

Mainframe Changes for Provider Time Capture Phase 2A

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ONGO

The process to create a voucher and ONGO record has not changed.

To review and/or make changes to the ONGO screen:

ONGO,prime#,provider#

Any hours or mileage changes to a future authorization should be updated in this screen. It is also important to change the branch number if it is incorrect or when a case is transferred to your branch. For branch transfers, please contact PTC Support to ensure the client gets transferred in PTC.

UATH: Update Authorization Screen

Vouchers issued through HATH, OATH and MATH can be edited through UATH. Changes made in UATH come through to PTC in real time unless there is a UATH error. Always check for UATH errors to ensure the changes are being saved. See below for more information on UATH errors.

```

UATH 12345678 UPDATE AUTHORIZATION SCREEN 09/20/2024
Trans Typ C Upd Date 01/13/2022 Upd RACF HSABC00 ODHS, Worker
Vch Nbr 12345678 Prcs Tran 36
Prime ID XXX9999X Recip Geller, Monica
Prov Nbr 777777 Prov Name Green, Emma
Service Cat APD

Branch Code: 0112 Service Auth Beg: 24/07/29 Auth End: 24/08/01

Proc Description Units/Mil Rate Line Tot
OC111 Hourly ADL/IADL 70.00 15.7700 1,103.90
OT111 Mileage/Pub Trans 002.00 0.5600 11.20

Total Svc Units 70.00 Mileage/Pub Trans 100 Auth Clm 1,159.90

Err Code:
Msg:

F3=Exit PF6=Get Date Range PF=SAVE F11=STSS F12=HINQ

```

Editable fields when voucher is in Authorized status (Prcs Tran 30):

- “Service Auth Beg”: can only be moved forward.
- The “Auth End”: can only be within the pay period
 - To change both the begin and end date, they must be moved in two separate transactions.
- Number of hours can be increased or decreased (cannot be decreased to a number lower than what has already been claimed in PTC)
 - Number of miles can be increased, decreased, or added. Note: If adding mileage is an ongoing change, you will need to close the ONGO and create a new ONGO with the mileage.
- Branch code can be edited but must match the branch displayed on the SELG screen.

Editable fields when voucher is in Paid status (Prcs Tran 36) or Adjusted status (Prcs Tran 46):

- The “Auth End”: can only be within the pay period
- Number of hours can be increased or decreased (cannot be decreased to a number lower than what has already been claimed in PTC)
 - Number of miles can be increased, decreased, or added. Note: If adding mileage is an ongoing change, you will need to close the ONGO and create a new ONGO with the mileage.
- Branch code can be edited but must match the branch displayed on the SELG screen.

Voucher statuses that cannot be edited:

- Vouchers in Voided status (Prcs Tran 10)
- Voided (Canceled Entries exist) Status (Prcs Tran 17)
- Voucher Adjustment Zero Paid status (Prcs Tran 47)
- Voucher in Ready to Pay status (Prcs Tran 35)

- Adjustment Approved to Pay status (PrCs Tran 45)

A voucher in 35 status must be moved to 30 status to be edited. Follow these steps to put the voucher into 30 status:

1. Navigate to HPAY/OPAY/MPAY
2. Type the voucher number
3. Tab to Trans Type
4. Enter "E" for Erase
5. Press Enter
6. Change "Erase Cancel Payment" to a "Y" for Yes
7. Press Enter

You can add miles using UATH, but you cannot remove miles using UATH. Here are two ways to remove mileage from the voucher and ONGO:

1. If the voucher is for a current pay period, edit the current auth down to 1 mile using the UATH screen, end the ONGO, and restart the ONGO without miles.
2. If the voucher is for a future pay period, you can void the voucher, end the ONGO, and then create a new voucher that does not include miles and restart the ONGO.

UATH Errors

Here are some possible errors that may occur when attempting to edit a voucher:

UATH error	What causes the error	How to resolve
"The requested pay rate update overlaps with an existing pay rate."	The pay rate recently changed, but the update has not yet come through to the PTC service accounts.	Email the PTC Support team requesting to update the pay rate. Include the consumer and provider information and the pay period.
"Branch must match service eligibility."	The service eligibility branch has changed, but the change is not reflected on the voucher.	The branch must match the service branch indicated on the SELG screen. SELG is updated based on the service plan in Oregon ACCESS.
"The requested start/end date overlaps with Auth ID [xxx]."	Changing the start or end date to a date that overlaps with an existing authorization in PTC.	You must check for overlapping dates.

