

PTC Quarterly Recap: 2024 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 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: *Overpayments with PTC Phase 2A*

Date Sent: 7/9/24

The overpayment process has changed with the implementation of Phase 2A. This email contains instructions on how to process an overpayment.

NOTE: Instructions on how to process overpayments have been updated. For the most updated information, see the [Over and Underpayments QRG](#).

[APD-IM-24-076](#) *Provider Time Capture (PTC) - UATH Screen Errors*

Issue date: 7/18/24

With the implementation of Phase 2A, there are new errors that will occur on the UATH/HATH/MATH/OATH screen. This transmittal explains those errors. NOTE: For a more comprehensive explanation of these errors, see the [Mainframe Changes for PTC Phase 2A](#) guide or [APD-IM-24-076 UATH Screen Errors](#).

Email: *PTC Phase 2A Status Report – July 22, 2024*

Date Sent: 7/22/24

After Phase 2A Go-live, the PTC Team released a series of status reports that included hot topics that were emerging at the time. Topics on this first status report include:

- The importance of not voiding and reissuing vouchers,
- Checking for UATH errors,
- STIQ screen updates,
- The removal of Authorization Admin permissions, and
- A reminder to enter all payroll batch spreadsheets from the PTC Team into STIM.

Email: *New Spousal Mileage Service Code*

Date Sent: 7/24/24

Spousal Pay mileage has a new service code – SM111.

Email: *Correction - Voiding and Reissuing Vouchers - PTC Phase 2A*

Date Sent: 7/25/24

The PTC Team issued a correction to instruction in the status report from 7/22/24 regarding voiding and reissuing vouchers. Staff must still void and reissue a voucher if there is a program change.

Email: *PTC Phase 2A Status Report - July 30, 2024*

Date Sent: 7/30/24

Topics in this status report include reminders to:

- Only void and reissue a voucher if there is a program change, and
- Check UATH/HATH/MATH/OATH errors when creating authorizations.

Other topics include:

- How to change a voucher from 35 status to 30 status to make edits,
- The status of payroll batches,
- Changing the SELG branch, and
- Information on UATH errors 366, 500, 231 and 008:
 - Error 366: Check if providers and accounts have been created in OR PTC DCI. If they have, this means the voucher in MF does not match PTC. Email the PTC Support team for assistance.
 - Error 500: Resolved. This error should not occur.
 - Error 231: Resolved. This error should not occur.
 - Error 008: This is related to ONE eligibility and may also occur if the consumer is no longer eligible to services.

APD-IM-24-081 *Provider Time Capture (PTC) - Pay Rate Error in UATH*

Issue date: 8/1/24

Staff will receive an error in UATH if the provider received a pay rate increase and the new rate isn't reflected in OR PTC DCI. When staff receive the error "The requested pay rate overlaps with an existing pay rate," staff must email the PTC Support team following the instructions in the transmittal. The PTC Team will align the pay rates. After that, staff will be able to make the needed updates to UATH.

Email: *Urgent Reminders - Payroll Batches and HCW Payroll Batch Email Address Setup*

Date Sent: 8/1/24

This email is a reminder to offices to set up their shared HCW Payroll email address. Payment is not automated for entries worked prior to 7/28/24. Payroll batch spreadsheets sent to these inboxes by the PTC Support team must be manually entered into STIM and processed for payment by the deadline for providers to be paid accurately and timely.

Included in this email are instructions for managers on how to set up and assign users to the HCW Payroll inbox.

Email: *PTC Phase 2A Status Report - August 12, 2024*

Date Sent: 8/12/24

A new Quick Reference Guide was published about how to update the SELG branch and resolve the “Service branch does not match SELG” error. See the [Updating the SELG Branch in Mainframe](#) guide for more information. This status report also includes an explanation of how the SELG branch is assigned in Oregon Access.

Other topics included in this update are:

- Using the UATH screen,
- What to do when you receive an inaccurate UATH error,
- Steps to take when there is a program change, and
- How to remove miles from a voucher.

Additionally, the [CEP Underpayment / Overpayment Request Spreadsheet](#) was updated. Requests for underpayments and overpayments must continue to be sent to PRU for processing.

Emails: *Phase 2A STIQ Screen Update and CORRECTED - Phase 2A STIQ Screen Update*

Date Sent: 8/16/24

As of 8/16/24, the STIQ screen shows entries that have been suspended. This email explains how to view the suspensions. It covers the errors staff will see on the STIQ screen that cause entries to suspend. The STIQ screen shows all vouchers in 30 status. Instructions on how to narrow down vouchers displayed are included.

Emails: *PTC Phase 2A Status Report - August 20, 2024 and Correction - PTC Phase 2A Status Report - August 20, 2024*

Date Sent: 8/20/24

Topics in this status report include reminders to:

- Check the STIQ screen for suspensions, and
- Watch for UATH errors when editing vouchers.

Vouchers that remain in the STIQ screen will not be paid. If errors are received in UATH, changes to the authorization will not be saved.

Other topics in the report include:

- Editing in UATH after an overpayment,
- Links to updated materials, and
- Viewing adjustments and other information in STIQ.

Email: PTC Phase 2A Status Report - August 26, 2024

Date Sent: 8/26/24

This update provides information on:

- The due date to resolve STIQ errors,
- How to resolve the “Miles without hours” error in STIQ,
- How to resolve UATH/HATH/OATH/MATH errors,
- When and how to request an emergency batch, and
- How to change the branch on a voucher.

Additionally, providers who work overnight should enter one continuous shift from the start of their shift on day one to their end of their shift on day two. Any attempt by the provider to split their shifts (ex. ending one shift at 11:59 PM and starting another at 12 AM) will cause an error on their entries and could cause them to exceed their authorized hours.

Finally, there is a new [Unlinking and Relinking Guide](#). And the [Staff Learning Materials Catalog](#) has been revised.

Email: PTC Phase 2A Status Report - September 4, 2024

Date Sent: 9/4/24

A new [Mainframe STIQ Screen Error Chart](#) was released with this report. The [PTC Batch Pull Calendar](#) has been updated. This report includes instructions on how to download and use the calendar. Finally, the report includes tips for editing entries post-Phase 2A.

Email: Informational message: Pay Processing Date Change

Date Sent: 9/6/24

For pay processing where there are holidays, we will be reverting to normal payment processing (processing on Friday instead of the following Monday) as an ongoing change through January 2025. Providers who receive a paper check should not notice any difference when receiving their check, while those who receive payments by EFT may see it a day earlier. The check dates will not match the HCW Payroll Calendar.

Email: Provider/Recipient Ineligible on Date of Service STIQ Errors

Date Sent: 9/9/24

Two of the errors being received in the STIQ screen can be prevented if certain processes are followed in Mainframe and OA when a provider or consumer becomes ineligible to work or to receive services. This email explains how to resolve the “E006 – Provider ineligible on date of service” and “E002 – Recipient ineligible on date of service” error messages.

For more information on STIQ errors, see the [Mainframe STIQ Screen Error Chart](#).

Email: PTC Phase 2A Status Report - September 12, 2024

Date Sent: 9/12/24

Topics from this email:

- Staff must check for errors to UATH/HATH/OATH/MATH after hitting F9.

- How to determine if a provider has been paid and why the payment may be received late.
- Do not invalidate the service plan in Oregon Access to update SELG. This will erase the entire SELG record.
- Changes to paid or processed entries are not instantaneous in STIQ/STIM. (See email for more information.)
- How to submit urgent requests to PTC Support.

Thank you,
Provider Time Capture (PTC) Support

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