 7. Cost Center Code\***: Select the appropriate Cost Center for which the report is being generated (select the –EU cost center)
- 8. Account Type, Profile Type, Service Code, Employee Type and Employee Name** are optional and can be used to filter entries
- 9. Units\***: Select All Unit Type to pull hours and miles
- 10. Employee name** is optional and can be used to filter entries
- 11. Click Next** to generate the batch, batch summary will display

\* Denotes required field

The screenshot shows the 'Create Batch' form in the Direct Care Innovations system. The form is titled 'Payroll / Payroll Batches / New Batch' and 'Create Batch'. It has two tabs: 'Criteria' and 'Batch Summary'. The 'Criteria' tab is active. The form contains several input fields: 'Name' (BR3311\_2021-09-02\_19-37), 'Description' (Add Description for Batch), 'Up to Date' (09/02/2021), 'Cost Center Code' (Type Cost Center), 'Account Type' (All), 'Profile Type' (All), 'Service Code' (Type Service Code), 'Employee Type' (All), 'Entry Type' (All Entry Type), 'Unit Type' (All Unit Type), and 'Employee Name' (Type Employee Name). There are numbered callouts (7-11) pointing to the Cost Center Code, Account Type, Profile Type, Service Code, Employee Type, Unit Type, and Employee Name fields. At the bottom, there are buttons for 'Add From File', 'Cancel', and 'Next'.

Note: You must select your cost center (with –EU) before clicking Next. If you do not select a cost center, you will run a batch for the entire state meaning the report will have all the valid entries for all providers across the entire state.



# Review Batch Summary

12. Review the batch entries to ensure all entries are for your cost center
13. If any information looks incorrect, click Cancel to return to the Create Batch Form without saving
14. If the information looks correct, Click Save

### Create Batch

Criteria **Batch Summary**

Batch Summary

Batch Name: BR3311\_2021-09-02\_19-37      Units: Multiple      Account Type: Multiple  
Total Entries: 7      Cost Center: The Dalles APD-EU      Entry Type: Punch  
Total Units: 22.87      Service Code: Multiple

Service Date	Account Type	Employee	Cost Center Code	Service Code	Units	Unit Type	Status
Aug 23, 2021	Hourly	Elroy Jetson	3311-EU	Hourly ADL/IADL-10	1.00	Hourly	Approved
Aug 22, 2021	Client Transportation	Elroy Jetson	3311-EU	Mileage-10	6.00	Miles	Approved
Aug 20, 2021	Hourly	Elroy Jetson	3311-EU	Hourly ADL/IADL-10	1.00	Hourly	Approved
Aug 18, 2021	Hourly	Elroy Jetson	3311-EU	Hourly ADL/IADL-10	1.07	Hourly	Approved
Aug 18, 2021	Hourly	B23 Providers	3311-EU	Hourly ADL/IADL-1	2.00	Hourly	Approved

Back      Cancel      Save



# Confirm Create Batch

After clicking Save on the Review Batch Summary page an Alert will pop up.

15. Click Yes to confirm batch creation.

A Payroll Batch is created in Pending status.

Payroll / Payroll Batches / New Batch

### Create Batch

Criteria Batch Summary

Batch Summary

Batch Name: BR3311\_2021-09-02\_19-37  
Total Entries: 7  
Total Units: 22.87

Account Type: Multiple  
Entry Type: Punch  
Cost Center: The Dalles APD-EU  
Service Code: Multiple

Service Date	Account Type	Employee	Cost Center Code	Service Code	Units	Unit Type	Status
Aug 23, 2021	Hourly	Elroy Jetson	3311-EU	Hourly ADL/IADL-10	1.00	Hourly	Approved
Aug 22, 2021	Client Transportation	Elroy Jetson	3311-EU	Mileage-10	6.00	Miles	Approved
Aug 20, 2021	Hourly	Elroy Jetson	3311-EU	Hourly ADL/IADL-10	1.00	Hourly	Approved
Aug 18, 2021	Hourly	Elroy Jetson	3311-EU	Hourly ADL/IADL-10	1.07	Hourly	Approved
Aug 18, 2021	Hourly	B23 Providers	3311-EU	Hourly ADL/IADL-1	2.00	Hourly	Approved

Alert

Are you sure you want to create batch BR3311\_2021-09-02\_19-37?

No Yes

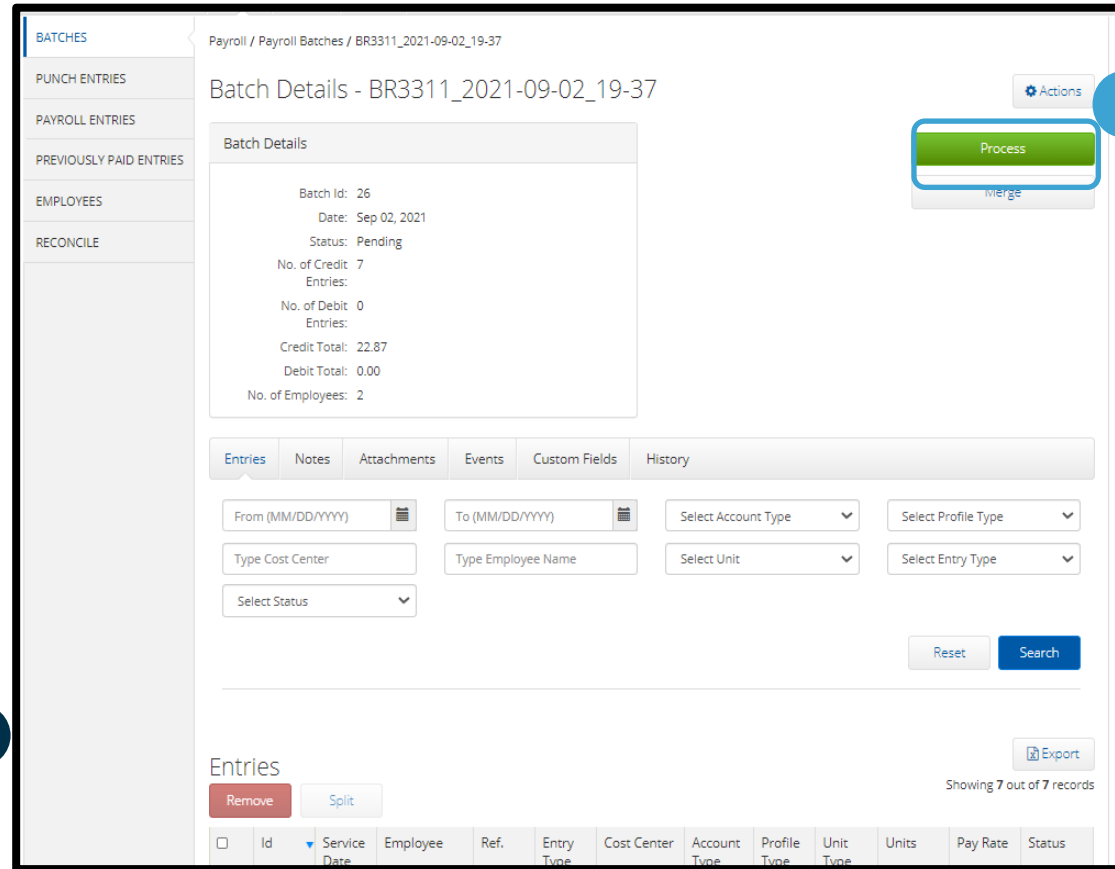
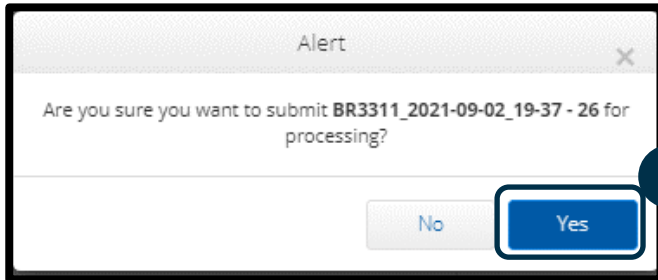
Back Cancel Save



# Process Batch

The batch is ready to process. To process a batch:

1. Click Process
2. An alert will pop up, Click Yes



Note: This process may take several minutes or even hours to complete based on the number of entries in the batch. The person with the Payroll Team Role who created the batch will receive a notification via email and DCI message when the process is complete. The browser may need refreshed after a few moments to see if the batch has processed.