"Entries exist prior to requested start date."	Changing the start date to a later date and entries exist before the new start date (that have not been rejected or canceled).	Cancel entries in OR PTC DCI before completing the edit in UATH.
"Entries exist after the requested end date."	Changing the end date where there are entries in PTC that exist after the end date.	Cancel entries in PTC before completing the edit in UATH.
"End date cannot be before start date."	Changing the end date to a date before the begin date.	The system will not allow the end date to be before the start date.
"Claimed hours/miles exceed requested initial balance."	Decreasing the hours to an amount smaller than what has been claimed in OR PTC DCI.	Cancel or edit entries in OR PTC DCI.
"VCHR before PTC Phase 2. Must adjust through PRU."	Either: 1) The needed profiles/accounts have not been created in PTC yet or the authorization is not in PTC yet, or 2) the voucher in Mainframe does not match the PTC authorization.	1) You must wait until the needed profiles/accounts/authorizations are created in PTC before the voucher can be edited. 2) If there is a mismatch between PTC and Mainframe, please reach out to the PTC Support Team.
"Content length zero returned processing PTC request"	This error is related to a connectivity issue between PTC and the mainframe. This may come up intermittently.	Try the edit again in a few minutes.
"Error retrieving ELG from IE" or "Recipient not on file"	These errors are related to connectivity with the ONE system.	Try the edit again in a few minutes.

The following errors will not be in the UATH screen, but will occur in either the HATH, OATH, or MATH screen when attempting to void or create a voucher. These errors are associated with the PTC Phase 2A changes.

HATH/OATH/MATH error	What causes the error	How to resolve
-----------------------------	------------------------------	-----------------------

"Entries exist against this authorization."	Try to void a voucher in the mainframe that has pending, approved or processed entries in PTC.	Cancel the entries in OR PTC DCI.
"Cancelled entries exist in PTC, voucher voided 17 status."	Voiding a voucher after all entries were canceled on the authorization.	No action needed. Voucher will show as 17 status instead of 10 status.*
"Branch must match service eligibility."	The service eligibility branch does not match the voucher creation branch.	The branch must match the service branch indicated on the SELG screen. SELG is updated based on the service benefit in Oregon ACCESS. To create the voucher in the correct branch, use the SELG branch when creating the voucher. For example, HATH,Prime,Provider#,SELG Branch# If the SELG branch must be changed, the service benefit must be ended and then restarted in the correct branch.

*PTC does not see this as a rejected authorization since it had time against it, and it keeps it as an approved authorization. PTC will edit the end date to match the start date, reduce the initial balance, monthly max, weekly max, and daily max to 0.01 so the provider cannot claim time against it. **If a staff member reissues a voucher after a 17 status voucher, this will cause an overlap. If this happens, the staff member MUST email the PTC Support Team so actions can be taken in both OR PTC DCI and Mainframe so the reissued voucher can be added to PTC.**

STIM

The STIM screen in Mainframe is where all entries worked prior to the PTC Phase 2A Go-Live service period of July 28, 2024, must still be entered. Entries needing manual entry into STIM will be emailed in payroll batches by the PTC Support Team for up to one year after Go-Live. Entries worked on or after July 28, 2024 will be processed automatically.

STIM,voucher#

```

STIM Voucher: ICN: 000000000000 Svc Period: 04/28/2019 05/11/2019
Recipient Name: Recipient: Page 001
STA: 30 Provider Name: Provider#: Wkr
Authorized: ADL: 50.00 IADL: 0.00 24HR SUPP: 0.00 MILEAGE: 15
Miles Driven: 0015 Void PMT: N ADJ Time: N BR: 0313

```

Day	Time In	AM	Time Out	PM	Work Hrs
28	0800	A	1200	P	4.00
28	0100	A	0500	P	2.00

Key in the day, time in/time out, and AM/PM, or you can do a 7 for AM or an 8 for PM for each line as indicated on report.

