PTC Quarterly Recap:
2024 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 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. <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> **New Provider Profile Reminders: OR PTC DCI**
Date Sent: 4/8/24
This email contains general reminders about provider profiles in OR PTC DCI:

- Do not give out login information to a provider unless you are able to find their profile in OR PTC DCI.
- Do not refer a provider to the DCI Help Desk or PTC Support unless they have a profile in OR PTC DCI.
- Do not email PTC Support to request a NEW consumer/provider pair to be linked or relinked, unless two business days have passed, and the pair still isn't showing in OR PTC DCI.

See also [APD-IM-24-041]().

<u>**Email:**</u> **OR PTC DCI Provider Learning Materials Updated**
Date sent: 4/11/24

Many provider-facing learning materials and guides have been updated. This email includes information on where to find the new materials.

[APD-IM-24-041](#) PTC - New Providers in OR PTC DCI
Issue date: 4/22/24
This transmittal covers topics related to new provider profiles.
- Staff must not give out login information to a provider unless they see an existing profile for them in OR PTC DCI. New provider materials should not include the provider's temporary login information for OR PTC DCI.
- Staff must not refer a provider to contact the DCI Help Desk or PTC Support until they have a profile in OR PTC DCI.
- Staff must not email PTC Support to request a link or relink for NEW consumer/provider pairs. PTC Support is notified when vouchers are created for a NEW pair. It takes up to two business days after the vouchers are created for the profiles and accounts to be created.

Instructions on how to locate a provider's profile and resources related to this topic are included in the transmittal.

Email: Provider cannot clock in or claim time/mileage
Date sent: 4/29/24
This email covers the most common reasons a provider cannot clock in or claim time/mileage. It includes steps to troubleshoot these issues. The most common errors regarding clocking in or claiming time/mileage include:
1. The provider has been unlinked from their consumer and needs to be relinked.
2. There is no current authorization in OR PTC DCI.
3. The provider's profile has not been created or is in an inactive status.
4. The provider has used all the hours/miles they are authorized for the pay period.
5. The provider says the system shows they have zero hours.

Email: PTC Phase 2A-related Screens in Mainframe

Date sent: 5/9/24

After PTC Phase 2A goes live, staff will be given access to new Mainframe screens STSS (time entry suspense screen) and UATH (update authorization screen). Staff will have access to these new screens starting 7/22/24. The STSS screen will show details of entries that were suspended in the STIQ screen and not successfully sent to STIM with the new automation. The UATH screen will allow staff to edit vouchers in Mainframe.

More information on these new screens can be found in the Phase 2A Workshop materials linked on the PTC Staff Tools page.

APD-IM-24-053 PTC Phase 2A Go-Live Information

Issue date: 5/29/24

The implementation date for Phase 2A of the PTC Project is 7/19/24. This transmittal includes information about:

- The PTC Phase 2A Workshops,
- The changes that are happening with Phase 2A and when they will occur,
- A schedule of when payroll batches will be pulled and sent to offices,
- The elimination of the payroll team role and authorization admin permissions,
- The new STIQ screen errors that will occur after Phase 2A Go-Live,
- Emergency batches,
- Shared inboxes created for local offices and how managers can grant access to staff, and
- The Phase 2A Command Center – a Zoom meeting that will be open various hours from July 22nd to August 16th for staff to drop in with PTC questions.

APD-IM-24-061 PTC Provider Last Day Worked and Emergency Batches

Issue date: 6/13/2024

This transmittal explains the significance of the provider's Last Day Worked and how it relates to emergency batches pulled in Phase 2A.

Thank you,
Provider Time Capture (PTC) Support

Website: PTC.Oregon.gov
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