

PTC Quarterly Recap:

2024 Quarter One

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

Below is the PTC Quarterly Recap for the first quarter of 2024. 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. Tip: 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.

Email: New PTC Staff Trainings

Date Sent: 1/8/24

The PTC Team released two new computer-based trainings. The first covers actions to take in OR PTC DCI when there is a change in authorizations (Link: [OR PTC DCI 1.1.4 Change in Authorizations](#)). The second covers creating and downloading a payroll batch in OR PTC DCI (Link: [OR PTC DCI 4.3.0 Time Entry](#)). Both courses are hosted on Workday.

Email: Reactivated Provider Numbers and OR PTC DCI

Date Sent: 1/16/24

When a provider number is inactivated and the provider does not take steps to reactivate their number by the deadline, Central Office will notify PTC Support to inactivate provider profile in OR PTC DCI. PTC Support takes the steps to unlink the provider. However, PTC Support is often *not* notified when the provider number is reactivated.

If the provider is unlinked from their consumer(s), they will not be able to claim time/mileage until they are relinked. If a provider successfully reactivates their provider number and they are going to start work again, check OR PTC DCI right away to determine if the provider needs to be relinked to the consumer and email PTC Support with the relink request.

This email includes step-by-step instructions on how to determine if a relink is needed.

Email: PTC – Consumer Landline Phone Reminders

Date Sent: 1/18/24

The primary phone number field on consumer profiles in OR PTC DCI is reserved for landline phone numbers only. If a consumer does not have a landline phone, the field should be filled in with zeros, like (000)-000-0000. This ensures the provider cannot make landline entries using a cell phone.

The PTC Support Team completes monthly audits of phone numbers in this field and will remove them if the report indicates the phone number is a cell phone. Occasionally, the phone number that appears on the report as a cell phone is, in fact, a landline that the provider is using to create entries. A staff member will be required to obtain proof that the phone is a landline and narrate in Oregon Access.

See the email for more information.

Email: New PTC Troubleshooting Document

Date Sent: 1/24/24

The PTC Support Team has created a troubleshooting document addressing the reasons a provider may not be able to claim time and what to do if a provider reports they were paid incorrectly. The document is posted to Staff Tools and may also be accessed here: [Provider Cannot Claim Time or Provider Reports Incorrect Pay](#).

Email: PTC Phase 2A Preparations

Date Sent: 1/29/24

Prior to the launch of Phase 2A in July 2024, there are things offices can do to prepare.

- First, encourage providers to enter their time and mileage timely. If providers need to submit historical entries, encourage them to do so right away. This will lessen the number of entries that will be sent to offices via payroll batch files from PTC Support.
- Second, plan for how your office will collect and work the payroll batch files received from PTC Support. (See also [APT-IM-24-025](#) for information about shared office emails.)
- Third, review materials summarizing what will be changing with Phase 2A.

See email for more details and links to materials.

Email: Reminders about Program (Service Code) Changes

Date Sent: 1/31/24

When a consumer changes programs, there are steps local/program office staff must take to make sure the transition to the new program is smooth. This email reviews what a service code is and the steps local/program offices need to take when there is a change in service code.

Email: OR PTC DCI Over/Underpayment Process Reminder

Date Sent: 2/6/24

This email provides a step-by-step review of the over/underpayment process. After Phase 2A Go-Live, staff will continue to follow this process for underpayments, for entries worked prior to go-live, and for all overpayments.

Review the email or business process (Link: [4.4.0 PTC Business Process: Over/Underpayments](#)) for more details.

Email: OR PTC DCI Staff Profile Reminders

Date Sent: 2/12/24

This email addresses common issues PTC Support sees with staff profiles in OR PTC DCI. Review the email for more information.

Email: PTC Webinar/Learning Lab Series Materials

Date Sent: 2/13/24

The PTC Team hosted a series of webinars and learning labs from October 2023 - January 2024. Materials from those sessions have been posted to the PTC Staff Tools page (Link:

<http://www.dhs.state.or.us/spd/tools/cm/PTC/index.htm>).

APD-IM-24-022 OR PTC DCI Help Tool

Issue date: 2/23/24

The PTC Team has created an interactive troubleshooting tool for providers who use OR PTC DCI. Topics covered include logging in, entering time and mileage, and who to contact for assistance. While the tool is written for providers, staff may also find it useful to address provider questions.

Note: This tool does not replace troubleshooting that must be done by local office or program staff. It should be used to guide providers to resources and to provide answers to common questions.

Link: <https://orptcdcihelptool.s3.us-east-2.amazonaws.com/story.html>

Email: PTC Unlink Spreadsheet Clarification and Unlinking Reminders

Date Sent: 2/28/24

This email provides clarification around when the unlinking spreadsheet should be used. It covers how and when to send an unlink request and provides links to additional resources on unlinking.

Email: OR PTC DCI Fobs

Date Sent: 3/7/24

The union has alerted PTC Support that staff are telling providers there is a shortage of fob devices. This is not true. Any consumer who wishes to request a fob for their providers to use can request a fob at any time.

This email includes clarifications around:

- Fob ordering,
- Information that must be included in a fob request, and
- A link to information on unlinking and reusing returned fobs.

APD-IM-24-025 PTC New Shared Payroll Email Addresses

Issue date: 3/7/24

New shared payroll email addresses have been created for each APD, AAA and OPI office. After Phase 2A Go-Live, PTC Support will be sending payroll batches to these emails. Identified staff have been assigned access right to these inboxes.

With Phase 2A, all profiles with a payroll team role will be inactivated and payroll batches will be emailed to offices via this new inbox. Starting July 19, 2024, through the end of August 2024, the inbox should be checked daily to ensure that payroll batches are received and processed timely. Starting in September 2024, the inbox should be checked at a frequency that makes sense for the local office and accounts for all payment deadlines.

The transmittal also includes information on inbox naming conventions and how to access the inbox.

Email: OR PTC DCI Daylight Savings Entries

Date Sent: 3/11/24

Daylight savings time started at 2:00 AM on March 10th. Entries that started before 3 am and ended at 3 am or later on that date must be corrected in Mainframe. The edit must be made in Mainframe to ensure the provider is not overpaid.

This email contains instructions on how to correct the entries. Attached to the email is a list of entries pulled 3/11/24 that need to be corrected by local/program offices. Any future historical entries impacted by daylight savings will also need to be adjusted in Mainframe.

[APD-IM-24-027](#) Miles in Whole Numbers in OR PTC DCI

Issue date: 3/13/24

When providers submit mileage in OR PTC DCI, they should always enter their mileage in whole numbers, not decimals. This will be critical when Phase 2A goes live, as mileage entered in decimal numbers will result in an error that prevents the entry from being processed and paid.

This transmittal covers how to handle mileage entries that are submitted in decimal format. Future communications will address how to work entries that receive an error and show in the new STSS screen.

Thank you,
Provider Time Capture (PTC) Support

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