Pressing F9 will save the work that has been completed. This feature may be utilized when it is expected that more time entries will be entered later, **however, claims that are only saved will not process for payment.** Time entries that have been saved in STIM but not finalized by updating the status to ready to pay can be viewed in the STIQ screen. The STIQ screen should be regularly checked and vouchers worked to ensure that all claims are entered and paid.

STIQ

STIQ Screen Search Parameters and Updates

The STIQ screen changes for PTC Phase 2A Go-Live took effect July 22, 2024, and display errors from PTC to be resolved as well as vouchers with time entered but not paid yet.

Search fields:

- Branch (Br)
- Voucher number (Vchr)
- Voucher date range (VchrDt) – Branch must also be entered, will display only vouchers from the pay period in the date range
- Prime number (Prime)
- Provider number (Prv)

When completing a search with multiple search results, STIQ will sort the vouchers by pay period. For example:

```

STIQ 10/04/2024
Br 2411 Vchr VchrDt MM/DD/CCYY Prime Prv
Display Adjustments? Y/N N Selection Code: T=Time Entry S=CEP Screen
Suspended? Y/N Y

```

Voucher	Serv Begin	Serv End	Prime	Provider	Branch	Hours	Prvs	Trans
24237530	05/08/2024	05/21/2024	xxx111x1	111111	2411	36		
24216282	04/10/2024	04/23/2024	yyy222y2	999999	2411	30		
24176900	04/10/2024	04/23/2024	zzz333z3	113113	2411	30		
24160097	03/27/2024	04/09/2024	xyx121xU	119119	2411	30		
24134420	03/13/2024	03/26/2024	xyz232y2	911911	2411	30		

Additional changes:

- By default, search results will display by branch and suspended vouchers.
- Search results will not include any adjustments that are in process.
- If adjustments need to be viewed, change the Adjustments? To “Y” and the Suspended? To “N”.
- Last UPDT and UPDT ID have been removed to add Hours and Prcs Trans

STIQ – Prior to PTC Phase 2A Go-Live Entries

If “Adjustments?” Is an “N” and “Suspended?” Is an “N” then vouchers displayed have time entered but are not in Ready to Pay status (Prcs Tran 35). To remove an entry from this list, pay the voucher or remove all time and void the voucher. The voucher will be removed when F5 is hit to refresh. Note: Post PTC 2A Go-Live vouchers will only display if there is a delay between receiving entries from PTC and pay processing.

```
STIQ                               Time Processing Inquiry Screen                               10/04/2024
Br 2411      Vchr _____ VchrDt MM/DD/CCYY      Prime _____ Prv _____
Display Adjustments? Y/N N      Selection Code: T=Time Entry      S=CEP Screen
Suspended? Y/N N

Voucher  Serv Begin  Serv End  Prime      Provider  Branch  Hours  Prcs
---  ---  ---  ---  ---  ---  ---  ---
24237530 05/08/2024 05/21/2024 xxx111x1 111111 2411 005.02 30
24216282 04/10/2024 04/23/2024 yyy222y2 999999 2411 100.10 30
24176900 04/10/2024 04/23/2024 zzz333z3 113113 2411 089.00 30
24160097 03/27/2024 04/09/2024 xyx121xU 119119 2411 009.98 30
```

Reminders for entries in STIM for hours worked before July 28, 2024:

- Save your work in STIM by pressing F9.
- Each voucher/authorization that is saved can be accessed on the STIQ screen.
- Typing ‘T’ next to the line item and pressing enter takes the user back to the STIM screen and allows the user to enter in more time.
- Typing “S” allows the user to update the status of the authorization/voucher on the payment screen (HPAY/MPAY/OPAY).
- Pressing F10 will enter into the final payment screen (HPAY, OPAY, or MPAY).