# Event Log Status

If you are unsure of whether DCI is processing the batch, you can review the event log for clarification.

3. Select Events
4. The entries will update as they are created in the batch

3

Entries Notes Attachments **Events** Custom Fields History

From (MM/DD/YYYY) To (MM/DD/YYYY) Subject Type Added By

Reset Search

Export

Events Showing 4 out of 4 records

Date	Subject	Description	Input Type	OS	OS Version	App Version	Added By
Sep 02, 2021 08:01:50 PM	Viewed	BR3311_2021-09-02_19-37 - 26 was viewed	Web Portal				<a href="#">Payroll Specialist 0511</a>
Sep 02, 2021 08:01:50 PM	Batch Status Changed	Status changed to In-Process	Web Portal				<a href="#">Payroll Specialist 0511</a>
Sep 02, 2021 07:49:54 PM	Viewed	BR3311_2021-09-02_19-37 - 26 was viewed	Web Portal				<a href="#">Payroll Specialist 0511</a>
Sep 02, 2021 07:49:54 PM	New Batch	BR3311_2021-09-02_19-37 - 26 was created with 7 entries	Web Portal				<a href="#">Payroll Specialist 0511</a>

4

# Approve Batch

Once a batch has been processed, it needs to be approved. To approve a batch:

5. Click Approve
6. An alert will pop up, Click Yes.

Payroll / Payroll Batches / BR3311\_2021-09-02\_19-37

### Batch Details - BR3311\_2021-09-02\_19-37

Actions

Approve

Batch Details

Batch Id: 26  
Date: Sep 02, 2021  
Status: Processed  
No. of Credit Entries: 7  
No. of Debit Entries: 7  
Credit Total: 22.87  
Debit Total: -22.87

Alert

Are you sure you want to approve BR3311\_2021-09-02\_19-37 - 26?

No Yes

Custom Fields History

Select Account Type Select Profile Type  
Select Unit Select Entry Type

Note: This process may take several minutes or even hours to complete based on the number of entries in the batch. The person assigned the Payroll Team Role who created the batch will receive a notification via email, and DCI message when the process is complete. The browser may need refreshed after a few moments to see if the batch has been approved.

# Approve Batch

- Once the Approve step is complete, the batch status changes to Transmitted.
- The Agency will not use the Reconcile function.

Payroll / Payroll Batches / BR3311\_2021-09-02\_19-37

## Batch Details - BR3311\_2021-09-02\_19-37

[Actions](#)

[Reconcile](#)

**Batch Details**

Batch Id: 26  
Date: Sep 02, 2021  
Status: Transmitted  
No. of Credit: 7  
Entries:  
No. of Debit: 7  
Entries:  
Credit Total: 22.87  
Debit Total: -22.87  
No. of Employees: 2

[Entries](#) | [Notes](#) | [Attachments](#) | [Events](#) | [Custom Fields](#) | [History](#)

From (MM/DD/YYYY) To (MM/DD/YYYY)

[Reset](#) [Search](#)

**Entries** [Export](#)

Showing 14 out of 14 records

Id	Service Date	Employee	Ref.	Entry Type	Cost Center	Account Type	Profile Type	Unit Type	Units	Pay Rate	Status
1246	Aug 23, 2021	Eroy Jetson	926	Payroll	The Dalles APD-EU - 3311-EU	Employee Service	Client	Hourly	-1.00	0.00	Approved





# Payroll Batch Complete

To find the Payroll Batch File that will be used to input entries into DHR:

7. From the Batch Details page Click the Attachments tab
8. Click the box in the Attachments column to download the file called “ORPTCPayrollDump\_XXXXX XXXX\_xx.csv” where the X’s are digits specific to the payroll batch.

*Note: The document will be downloaded as an Excel file. This will need to be saved in a network drive. Follow local office processes for this procedure.*

Payroll / Payroll Batches / BR3311\_2021-09-02\_19-37

## Batch Details - BR3311\_2021-09-02\_19-37

Batch Details

Batch Id: 26  
Date: Sep 02, 2021  
Status: Transmitted  
No. of Credit Entries: 7  
No. of Debit Entries: 7  
Credit Total: 22.87  
Debit Total: -22.87  
No. of Employees: 2

Attachments

From (MM/DD/YYYY) To (MM/DD/YYYY) File Name Select Type

Type Added By Active

Reset Search

### Attachments

Showing 1 out of 1 record

<input type="checkbox"/>	Date	File Name	File Type	File Size	Added By	Download	Status
<input type="checkbox"/>	Sep 02, 2021	ORPTCPayrollDump_20210903030622_26.csv		0.90 KB	Payroll Specialist 0511		Active



# Payroll Batch Complete

Here is an example of a completed Payroll Batch File:

	A	B	C	D	E	F	G	H	I	J	K	L
1	Voucher Number	Prime Number	Provider Number	Authorized Hours	Authorized Miles	Date of Service	Start Time	End Time	Amount	Unit	Service Name	Service Code
2	vouchernumber190	PRIME190	111178	210		8/18/2021	8:26 AM	10:26 AM	2	Hourly	Hourly ADL/IADL-1	OC111
3	vouchernumber1313	PrimeNumber1123	222333	10		8/16/2021	1:08 PM	2:56 PM	1.8	Hourly	Hourly ADL/IADL-10	OC111
4	vouchernumber1313	PrimeNumber1123	222333	10		8/18/2021	8:06 AM	9:10 AM	1.07	Hourly	Hourly ADL/IADL-10	OC111
5	vouchernumber1313	PrimeNumber1123	222333	10		8/20/2021	3:11 PM	4:11 PM	1	Hourly	Hourly ADL/IADL-10	OC111
6	vouchernumber1313	PrimeNumber1123	222333	10		8/23/2021	3:08 PM	4:08 PM	1	Hourly	Hourly ADL/IADL-10	OC111

