PTC Quarterly Recap:
2023 Quarter Two

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

Below is the PTC Quarterly Recap for the second quarter of 2023. The PTC Team has created these recaps to summarize key emails 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. If any of the information sounds unfamiliar, follow the link to learn more. The goal of the quarterly recaps is to ensure that everyone is informed of changes and aware of critical processes, policies, and procedures. <u>Tip</u>: to locate email messages from PTC Support, type "From: PTC.Support@odhsoha.oregon.gov" in your inbox's search bar.

All current and past quarterly recaps are posted on the [Provider Time Capture Staff Tools Page](). If you have questions, email us at [PTC.Support@odhsoha.oregon.gov]().

<u>**Email**</u>**: OR PTC DCI Staff Email - New Provider Reminders**
Date Sent: 4/12/23
Reminders about providers who are new to using OR PTC DCI:

- Providers cannot log into OR PTC DCI until PTC Support creates their profiles. Profiles are created 1-2 days after the authorization is created in Mainframe/DHR.
- Providers should not contact the DCI Help Desk for login assistance until after their profiles are created.
- The DCI Help Desk cannot assist providers with questions about authorizations or specific entries.
- PTC Support is different from the DCI Help Desk. The DCI Help Desk can assist providers with login issues if they have an existing profile with a valid email address. Providers should contact PTC Support for all other issues.

- Before giving providers their login information for OR PTC DCI, check that they have a profile set up. Usernames and temporary passwords <u>should not</u> be given out when a provider number is approved. Providers do receive a "Welcome Email" from PTC Support once their profile is created. If they do not have a valid email on file, the Case Manager is notified of the profile creation.
- Providers will be unable to login or submit entries until they have an active authorization with a consumer, and the consumer and provider have been linked in OR PTC DCI.
- Included in this email are links to various resources that may be helpful to new providers.

<u>Email</u>: Update Email Address in OR PTC DCI
Date Sent: 5/1/23
As State of Oregon email addresses have been updated to have new extensions (e.g., @oha.oregon.gov, @odhs.oregon.gov or @odhsoha.oregon.gov), staff should log into OR PTC DCI to change the email address associated with their profile. This email provides step-by-step instructions on how to do that.

[APD-IM-23-046](#) Provider Time Capture (PTC) - OR PTC DCI Hard Stop for Over Hours Entries
Issue Date: 5/5/23
Starting 6/2/23, the OR PTC DCI system was changed to implement a "hard stop" on entries that exceed authorized hours. This transmittal includes details about the change and provides information on Staff Webinars that were held. It also includes links to provider-facing resources about the change.

[APD-IM-23-047](#) Provider Time Capture (PTC) - Flex Lists in OR PTC DCI
Issue Date: 5/11/23
With the implementation of the hard stop in OR PTC DCI, APD Policy and PTC Support have provided recommendations on managing cases with multiple providers and varying hours, also known as "flex list" cases.

- Update authorizations as soon as possible when a change to authorized hours/miles occurs.

- Divide total authorized hours among the providers on a case close to the number of hours they will potentially be scheduled.
- Any update to hours or miles in Mainframe/DHR must also be made to the corresponding authorization in OR PTC DCI. The update must be made in DCI prior to the end of the provider's grace period (3 business days after the end of the pay period).
- Staff should encourage use of the fob device for consumers on the flex list.

See the transmittal for more details.

Email: OR PTC DCI Hard Stop Reminder and Webinar Materials
Date Sent: 5/30/23
This email provided a reminder of the system changes going into effect. Linked in the email are the following documents:
- PowerPoint PDF from the System Change Webinar,
- FAQ document from the System Change Webinar, and
- Hard Stop related transmittals.

Email: Notice of OR PTC DCI System Changes Completed
Date Sent: 6/6/23
This email served as a notification that the hard stop system changes were successfully made in OR PTC DCI. It includes direction on how to work pending entries in light of the system change.

Email: FW: Notice of OR PTC DCI System Changes Completed
Date Sent: 6/8/23
This email elaborated on the email with the same title sent 6/6. Providers may begin contacting local offices reporting that their entries are being rejected. Staff should check the remaining balance of the authorization to

determine if that is the reason for the rejection. (See email for instructions.) If there are hours remaining on the authorization, check the service accounts to see if the pair is unlinked. Then, send an email to PTC Support to request that the pair be relinked.

Email: OR PTC DCI Unlink and Relink Reminders
Date Sent: 6/12/23
A consumer and provider must be unlinked when the provider stops working for the consumer for any reason. They must also be relinked if the provider starts working for the consumer again. This email clarifies the unlinking and relinking process, including:
- When unlinking or relinking is needed,
- Steps local office staff must take to unlink or relink a consumer and provider, and
- Clues that would indicate that a provider is unlinked from their consumer.

Email: Authorizations not sent to OR PTC DCI
Date Sent: 6/23/23
A network outage occurred on 6/21/23 that impacted ODHS/OHA systems. As a result, many ONGOs, previous pay period and current pay period authorizations created on 6/21/23 and 6/22/23 did not go through to OR PTC DCI. If you discover an authorization that did not get sent to OR PTC DCI, email PTC Support following the instructions in this email. PTC Support will manually add the authorization to OR PTC DCI.

Email: Locking Profiles After 90 Days
Date Sent: 6/28/23
All OR PTC DCI profiles that are not logged into for 90 days will be locked. This includes consumer, provider, staff and Consumer Employer Representative (CER) profiles. The email includes instructions on how unlock a locked profile. Providers may contact the local office, PTC Support or the DCI Help Desk to be unlocked. Staff whose profiles are locked must contact PTC Support to have their profile unlocked.

Thank you,
Provider Time Capture (PTC) Support

Website: PTC.Oregon.gov
Email: PTC.Support@odhsoha.oregon.gov