

PTC Quarterly Recap:

2022 Quarter Two

Below is the PTC Quarterly Recap for the second quarter of 2022. The PTC Team has created a quarterly recap to summarize key information and transmittals from the last three months. Each recap will be short and to the point, so please take a few minutes to read it and, if any of the following summaries sound unfamiliar, follow the link to read more. Our goal is to ensure everyone is informed and following the newest guidance. All current and past Quarterly Recaps are posted on the Provider Time Capture Staff Tools Page. If you have follow-up questions, email us at PTC.Support@odhsoha.oregon.gov.

If you do not use OR PTC DCI, please disregard this email.

[APD-IM-22-062](#) Provider Time Capture (PTC) – Do’s and Don’ts in OR PTC DCI

Issue date: 7/11/22

- This transmittal outlines actions that cannot/should not be taken by staff in OR PTC DCI, as well as actions that should be taken by staff. Also included are reminders about how and where certain requests and forms should be directed.

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

Issue date: 6/1/22

The PTC team released two new business processes concerning relinking a provider and consumer pair.

- *Business Process 1.1.5 Process for Staff: Relinking a Provider & Consumer*: Discusses the steps to take when a consumer and provider, who previously worked together, start working together again.
- *Business Process 1.1.5 Process for Staff: Relinking a Provider – Number Reinstated*: Discusses the steps to take when a provider number is reinstated after being terminated.

APD-IM-22-042 Provider Time Capture (PTC) - Residence Address in OR PTC DCI

Issue date: 5/10/22

- The address field on both the consumer and provider profiles in OR PTC DCI should contain their physical address of residence, not their mailing address. This ensures that EVV requirements are met.

APD-IM-22-039 Provider Time Capture (PTC) - Branch Transfers when OPI Consumers Apply for Title XIX Services

Issue date: 5/4/22

- This transmittal details actions to take when an OPI consumer applies for Medicaid Title XIX services. It includes steps to take when they are approved or denied for LTC Services.

APD-IM-22-040 Provider Time Capture (PTC) - Changes to Underpayment Request Spreadsheet

Issue date: 5/4/22

- The Underpayment Request Spreadsheet was updated to include drop down boxes for the procedure code, primary reason for adjustment and additional reason for the adjustment (optional). The link to the updated spreadsheet is included in the transmittal.

APD-IM-22-036 Provider Time Capture Settlement Agreement

Issue date: 4/20/22

- OHCC and SEIU reached a settlement regarding partial payments received by providers from 8/1/21-3/12/22. This transmittal provides details of the settlement, including payment date and amounts.

APD-IM-22-032 Provider Time Capture (PTC) - Updating OR PTC DCI Profiles

Issue date: 4/18/22

This transmittal covers various topics related to consumer and provider profiles in OR PTC DCI. Topics include:

- What to do when a consumer and provider have the same email address,
- Resetting passwords (the “Forgot your password?” link vs. clicking “Reset” in the user’s profile),
- Correcting the spelling of names and usernames, and
- Various reminders about phone numbers and PINs.

APD-IM-22-033 Provider Time Capture (PTC) - Consumer Phone Numbers in OR PTC DCI

Issue date: 4/18/22

To reduce fraud, the PTC Team has begun performing audits of the primary phone numbers listed for consumers to make sure providers are not using cell phones to create Landline time entries. This transmittal discusses this process and provides the steps to take when verification of a landline phone is needed.

APD-IM-22-030 Provider Time Capture (PTC) - Fob Process Updates

Issue date: 4/12/22

There is a new process for offices receiving fob devices returned to them by providers. The transmittal covers:

- How to determine if a fob is defective,
- How to link and unlink the fob on the consumer profile, and
- Where to mail any defective or unwanted fobs your office does not want to keep on hand.