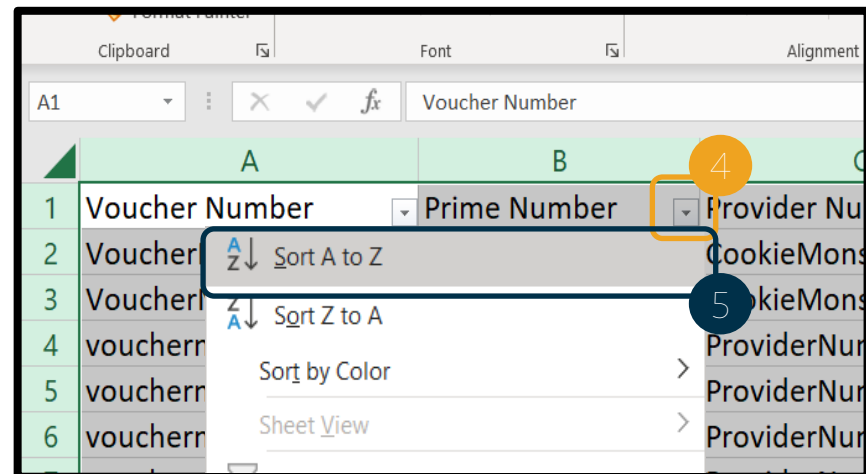
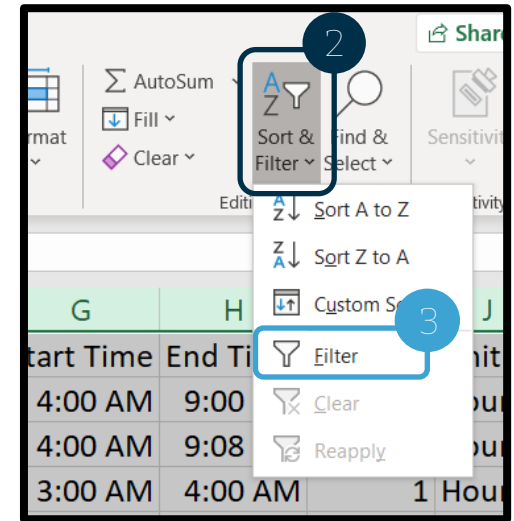
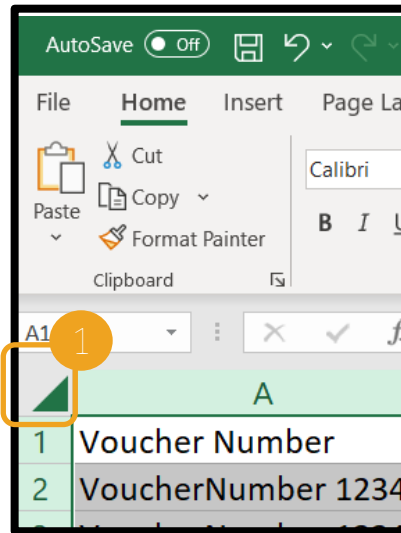
Note: Use this file to enter data into DHR via STIM for payroll processing.

Important: The data must be entered into DHR for Providers to be paid. Follow Local Office procedures for entering this data into DHR.

# Sorting the Batch in Excel

To sort the batch by Prime Number:

1. In Excel, click the arrow in the upper left corner to select the entire sheet
2. Click "Sort & Filter"
3. Click "Filter"
4. Click the arrow next to "Prime Number"
5. Click "Sort A to Z"



# Tips to follow as Local Offices Establish Business Processes

- Consider downloading the Payroll batch on a regular basis.
- Mileage may be entered in multiple entries. If it is, you will add the mileage entries to get the total.
- Ensure all entries are entered for the pay period prior to the payment processing date.
- Develop a system to track which entries have been entered into Mainframe to ensure all entries are accounted for prior to payroll processing deadline.
- Prior to any processing date, review the STIQ screen for the current pay period to see if any saved entries need to be finalized and sent to “ready to pay” status. Information on STIQ can be found on transmittal: [APD-IM-21-116](#)



# Note about Working with a Payroll Batch

If you see anything wrong in a payroll batch with the entries, such as a provider going over their authorized hours or working when they were not allowed, you must make edits in OR PTC DCI. You cannot only fix the spreadsheet or DHR.

You should not make any edits/changes on the spreadsheet.

**You must update OR PTC DCI and DHR to ensure they match.**

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# Provider Time Capture (PTC)

OR PTC DCI Authorization Clean-up

- ❑ Common Errors & Issues



# OR PTC DCI Authorization Clean-up

The PTC Support team is currently working on a statewide authorization clean-up in OR PTC DCI.

## Commonly Seen Issues and Errors:

- Large gaps in narrations or no narrations when the provider stopped working.
- Provider stopped working, service plan was not updated, and/or ONGO was not ended.
- Consumer change in LTC services, service plan was not updated and/or ONGO was not ended.
- Provider is systematically added to the service plan, but provider has never claimed time.
  - More common with SPPC cases but have seen it with APD and OPI cased.
- Provider is natural support, or will never claim time. Hours should not be authorized on the service plan and vouchers should not be created in Mainframe.
- Consumer wants the provider to remain on their service plan.
  - This is ok; however, hours/miles should not be authorized on the service plan and vouchers should not be created in Mainframe.
- Provider worked for consumer at one time, then stopped working; however, consumer may have the provider come back at sometime, so they are left active on the service plan.
  - This is not good, provider can claim erroneous time.
- Provider is a fill-in worker. They are authorized one (1) hour a pay period, so they remain on the service plan. There is no need to do this anymore. If the consumer/provider are linked in OR PTC DCI, then a 546SF for when the provider is going to fill-in, will send over the authorization and the provider can claim time.



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# Homecare Workers Enrolled in the Consumer-Employed Provider Program Chapter 411 Division 31





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# Changes that affect local office procedures are as follows:

## Provider Enrollment Changes:

A local office can deny an initial application if a HCW does not meet the new Provider Enrollment Standards in 411-031-0040(8)(b)(A)-(R).

- (A) Has violated the requirement to maintain a drug-free workplace;
- (B) Has an unacceptable background check;
- (C) Does not possess the skills, knowledge and ability to adequately or safely perform the required work;
- (D) Was substantiated for committing any form of abuse to include but not limited to child abuse, elder abuse and abuse of a person with a disability;
- (E) Commits fiscal improprieties;
- (F) Fails to provide the required services in a consumer-employers service plan;



- (G) Lacks the ability or willingness to maintain consumer-employer confidentiality;
- (H) Introduces an unwelcome nuisance to the workplace;
- (I) Fails to adhere to an established work schedule;
- (J) Has been sanctioned or convicted of a criminal offense related to a public assistance program;
- (K) Fails to perform the duties of a mandatory reporter per ORS 419B.005(s);
- (L) Has been excluded by the Health and Human Services, Office of Inspector General, from participation in Medicaid, Medicare, and all other Federal Health Care Programs;
- (M) Fails to provide a tax identification number or social security number that matches the homecare worker's legal name, as verified by the Internal Revenue Service or Social Security Administration;
- (N) Exerts undue influence over a consumer-employer;



- 
- (N) Exerts undue influence over a consumer-employer;
  - (O) Previously had a provider number terminated by the Oregon Department of Human Services; Oregon Health Authority or similar agencies of another state within the United States;
  - (P) Has been excluded by Centers for Medicaid Services to work as a Medicaid provider;
  - (Q) Fails to meet the orientation and competency evaluation requirements described in chapter 418, division 20 rules; or
  - (R) Fails to meet the Provider Enrollment Standards in OAR 411-031-0040(8)(a)(A-L).