The hours and mileage from the STIM screen will pull into the final payment screen. Completing the process by following the screen prompts will put the claim in “ready to pay” status (status 35).

```

HPAY                               In-home Service Payment                               05/23/2019
Trans Type C                       Upd Date 05/23/2019 Upd RACF                               Not on file
Vch Num                             Prcs Trans 35 EOB

Prime #                               Prov Nmbr
Recip Name                           Prov Name
                                       Prov Str      PO BOX 343
                                       Prov City/ST SWEET HOME, OR
                                       Prov Zip      97386-0000

Forc Pay                               Authorized                               Adjudicated
Lst Work 00/00/00                     Beg 19/04/28 End 19/05/11 | Beg 19/04/28 End 19/05/11
Proc Desc                               Units Rate Total | Units Rate Total
OC111 Hourly ADL/IADL                 50.00 14.6500 $732.50 | 50.00 14.6500 $732.50
OT111 Mileage/Pub Tra                 15.00 .4850 $7.28 | 15.00 .4850 $7.28

```

This screen indicates that the payment is now in ready to pay status (35).

STIQ – After PTC Phase 2A Go-Live Entries

If the “Suspended?” field is “Y” vouchers will display that have time or mileage entry errors in PTC. These entry errors are only for service periods worked after Phase 2A Go-live.

```

STIQ                               Time Processing Inquiry Screen                               10/04/2024
Br 2411 Vchr _____ VchrDt MM/DD/CCYY Prime _____ Prv _____
Display Adjustments? Y/N N Selection Code: T=Time Entry S=CEP Screen
Suspended? Y/N Y

Voucher Serv Begin Serv End Prime Provider Branch Hours Prcs
--- 24237530 05/08/2024 05/21/2024 xxx111x1 111111 2411 36
--- 24216282 04/10/2024 04/23/2024 yyy222y2 999999 2411 30
--- 24176900 04/10/2024 04/23/2024 zzz333z3 113113 2411 30
--- 24160097 03/27/2024 04/09/2024 xyx121xU 119119 2411 30
--- 24134420 03/13/2024 03/26/2024 xyz232y2 911911 2411 30

```

To see the error type any character on the left of the entry and hit <ENTER>. The Time Entry Suspense Screen (STSS) will display the errors

```

STSS 24166539                               Time Entry Suspense Screen                               05/08/2024
Page 001
Recipient Name: I                               Recipient:                               Wkr: GD
Provider Name: P                               Provider#:                               BR: 2411
Svc Period: 03/24/2024 04/06/2024 Prcs Trans: 30
Authorized Hours: 43.00 Mileage: 20
Suspended Hours: 0.00 Mileage: 20

Day Time AM Time AM Work Error Error
In PM Out PM Hrs Code Msg
--- --- A --- A --- P350 MILES WITHOUT HOURS

```


The most common errors include:

P350 Miles Without Hours

- The local office staff member will need to cancel the mileage entries and ask the provider to resubmit their mileage and submit time entries in OR PTC DCI for the pay period.

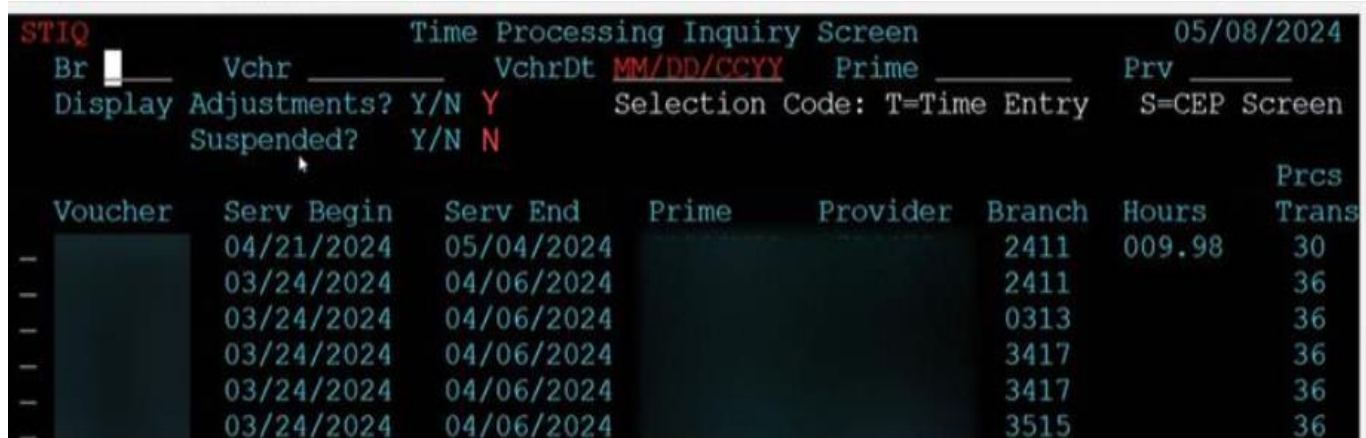
P351 Miles field has decimals/non-numeric

