PTC Quarterly Recap:
2023 Quarter Four

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

Below is the PTC Quarterly Recap for the fourth 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.

[APD-IM-23-094]() Webinar and Learning Lab Series – Fall 2023-Winter 2024
Issue date: 10/4/23
The PTC Team launched a series of monthly webinars and learning labs to assist staff in using OR PTC DCI. The series started in October 2023 and will wrap up in January 2024. The transmittal contains a schedule, list of topics, and the registration link. In Workday, if you register for one learning lab, you will be registered for the whole series – there is no need to go back and re-register!

Materials and recordings from previous sessions can be found on the PTC Staff Tools Page: http://www.dhs.state.or.us/spd/tools/cm/PTC/index.htm.

[APD-AR-23-029]() Action: Relinking in OR PTC DCI
Issue date: 10/18/23

Providers are receiving delayed payments, late payment penalty fees and are experiencing frustration, due in part to staff errors in the relinking process. Local offices **must** take action to develop an internal process for requesting PTC Support to relink provider and consumer profiles. This transmittal provides information on relinking, including a recommended process for offices to adopt to ensure relinking occurs correctly.

Email: Cleanup of Unused Funding and Service Accounts in OR PTC DCI
Date Sent: 10/25/23
The PTC Team will be inactivating funding and service accounts that have not had any entries made on them in 13 months or more. Therefore, it will be more likely that a provider and consumer will need to be relinked when they resume working together. Staff should check profiles in OR PTC DCI for inactive accounts when a new service plan or vouchers are created.

This email includes links to resources on unlinking and relinking.

Email: End of Daylight Savings in OR PTC DCI
Date Sent: 11/7/23
Time entries made by providers for shifts worked during the end of Daylight Savings time on 11/5/23 at 2:00 AM will need action taken on them. This email includes spreadsheets of impacted entries pulled as of 11/7/23. It also includes detailed instructions on how to correct the entries.

NOTE: The spreadsheets provided in this email are not exhaustive. Providers may submit historical entries for 11/5/23 that cross Daylight Savings time. Staff will need to follow these instructions for all historical entries that are made for this timeframe.

Email: **CORRECTION End of Daylight Savings in OR PTC DCI**
Date Sent: 11/8/23

This email clarifies information from the previous email about Daylight Savings time. For the entries where an hour needs to be added to the time the provider worked, the hour should be added in Mainframe, not OR PTC DCI.

[APD-PT-23-024](#) Mainframe STIM Entries Must Match PTC Entries
Issue Date: 11/9/23
Staff who key payroll data into STIM must key the entries exactly as they are reported by the provider and appear on the payroll batch report. Discrepancies between Mainframe and OR PTC DCI have become cause for concern with the Centers for Medicare and Medicaid Services (CMS). Discrepancies like this can result in penalties to our programs.

There are three exceptions to this rule:
- When the provider is a fraction of a minute short of their full authorized hours for the pay period, staff should round up the entry in STIM.
- When entries cross midnight and are split into two entries by OR PTC DCI, the first entry will end at 11:59 PM. This first entry should be keyed into STIM as ending at 12:00 AM.
- Daylight Savings time adjustments.

See the transmittal for more information.

[APD-IM-23-102](#) Process for Splitting Vouchers
Issue Date: 11/13/23
When a voucher needs to be split due to a change that occurs mid-pay period, certain steps must be taken for the split to occur successfully. This transmittal details the process for splitting vouchers. It also includes information on what to do when there are already entries in STIM or OR PTC DCI on the voucher to be split.

Email: Provider Payroll – Holiday Week Payment Reminder

Date sent: 11/14/23

Due to the Thanksgiving holiday in November, the last day to input provider time and mileage for the 10/22/23-11/4/23 pay period was November 20, 2023. Staff should review the HCW Payroll Calendar for information on deadlines and processing dates that may be impacted by the holidays.

Email: Reminder: Action needed on daylight savings entries

Date sent: 11/16/23

This email was sent as a reminder for offices to take action on entries impacted by Daylight Savings time. It includes updated instructions on how to update the entries.

Email: Change in reason code functionality

Date sent: 11/29/23

The steps to add a reason code to a historical entry in OR PTC DCI have changed. Users will now click in the "Add Reason Codes" box and select the reason from a dropdown menu. Step-by-step instructions on the updated functionality are included in the email. NOTE: This update impacts both providers and staff members who are attempting to submit a historical entry.

Email: PTC Authorization Cleanup

Date sent: 12/7/23

The PTC Team is working on a statewide authorization cleanup effort in OR PTC DCI. The Regional Readiness Coordinators (RRCs) may reach out to case managers for information to help determine if authorizations should be ended. Managers will be CC'd on these emails.

Reminder: The ONGO in Mainframe should be ended when a consumer and provider stop working together. This will prevent erroneous authorizations from being sent to OR PTC DCI. Additionally, PTC Support should always be notified when a consumer and provider stop working together.

Thank you,
Provider Time Capture (PTC) Support

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