- A local office **CANNOT DENY** a renewal application. If a local office has reasonable cause to believe a HCW does not meet Provider Enrollment Standards and the HCW should not be renewed; a termination referral (DHS 2680) should be sent to [hcw.terminations@odhsoha.oregon.gov](mailto:hcw.terminations@odhsoha.oregon.gov) with all available evidence to support the denial of the HCWs provider enrollment.
- The violations resulting in denial of renewal application, proposed termination or immediate suspension of a provider enrollment has been expanded to include the following:
  - (a) Has violated the requirement to maintain a drug-free workplace;
  - (b) Has an unacceptable background check;
  - (c) Demonstrates a lack of the skills, knowledge, and ability to adequately or safely perform the required work **which includes the inability to comply with Electronic Visit Verification through the Oregon Provider Time Capture Direct Care Innovations system in OAR 411-031-0040(10)(b) and (c)**;
  - (d) Is substantiated for committing any type of abuse including but not limited to child abuse, elder abuse or abuse of a person with a disability;

- (e) Commits fiscal improprieties;
- (f) Fails to provide services as required which includes providing the required service needs of a consumer-employer;
- (g) Demonstrates a lack of the ability or willingness to maintain consumer-employer confidentiality;
- (h) Creates an unwelcome nuisance to the workplace;
- (i) Fails to adhere to an established work schedule;
- (j) Has been sanctioned or convicted of a criminal offense related to that individual's involvement in any program established under any public assistance program;
- (k) Fails to perform the duties of a Mandatory Abuse Reporter. Homecare workers are mandatory abuse reporters and are required by state abuse statutes to report alleged abuse, ORS 419B.005(s);
- (l) Has been excluded by the Health and Human Services, Office of Inspector General, from participation in Medicaid, Medicare, and all other federal health care programs;
- (m) Fails to provide a tax identification number or Social Security number that matches the homecare worker's legal name, as verified by the Internal Revenue Service or Social Security Administration;

- (n) Fails to inform the Department and their consumer-employer within 14 days of being arrested, cited, or convicted of any potentially disqualifying crime listed in OAR 125-007-0270;
- (o) Exerts undue influence over a consumer-employer;
- (p) Falsifies information on an application or background check;
- (q) Is terminated as a Personal Support Worker through the Office of Developmental Disabilities Services or Oregon Health Authority Health Systems Division and has an active Homecare Worker provider number; APD reserves the right to terminate the HCW's provider number based on the other agencies termination;
- (r) Charges a consumer- employer or relative or representative of the consumer-employer, for any services regardless of if they are paid by the Department or by personal funds;
- (s) Fails to meet the mandatory training and competency evaluation requirements in OAR 418-020-0035;
- (t) Has had a provider number terminated by another state within the United States;



- (u) Has been excluded by the Centers for Medicare and Medicaid Services to work as a Medicaid provider;
- (v) Is an employee of Aging and People with Disabilities, Area Agency on Aging, the Office of Administrative Hearings, Oregon Health Authority Health Systems Division, Oregon Department of Human Services Background Check Unit, the Oregon Home Care Commission, or to a participant of the independent choices program, as defined in OAR 411-030-0100.
- (w) Fails to complete a background check when requested by the Department;
- (x) Fails to complete training as required based on a previous Administrative Review of the homecare worker's provider enrollment number;
- (y) Fails to adhere to the hourly cap after warning has been issued by the Department; or
- (z) Knowingly engages in activities that may result in exposure of an individual to the Coronavirus (COVID-19) or other communicable diseases



## Local offices termination notices have been updated.

- 0631i – This notice is used to inactivate a HCW provider number when they are not actively working but being investigated by Adult Protective Services and imminent danger exists.
- 0631i\_v0.01- This notice can be used the following ways:
  - -When a HCW verbally resigns;
  - -When a HCW has failed to sign a new provider enrolment application and agreement;
  - -When a HCW has failed to complete the background check process.
- 0613c- This notice is used to notify a HCW that they have been terminated by the background check unit for criminal history.
- 0631d- This notice is used to deny initial HCW applications.

2680- The termination referral has been updated with new rules.

When this referral is sent to central office, the local office sends a copy to the HCW.





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## Central office now has three types of notices to issue a HCW.

- Notice of Proposed Denial of Renewal Enrollment Number
- Notice of Proposed Termination of Homecare Worker Provider Enrollment
- Notice of Immediate Suspension of Homecare Worker Provider Enrollment

## Due Process has been changed to align with the Administrative Procedures Act (APA).

- If a HCW is issued a termination notice of proposed denial of Renewal Enrollment Number or termination of Homecare Worker Provider Enrollment, they now have 60 days to continue working before the provider number will be terminated. If they request a hearing within those 60 days, they will be allowed to work pending a final order from an administrative law judge. This means that if the HCW is working while a contested case hearing is pending, the local office continues to authorize hours, if needed.
- If a HCW is issued an immediate suspension of HCW notice, the HCW will be suspended immediately and cannot work. They will have 90 days to request a hearing. The provider number remains terminated pending the outcome of the hearing. This means if the HCW is working, the local office stops all authorized hours.



# Electronic Visit Verification (EVV) Compliance

With the new rules we were able to add the following about Electronic Visit Verification compliance rules:

411-031-0020(21) “Electronic Visit Verification (EVV)” means an interface that records the homecare worker’s start time, end time, and geolocation for a service delivered by a homecare worker in real time.

411-031-0040(10) FISCAL ACCOUNTABILITY

(a) DIRECT SERVICE PAYMENTS. The Department makes payment to a homecare worker on behalf of a consumer-employer for all in-home services. The payment is considered full payment for the services rendered. A homecare worker must not demand nor receive additional payment for any services from a consumer-employer or any other source. Additional payment to homecare workers for the same services covered by the Department is prohibited. Homecare workers will use Electronic Visit Verification (EVV) through the Oregon Provider Time Capture Direct Care Innovations (OR PTC DCI) system for real time recording of hours and tasks provided to a consumer-employer during the workday, workweek and service periods.



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(b) **TIMELY SUBMISSION OF CLAIMS.** In accordance with federal Medicaid regulations and the Collective Bargaining Agreement, all claims for services must be submitted within 365 days from the first date of service listed on the claim. All claims must be compliant with EVV for real time recording of hours worked during the workday, workweek and service periods.

(c) A timely submission of a claim is one that is EVV compliant through these three methods:

(A) OR PTC DCI Mobile Application

(B) OR PTC DCI Landline

(C) OR PTC DCI FOB (fixed object)

(d) If a homecare worker needs to edit a time entry after it has been entered, the time entry is no longer considered EVV compliant.

(e) Entering time into the OR PTC DCI web portal, without a FOB token/code is not considered EVV compliant.

---

**411-031-0050 (3)(c)** Demonstrates a lack of the skills, knowledge, and ability to adequately or safely perform the required work which includes the inability to comply with Electronic Visit Verification through the Oregon Provider Time Capture Direct Care Innovations system in OAR 411-031-0040(10)(b) and (c);



# So how do we start to enforce EVV compliance?

1. PTC team is going to do a survey to those HCW's who are not in compliance to find out why they are not complaint.
2. We are waiting for CMS to let us know how we are doing with compliance and what compliance should look like.
3. We will be working with the Union once we know 'why' HCW's are not complaint and 'what' CMS wants as to compliance (numbers/stats/etc).
4. Prior to taking any action on HCW provider numbers, we must work in collaboration with the Union so we can do mass communications to HCW's as to how compliance will work as well as how termination notices will start to be implemented.

- 
5. We will be holding HCW's accountable, but we do have to do this in a systematic way.
  6. We would like local offices to work with HCW's when they are not complaint, find out what the barrier is, work with solutions to overcome those barriers. For example: offer a FOB to the consumer.

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# APD Mainframe Business Analysts (who are we and what do we do?)

- When you call/email/chat with the helpdesk about an APD Mainframe related issue it gets routed to us.
  - 512's, SELG screens, CEP (Vouchers), JV (JVEM), Home Care Worker changes that are not in PTC (PRV8/SPVF or Oregon Access)
- We facilitate and test changes to the systems we are in charge of.



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## How to Contact us?

- If you are having trouble with one of these systems contact us/the service desk immediately. Only contact us one way.
  - If urgent send an email to [mainframe.businessanalysts@odhsoha.oregon.gov](mailto:mainframe.businessanalysts@odhsoha.oregon.gov)
  - Email the service desk [ois.servicedesk@odhsoha.oregon.gov](mailto:ois.servicedesk@odhsoha.oregon.gov)
  - Call, Service Desk online or Service Desk Chat





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# How to get help fast?