- The local office staff member must cancel all mileage entries in OR PTC DCI for that pay period. The local office staff member must then recreate one mileage entry that equals the total mileage claimed rounded up to the nearest whole number.
- See [APD-IM-24-027 Miles in Whole Numbers in OR PTC DCI](#) for more information.

Please see the [Mainframe STIQ Screen Error Chart](#) for an explanation of additional errors seen in STIQ.

STIQ – Adjustments

To see the vouchers that have been paid but have time added/edited or removed and have not been adjusted yet, type a “Y” in Adjustments? And a “N” in Suspended? After PTC 2A Go-Live, the most common adjustments will be overpayments.



The screenshot shows the STIQ Time Processing Inquiry Screen for 05/08/2024. The screen displays a list of vouchers with the following columns: Voucher, Serv Begin, Serv End, Prime, Provider, Branch, Hours, and Prcs Trans. The data is as follows:

Voucher	Serv Begin	Serv End	Prime	Provider	Branch	Hours	Prcs Trans
-	04/21/2024	05/04/2024			2411	009.98	30
-	03/24/2024	04/06/2024			2411		36
-	03/24/2024	04/06/2024			0313		36
-	03/24/2024	04/06/2024			3417		36
-	03/24/2024	04/06/2024			3417		36
-	03/24/2024	04/06/2024			3515		36

HPAY/OPAY/MPAY

Note: Local offices are still responsible for paying vouchers for service dates prior to July 28, 2024. For service dates on or after July 28, 2024, payments coming from PTC

will be handled automatically (for HPAY, OPAY and MPAY). APAY payments are not automated.

HPAY		In-home Service Payment			05/23/2019		
Trans Type C	Upd Date	05/23/2019	Upd RACF	Not on file			
Vch Nnbr	Prcls Trans	35 EOB					
Prime #	Prov Nnbr						
Recip Name	Prov Name						
	Prov Str	PO BOX 343					
	Prov City/ST	SWEET HOME, OR					
	Prov Zip	97386-0000					
Forc Pay	Authorized			Adjudicated			
Lst Work 00/00/00	Beg 19/04/28	End 19/05/11					
Proc Desc	Units	Rate	Total	Units	Rate	Total	
OC111 Hourly ADL/IADL	50.00	14.6500	\$732.50	50.00	14.6500	\$732.50	
OT111 Mileage/Pub Tra	15.00	.4850	\$7.28	15.00	.4850	\$7.28	

If a HCW resigns their provider number, the local office terminates the provider in OA and then on the payment screen there is a field on the lefthand side that says “Lst Work”. Enter the date the provider resigned their provider number and put the voucher into ready to pay (35 status) and the voucher will pay the next day. **This only applies to service dates before July 28, 2024. For service dates after July 28, 2024, the Lst Work field is not editable.** More information on provider terminations and the last day worked can be found here: [APD-IM-24-061](#).

Note on overpayments:

When you have an overpayment and need to edit the voucher (i.e., reducing the hours) in UATH, you will need to wait until after the overpayment is processed by PRU to make the UATH edit.

Once PRU receives the overpayment request, they typically process it within one or two business days. When you get confirmation the overpayment adjustment has been processed, there will be the “46” record and you can update this voucher via UATH to reduce the hours.

As a backup method of checking for overpayments, staff will be able to use the overpayment report (SJH0303U-A -- Overpayment Voucher Report) in CA view. This report is only for entries worked on or after the 7/28/24 pay period. To access CA view, sign into Mainframe and navigate to the VWHR screen. From CA view, enter a report name or * for all reports and select from R (Report). You can then narrow down the timeframe by entering dates in the Selection By Date fields. See the [CA View Reports guide](#) for more information.