PTC Quarterly Recap:
2023 Quarter Three

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

Below is the PTC Quarterly Recap for the third quarter of 2023. The PTC Team has created these recaps to summarize key emails and transmittals from the last three months. 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 Provider Login Reminders**
Date Sent: 7/12/23
This email provides tips to help staff assist providers with common login issues. Topics include:
- How to assist a provider who is unable to log in,
- How to assist a provider who does not know their PIN,
- Information for a provider's first time logging in to OR PTC DCI, and
- Username and password criteria.

<u>**Email**</u>**: Pending Entries in PTC**
Date Sent: 7/25/23

With the implementation of the hard stop business rule, local offices may see an increase in the number of payment adjustment requests. The PTC Team is monitoring the pending entry list and approves entries that fail auto approval.

If the entry is batched after the due date for staff to enter time in STIM, an underpayment may be required. When submitting the underpayment request, staff should use the "Data Entry Error – Provider" reason code. These entries are not eligible for late payment fees, as they result from the provider incorrectly submitting the entry.

Email: PTC Branch Transfer Reminders
Date Sent: 8/9/23
When a consumer transfers to a new branch, local office staff should follow the steps outlined in Business Process 1.3.3 "Consumer Transfers to a New Branch or Program." This email covers important things to keep in mind when a branch transfer occurs, lists the steps of the branch transfer process, and provides resources for further information on this topic.

Email: OR PTC DCI Fob Usage and Ordering
Date Sent: 8/15/23
PTC Support has seen an increase in fob related questions. This email provides the following reminders:
- Only one fob can be attached to a consumer's profile. All providers who work for the consumer will use the same fob.
- If a provider says they are receiving an error message when attempting to enter the fob tokens, check that the fob serial number on the consumer's profile matches the serial number on the fob the provider is using to clock in and out.

The email also includes links to resource guides on linking and unlinking fobs, criteria needed to submit a fob request and resources for more information on fobs.

Email: OR PTC DCI Profiles with No Activity For 90 Days - Locked This Friday

Date Sent: 8/16/23

Profiles in OR PTC DCI that have not been logged into for 90 days were locked on Friday 8/18/2023. The purpose of locking profiles with no activity is to increase system security. This action applies to all user types – staff, providers, consumers, and Consumer Employer Representatives (CERs).

This email includes instructions on how to unlock provider, consumer, and CER profiles. Staff who need their profile unlocked should email PTC Support.

Email: Staff - Contact PTC Support for PTC Issues

Date Sent: 8/24/23

Issues with OR PTC DCI should be sent to PTC Support, not the OIS Service Desk or DCI Help Desk. The PTC Support Team can assist staff, consumers, providers, and Consumer Employer Reps (CERs) with issues related to OR PTC DCI. This email includes resources related to submitting requests for support.

Email: PTC - New Provider Login Reminder

Date Sent: 8/28/23

New providers are not given a profile in OR PTC DCI until they are actively working for a consumer and 1-2 days have passed since the vouchers were created in Mainframe. Providers should wait to receive their welcome email from the PTC Support Team before they attempt to log into their OR PTC DCI profile or reach out to PTC Support or the DCI Help Desk for assistance.

This email includes links to resources on OR PTC DCI profiles.

Email: PTC Support Cannot Assist with ONE/Mainframe Issues

Date Sent: 9/5/23

The PTC Support Team cannot assist with issues related to eligibility or non-PTC systems, such as ONE or Mainframe. If a provider is having issues with clocking in or out, this may be a result of an error in ONE or Mainframe. Please check these systems prior to emailing PTC Support for assistance.

Email: Authorization Widget "Display as Time" Update
Date Sent: 9/28/23
The Authorization widget on the OR PTC DCI dashboard has been updated to show time in hours and minutes. This email details how to use the Authorization widget with the new "Display as Time/Units" button.

Thank you,
Provider Time Capture (PTC) Support

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