(include the following if possible so we can respond as fast as possible)

- Send all relevant information (omit anything that isn't applicable)
  - Prime Number
  - Provider Number
  - What screen are you in (be specific: HATH, AATH, Adding a provider in Oregon Access)
  - What action/task are you trying to accomplish
  - Dates
  - Exact error message you are receiving
  - Bonus Points: Include a screen shot!



# STIQ

- Vouchers (unpaid/30 status) vouchers will be removed from the screen in real time once the voucher is put into 35 status

STIQ											
Vouchers To Be Processed											
Br	Uchr	UchrDt	MM/DD/CCYY	Prime	Prv	03/16/2023					
Display	Adjustments?	Y/N	N	Selection Code: T=Time Entry S=CEP Screen							
Voucher	Serv	Begin	Serv	End	Prime	Provider	Branch	Last	UPDT	UPDT	ID
23121756	03/12/2023	03/25/2023						2023-03-15	HSJNW00		
23126344	03/02/2023	03/11/2023						2023-03-10	HSTMG05		
23110447	03/01/2023	03/11/2023						2023-03-15	HSTMG05		
23106014	02/27/2023	03/11/2023						2023-03-13	HSAAC03		
23152153	02/26/2023	03/11/2023						2023-03-16	HSSMS17		
23130269	02/26/2023	03/11/2023						2023-03-15	HSNAF03		
23128240	02/26/2023	03/11/2023						2023-03-09	HSAAC03		
23127883	02/26/2023	03/11/2023						2023-03-16	HSSJN00		
23127743	02/26/2023	03/11/2023						2023-03-09	HSTMG05		
23127606	02/26/2023	03/11/2023						2023-03-09	HSTMG05		
23127136	02/26/2023	02/28/2023						2023-03-10	HSVDH00		
23127099	02/26/2023	03/11/2023						2023-03-09	HSTMG05		
23127058	02/26/2023	03/11/2023						2023-03-16	HSBNG00		
23126988	02/26/2023	03/11/2023						2023-03-13	HSAAC03		
23126933	02/26/2023	03/11/2023						2023-03-16	HSSJN00		
23126931	02/26/2023	03/11/2023						2023-03-16	HSSJN00		
23126800	02/26/2023	03/11/2023						2023-03-13	HSAAC03		
23126488	02/26/2023	03/11/2023						2023-03-10	HSVDH00		
F8 FOR MORE 0018 02/14/2022 - 03/16/2023											
F3=Exit F5=Refresh F7=Prev F8=Next											
TOTAL 0425									PAGE 0001		

# STIQ

## Adjustment Screen

- Paid vouchers (36 status, seen when the “Display Adjustments” is “Y”) will only be removed once adjustment cycle is completed (overnight to a 46 or 47) OR Mainframe BA’s are contacted to remove it.

STIQ	Vouchers To Be Processed						03/07/2023	
Br	Uchr	UchrDt	MM/DD/CCYY	Prime	Prv			
Display	Adjustments?	Y/N	Y	Selection Code: T=Time Entry S=CEP			Screen	
Voucher	Serv Begin	Serv End	Prime	Provider	Branch	Last UPDT	UPDT ID	
22644697	11/20/2022	12/03/2022				2022-12-29	HSMDR02	
22550773	10/23/2022	11/05/2022				2022-11-29	HSMDR02	
22547145	10/23/2022	11/05/2022				2022-12-01	HSMDR02	
22486050	09/11/2022	09/24/2022				2022-10-21	HSCLH09	
22424337	08/14/2022	08/27/2022				2022-09-14	HSCLH09	
22424154	08/14/2022	08/27/2022				2022-09-14	HSCLH09	
22424061	08/14/2022	08/27/2022				2022-09-14	HSCLH09	
22423712	08/14/2022	08/27/2022				2022-09-14	HSCLH09	
22423560	08/14/2022	08/27/2022				2022-09-21	HSHSV00	
22423356	08/14/2022	08/27/2022				2022-09-14	HSHSV00	
22422832	08/14/2022	08/27/2022				2022-09-14	HSHSV00	
22416391	08/14/2022	08/27/2022				2022-09-14	HSHSV00	
22413144	08/14/2022	08/27/2022				2022-09-14	HSHSV00	
22390597	07/31/2022	08/13/2022				2022-10-21	HSCLH09	
22431650	07/03/2022	07/16/2022				2022-10-07	HSJLS25	
22209412	04/24/2022	05/07/2022				2022-09-15	HSLC000	
22204292	04/24/2022	05/07/2022				2022-08-24	HSCLH09	
22157395	03/27/2022	04/09/2022				2022-04-26	HSHSV00	
F8	FOR MORE	0018	02/05/2022 - 03/07/2023	TOTAL			0021	PAGE 001
F3	=Exit	F5	=Refresh	F7	=Prev	F8	=Next	





# SVCH

- Alternate: SJH1850U-B Report (Suspended Vouchers Bypassed due to Errors)
- Searchable by Branch or Provider number

**SVCH** Suspense Vouchers 03/16/2023  
Branch  Prov  Page 0001

DEL	PRIME	PROV	BR	SERU	BEGIN	SERU	END	SUSPENSE	REASON
-				06/21/2020	07/04/2020	A84		NO SUC CAT FOUND FOR SERU	
-				06/21/2020	07/04/2020	018		invalid provider type for	
-				06/21/2020	07/04/2020	A84		NO SUC CAT FOUND FOR SERU	
-				07/05/2020	07/18/2020	018		invalid provider type for	
-				07/05/2020	07/18/2020	A64		AUTH DENIED, CLIENT INELIG	
-				07/05/2020	07/18/2020	A84		NO SUC CAT FOUND FOR SERU	
-				07/19/2020	08/01/2020	JH017		This provider is no long	
-				07/19/2020	08/01/2020	A64		AUTH DENIED, CLIENT INELIG	
-				07/19/2020	08/01/2020	A84		NO SUC CAT FOUND FOR SERU	
-				07/19/2020	08/01/2020	A84		NO SUC CAT FOUND FOR SERU	
-				07/19/2020	08/01/2020	A84		NO SUC CAT FOUND FOR SERU	
-				07/19/2020	08/01/2020	JH017		This provider is no long	
-				08/02/2020	08/15/2020	JH017		This provider is no long	
-				08/02/2020	08/15/2020	A84		NO SUC CAT FOUND FOR SERU	
-				08/02/2020	08/15/2020	018		invalid provider type for	
-				08/02/2020	08/15/2020	A64		AUTH DENIED, CLIENT INELIG	

F8 FOR MORE  
F3=Exit F5=Refresh F7=Prev F8=Next

---

# Common Errors on Authorization (HATH, OATH, AATH)

- 013 Service Hours Exceed Allowed Hours
- 008 Recipient not on File
- P41 Invalid Wkr ID
- 006 Provider ineligible on date of serv
- 007 Vchr period has a break Svc ELIG/Catg period
- Incorrect Rates

---

## Errors on the Payment screens (HPAY, OPAY, APAY)

- Date of Death Entered somewhere (by accident or during the voucher period)
- Date related (end date is in the future)
- Incorrect rate

---

# Time Entry screen (STIM)

## Common Errors

- P285 ADL Time entered is more than Auth
- P303 Day entered invalid – in the future
- P288 Miles entered is more than Auth



# SW4I and SW4U

```

SW4U      123456      W4-Provider Tax Withholding Update      03/15/2023
ACTION:   PRIME:      NAME NOT FOUND
ProvType: 73-737 HomeCare Worker
ProvID 123456 MMIS-ID: 500687575 Union-ID: UI10234893 TaxID: 254-05-3333 (SSN)
Prov Name: Sample Name, IndividualNa TaxName: Sample Name, IndividualNa
ProvAddr: 123 Summer St SE      North Bend      OR 97459
Fica Ded: 1      Payment Method: DEP (CHK/DEP)
(1=Withhold FICA 2=No FICA Include on 1099 4=No FICA -exclude from 1099)

** FEDERAL **      New W4 Received:   |      ** State **      New W4 Received:
FED Filing Status: SGL (SGL,MRJ,HOH) |      State Filing Status: SGL (SGL,MRJ,MRS)
Step2 Checkbox Y/N: N                |      Number of Allowance: 000
Step3 Clm Dependent: 00000 00        |      Additional Withheld: 00000 00 ($$$ cc)
Step4a Oth Income: 00000 00          |      State Tax WTH EXMPT CD:  YR: 0000
Step4b Deductions: 00000 00         |
Step4c Extra Wthhold: 00000 00      |
Non Resident Alien: N                |
Tax WTH Exmpt: N      YR: 0000      |
IRS Restrict Date:                   |      OR Restrict Date:
PRIME NUMBER:                         |

Last Chg: 2022-01-15 15.41.04 HSPME00
MSG:
F1=Help      F3=Exit                                     F12=SPVM
    
```



# W-4's (SW4I and SW4U) Training Video

- ☐ <https://dhsoha.sharepoint.com/teams/Hub-ODHS-APD-Staff-Tools/APD%20Case%20Management%20Library/Forms/AllItems.aspx?groupBy=Section&id=/teams/Hub-ODHS-APD-Staff-Tools/APD%20Case%20Management%20Library/2020-01-02%2014.39%20W4%20Presentation.mp4&parent=/teams/Hub-ODHS-APD-Staff-Tools/APD%20Case%20Management%20Library>





---

# OPI to APD/XIX transition

## What to do when it doesn't go according to plan

- If the service assessment changes from OPI to APD (or APD to OPI) you will see the error message “H7 Process voucher thru HATH screen” on the OATH screen and “H7 Process voucher thru OATH screen” on the HATH screen.
  - Contact us ASAP (email or service desk). A screen shot of the vouchers (and any additional vouchers) will help us
  - Once we create the voucher we may send you the voucher number to pay as normal.

# Branch Numbers!

## The voucher is in the wrong branch

- Consumers can have their financial/medical eligibility determined out of a different branch than their service case is managed out of.
- HINV shows the ONE branch,

```
HINU R In-home Service Claim Detail 03/20/2023
Upd 02/02/2023 RACF Wkr Id 999
Cre 01/04/2023 RACF Msg
Uch Nbr 23013095 Prcs Trans 36 Msg UCHR IN PAID STATUS-REGULAR
Uch Xref 00000000 Chk Date 23/02/11 Chk Nbr 45955156 RA Nbr 3054052

ICN 1023042218861 Pay Ref 00/00/00 Uch Adj N EOB 000
X Ref (ICN) 00000000000000 BR 1901 Prnt 5988 23/01/04 Mail Br N
Prim Id Prov Nbr
Recip Name Prov Name
Days Work Per wk Prov Addr
Svc Cat KPS Prov Str
Lst Work 00/00/00 Prov City/ST
Compl Zip 97381-0000

Authorized Adjudicated
Beg 23/01/15 End 23/01/28 Beg 23/01/15 End 23/01/28
Proc Desc Units Rate Total Units Rate Total
OC111 Hourly ADL/IADL 38.00 17.7700 $675.26 38.00 17.7700 $675.26
OT111 Mileage/Pub Trans 10.00 .5600 $5.60 10.00 .5600 $5.60

F3=EXIT F8=NXT F10=SUC F11=DTL F12=HINQ F21=AUTH F22=ADJ F23=PAY
1 Sess-1 127.0.0.1 HTCPWT9U $11/12
```



- The branch entered on the authorization screen (HATH, OATH, AATH) is the voucher. This is the one we send to PTC/DCI!

```

HATH 23013095          In-home Service Authorization          03/20/2023
Trans Typ 1           Upd Date 02/02/2023  Upd RACF
Uch Nmbr 23013095    Prcs Tran 36
Prim Id [REDACTED]   Recip [REDACTED]
Prov Nmbr [REDACTED]  Prov Name [REDACTED]          City/St SILVERTON, OR
Service Auth Beg 23/01/15  Auth End 23/01/28  Lst Work 00/00/00
Cat KPS Contact Br 1911  Auth Wkr 999  WOODBURN AGING - NWSDS
Hrly/Hrly Paid Leave (Y/N) Y  Spousal Pay (Y/N) N
Live-In (Y/N) N Days per wk:  Days work: Su  M  T  W  Th  F  S
Live-in - Leave (hours) 0  Reg Live-in Prov Nmbr
MHD/DD Pers Care Prov (Y/N) N  CIIS (Y/N) N  Behav Spt (Y/N) N
Mileage (Y/N) Y  Pub Trans Allowance (Y/N) N
Proc  Description  Units/Mil  Rate  Line Tot
OC111 Hourly ADL/IADL  38.00  17.7700  675.26
OT111 Mileage/Pub Trans  10.00  0.5600  5.60

Tot Svc Units  38.00  Auth Clm  680.86
Err Code:
Msg: 09 Stat code not valid for trans (36)

PF6=Get Date Range  PF10=SUDQ
  
```



---

# Questions??

- If you have questions after today please contact the Mainframe Business Analyst Box  
[mainframe.businessanalysts@odhsoha.oregon.gov](mailto:mainframe.businessanalysts@odhsoha.oregon.gov)



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# APD Provider Relations Unit

## Updates and Important Information





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# Updates and Reminders

- Payment adjustments
- Adjustment Spreadsheet
- Completing and keeping I-9s



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# Payment Adjustments

Underpayment = the provider was not paid enough

Overpayment = the provider was paid too much

Late payment = the provider was not paid on time

## Tips:

- Send to the correct email: [Apd.ceppayments@odhsoha.oregon.gov](mailto:Apd.ceppayments@odhsoha.oregon.gov)
- Check to see if an adjustment has already been paid before requesting it again
- Check the STIM screen to make sure it's correct
- Send totals that need to be paid, not individual punches
- When in doubt, reach out!



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# Adjustment Spreadsheet

- Go to Rules and Tools on the APD Staff Tools site and select “CEP Underpayment/Overpayment Request Spreadsheet.”
- <http://www.dhs.state.or.us/spd/tools/cm/provovp/Underpayment%20Request%20Spreadsheet%20V4.27.22.xlsx>

---

# Adjustment Spreadsheet

Select a reason for the adjustment. Do not leave the field blank:

- Data entry error – Provider
- Data entry error – Staff
- Historical time entry for prior pay period
- More hours claimed than authorized
- More hours worked due to an emergency
- No mileage reimbursement
- Rate adjustment
- Service plan late or missing

---

# Adjustment Spreadsheet

Examples of data entry error – Provider

- Transposing FOB numbers
- Entered wrong time for historical entry
- Made a mistake on an entry and it went through auto-approval.

Examples of data entry error – Staff

- Entered information in STIM incorrectly
- Entered information under wrong voucher or consumer
- Payroll batch issue

---

# Employment Eligibility Verification (I-9)

- Required for all HCWs
- Must be kept:
  - The entire time an HCW is active
  - One year after they are no longer enrolled
- Make sure to scan **all** pages into EDMS (front and back if double-sided)
- We are subject to civil penalties by not having or being able to provide an I-9 during audit
- [APD-IM-19-062](#) How to fill out an I-9 Form for HCWs
- [Handbook for Employers \(M-274\)](#)



# **Oregon Provider Time Capture CEP Summit 2023**

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# OHCC Customer Relations Unit

[OHCC.CustomerRelations@odhs.oregon.gov](mailto:OHCC.CustomerRelations@odhs.oregon.gov)

## Requests by type

- [ADA: Services](#)
- [ADA: Employer](#)
- [ADA: Mask Exemption](#)
- [BOLI](#)
- [COVID/PPE](#)
- [Difficulty of Care](#)
- [Discrimination](#)
- [OHCC Certifications](#)
- [OregonSaves](#)
- [Parking Reimbursement](#)
- [Payment Complaint](#)
- [Worker Safety](#)
- [Workers' Compensation](#)
- [Other services/questions](#)

Online Services are accessible 24 hours a day:

[Customer Relations Requests](#)

This service is compatible with all smart devices and computers.



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## Communications with Customer Relations Unit:

OHCC is responsible for responding to all emails and communication within a two business day time frame.

For investigating and processing all payment requests and other concerns we may require further information from the local office.

If the local office receives an email from OHCC/CRU, we are in need of further information , and will need a response within the same time frame, even if that means requesting for more time.

*NOTE: Emails can be from one of the following:*

- [OHCC.CustomerRelations@odhs.oregon.gov](mailto:OHCC.CustomerRelations@odhs.oregon.gov)
- [OHCC.UnionPayIssues@odhs.oregon.gov](mailto:OHCC.UnionPayIssues@odhs.oregon.gov)



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# The Collective Bargaining Agreement

The OHCC serves as the “employer of record” for bargaining purposes only for providers: HCWs, PCAs, and PSWs.

The Collective Bargaining Agreement (CBA) is between the ODHS-APD-OHCC (Employer) and the Union (SEIU).

The current CBA is thru June 30th 2023.

Bargaining started this month for the next biennium.



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# Timely and Accurate Pay

Providers must receive timely and accurate pay for service hours worked.

The State must pay fees when a Provider is paid late or incorrectly because of an agency error.

A properly completed payable time submission is one that:

- ✓ Has been completed and submitted through OR PTC DCI; **and**
- ✓ Has approved hours that does not exceed the authorized hours.

If the provider works additional hours due to an emergency they are required to notify the Case Manager entity within two business days.



# Late Pay Payment Fees/Late Pay Penalty fees

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If a Provider believes they did not receive timely or accurate payment, they should immediately contact the:

**Member Assistance Center**

Phone (503) 503-SEIU (7348)

Email: [homecare@seiu503.org](mailto:homecare@seiu503.org) Website: [www.carewellseiu503.org](http://www.carewellseiu503.org)

If CRU receives notification from Union or provider of a potential late or incorrect payment, we then will begin the verification process and review for any late pay penalty fees.

In instances where the State has issued a late payment, the State shall compensate the affected Provider a penalty payment of \$20.00 per calendar day ending on the actual date processing had occurred.

---

## Examples:

HCW was to receive pay for the period of the first of the month but did not receive check till 7th of the month:

**7 days late x 20.00 a day = 140.00 late pay penalty fee**

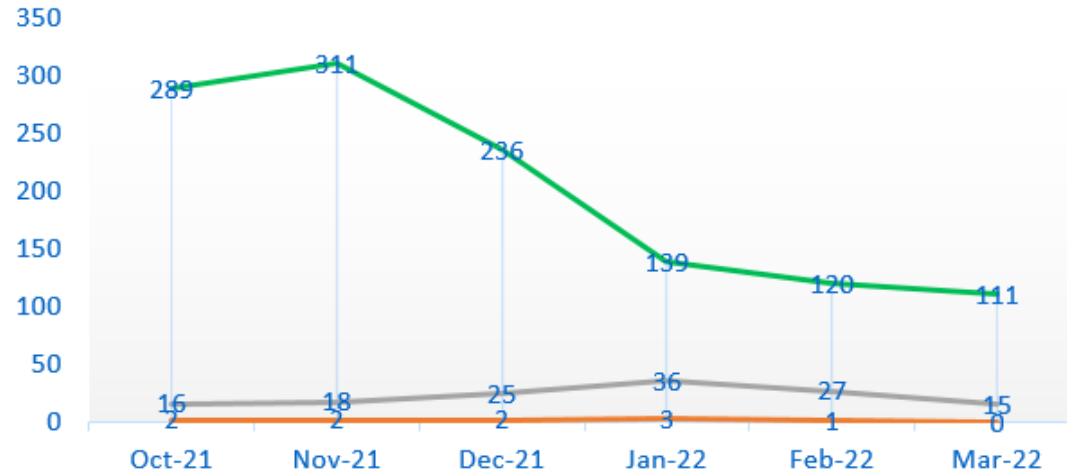
HCW was to receive Enhanced Care pay (+1.00 more an hr.) error was for a one pay period in January. Correction was not paid till March 1st:

*Possible* **60 days late x 20.00 a day = 1200.00 late partial pay penalty fee**

# History of pay issues

10/2021 - 03/22

## Provider Pay Issues

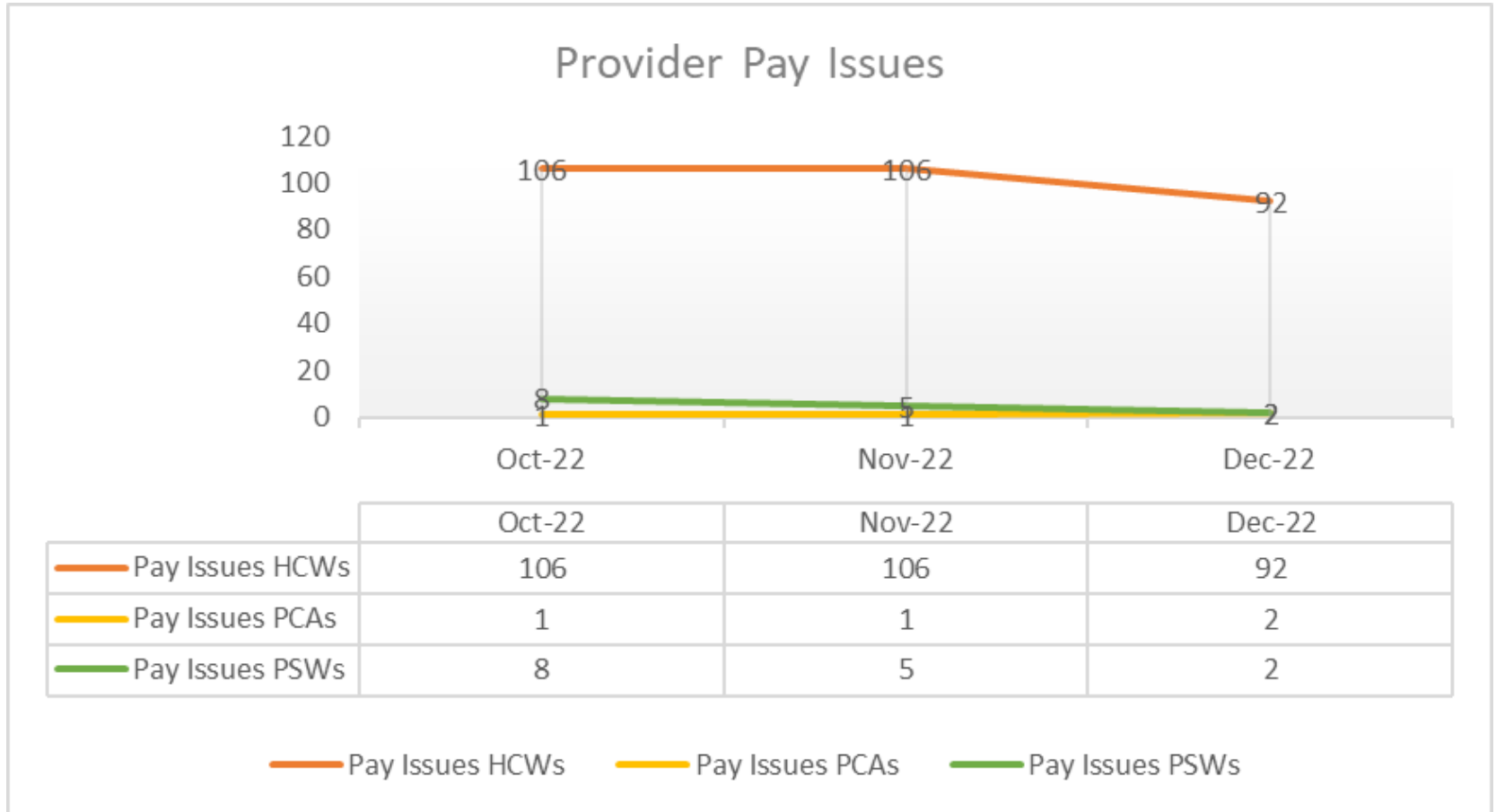


	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Pay Issues HCWs	289	311	236	139	120	111
Pay Issues PCAs	2	2	2	3	1	0
Pay Issues PSWs	16	18	25	36	27	15

— Pay Issues HCWs   
 — Pay Issues PCAs   
 — Pay Issues PSWs



# October 2022 – December 2022



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# Parking Reimbursement

The OHCC reimburses Providers for parking costs incurred when access to free parking is unavailable in the community surrounding the consumer's home or activities.

Providers submit receipts including the amount paid on the date work was performed and Consumer Employer info. Once CRU completes the verification process and provides notification of approval or denial.

CRU receives on avg 5 reimbursements a month.





## Verification of Employments for Providers

OHCC processes VOEs requests:

- For all HCWs and PCAs  
Statewide.

PSW VOEs are sent to PPL  
(Public Partnerships, LLC)

OHCC receives an average of 30  
VOEs request each week.

Response time: 1- 2 business days



March 2023

Re: Home Care Worker

To whom it may concern,

The relationship between the provider and the consumer is that of employee and employer respectively. The terms of the employment relationship are the responsibility of the consumer-employer to establish at the time of hire. These terms of employment include dismissals or resignation notice, work scheduling, and absence reporting as well as any sleeping arrangements or meals provided for hourly employees. HIPPA law prevents us from disclosing information about the consumer - employer. The State of Oregon is not the employer, and the Oregon Home Care Commission is the employer of record for collective bargaining purposes only, according to Oregon Revised Statute 410.612.

All Paid-Time-Off is handled by SEIU Supplemental & Benefits trust. For more information please contact 844-507-7554.

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## Providers with Tax Exemptions

It is the provider's responsibility to ensure all exemptions are up to date and accurate for the current year.

- At the Federal **and** State level, a W-4 with an exemption in place is valid until February 15<sup>th</sup> of the following year.
- A new W-4 needs to be completed – only if they claim exempt or exemptions change.
- If a new W-4 is not received, the previous W-4 expires on February 16<sup>th</sup>.

When updating one Exemption (State or Federal) providers are **Required** to update the other.

# Difficulty of Care

[OHCC.CustomerRelations@odhs.oregon.gov](mailto:OHCC.CustomerRelations@odhs.oregon.gov)

Types of Difficulty of Care Requests that Customer Relations is able to verify are:

- Home Care Attendants (HCWs)
- Personal Care Attendants (PCAs)

For this tax season, we have received 13 requests in total.

*Note: For Personal Support Worker's (PSWs) the Customer Relations Unit will forward all requests to Public Partnerships, LLC (PPL)*

OHCC does not consult regarding tax purposes.

The screenshot shows a web form for 'OHCC Customer Relations Request'. The form has a blue header with the Oregon Home Care Commission logo and the title. Below the header, there is a section for 'Contact Information' with a required field for '1. Name (First, Middle Initial)' and a text input area. A second, smaller screenshot is overlaid on the bottom right, showing the 'Request Type' section with radio button options: 'Americans with Disabilities Act (ADA) claim', 'Bureau of Labor & Industries (BOLI) claim', 'COVID Personal Protective Equipment (PPE) request', 'Difficulty of Care request' (which is selected), and 'Discrimination claim'.



Contacts for the Customer Relations Unit:

[OHCC.CustomerRelations@odhsoha.oregon.gov](mailto:OHCC.CustomerRelations@odhsoha.oregon.gov)

[J.Jay@odhs.oregon.gov](mailto:J.Jay@odhs.oregon.gov)

[Abdirizak.Ahmed@odhs.oregon.gov](mailto:Abdirizak.Ahmed@odhs.oregon.gov)

[Miguel.Cordova@odhs.oregon.gov](mailto:Miguel.Cordova@odhs.oregon.gov)

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Thank you!

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# PTC Staff Tools Resources

The PTC Staff Tools is a one-stop shop for all PTC resources.



Here are some of the most helpful resources on PTC Staff Tools:

- PTC Quarterly Recaps
- PTC Priority Topics for Staff
- All PTC-Related Transmittals



- [PTC.Oregon.gov](https://www.ptc.oregon.gov)
  - [Staff Learning Materials Catalog](#)
  - [Staff Resources Quick Reference Guide](#)



# PTC Staff Tools

## Frequently Used Transmittals

- [Employee Service Account End Date Punch Entry Error in OR PTC DCI](#)
- [Relinking Consumers and Providers in OR PTC DCI](#)
- [When a Consumer Passes Away - OR PTC DCI](#)
- [When a Consumer Changes Programs](#)
- [Do's and Don'ts in OR PTC DCI](#)
- [Changes to Underpayment Request Spreadsheet](#)
- [Branch Transfers when OPI Consumers Apply for Title XIX Services](#)
- [Unlinking Consumers and Providers in OR PTC DCI](#)



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# Provider Time Capture (PTC)

## 546N/531 and 546SF Helpful Links

[1.1.3 Provider Switches During Pay Period-Temporarily](#)

[1.1.2 Provider Switches During Pay Period-Permanently](#)

[1.1.4 Change in Authorizations](#)

[1.2.1 Add a New Provider](#)

[1.3.1 Add a New Consumer](#)

[3.3.0 Consumer Passes Away](#)

[New link to Business Process 2.6.2 End Authorization, Expiration, Terminations of Provider](#)

[1.3.3 Consumer Transfers to a New Branch or Program](#)

[APD-IM-22-075-When a Consumer Changes Program](#)

[APD-IM-22-021 Unlinking Consumers and Providers in OR PTC DCI](#)

[APD-IM-23-006 When a Consumer Passes Away - OR PTC DCI](#)

[APD-IM-22-049 Relinking Consumers and Providers in OR PTC DCI](#)

*(NOTE: Consumers and providers who stop working together and then start working together again, must be relinked. Relinking is a quick process for the PTC team to complete.)*

\*\* Please check [the AAA/APD Staff materials page of PTC.Oregon.gov](#) for the most up-to-date links to business processes and learning materials.\*\*





# Support Resources

❖ Email: [PTC.Support@odhsoha.oregon.gov](mailto:PTC.Support@odhsoha.oregon.gov)



Questions

- » Unlinking & Relinking Consumers & Providers
- » Service Account end dates



Technical Issues

❖ “PTC Fun Time” (Teams Channel)

- Statewide chat to support and answer questions, only for state offices



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# Questions and Answers

