

PTC Quarterly Recap:

2024 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 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 new [Provider Time Capture Staff Tools Page](#). If you have questions, email us at ptc.support@odhsoha.oregon.gov.

Email: *Changes to Rounding for Some Overnight Entries*

Date Sent: 9/24/24

Some providers who work overnight have gotten in the habit of ending the first part of their shift at 11:59 p.m. and starting a new entry at midnight. This practice causes an error to appear in STIQ for exceeding authorized hours. Because of this, Mainframe will no longer add an extra minute from 11:59 p.m. - Midnight. If the provider creates two entries and ends their first entry at 11:59 p.m.

This email includes further instruction on how providers should submit their entries when they work overnight.

Email: *Voiding and Reissuing, Splitting, and Editing Paid Vouchers*

Date Sent: 10/22/24

Because of the automation that occurred with Phase 2A, staff must be extremely careful when making changes to vouchers or entries that have been paid.

This email covers things to know about voiding, splitting, and editing vouchers since the Phase 2A changes.

Email: *Payment Questions Sent to PTC Support*

Date Sent: 10/24/24

Although the entry of time and mileage is now automated with PTC Phase 2A, provider payment is still processed through Mainframe. The PTC Support Team does not manage provider payment.

This email covers the types of questions that are in-scope for the PTC Team and the other groups that play a role in provider payment. It also includes resources to help staff troubleshoot provider payment issues.

Email: *Action Needed - OR PTC DCI End of Daylight Savings*

Date Sent: 11/4/24

With the end of Daylight Savings Time, entries that started or ended between 1-2 a.m. on 11/3/24 must have action taken on them in OR PTC DCI.

This email contains instructions on how to update the entries and a spreadsheet of the effected entries as of 11/4/24.

Email: *New Link to PTC Staff Tools*

Date Sent: 11/14/24

The PTC Staff Tools site has moved and can be found on the new [In-Home Programs CM Tools](#) page. PTC Staff will continue updating documents linked on this page.

[APD-IM-24-115](#) *Provider Time Capture (PTC) - PTC Phase 2A Update to Relinking Process*

Issue date: 11/14/24

The relinking process has been updated. Many relinks are being completed automatically since Phase 2A implemented. There are still situations where the relink does not happen automatically. Staff must check to

ensure a provider and consumer pair was relinked successfully and does not need to be manually relinked by the PTC Support Team.

This transmittal also contains:

- New steps staff should take when creating a voucher for a pair who previously worked together,
- How to check to see if a relink is needed, and
- Helpful tips.

Email: *Emergency Payroll Batch Reminders*

Date Sent: 11/18/24

Staff will need to request the PTC Support Team to pull an emergency batch for them in certain situations:

1. The provider has resigned or has been terminated completely, and will no longer be a provider, AND
2. They have entries in OR PTC DCI which have not yet been paid and will not be paid within the next business day according to the [HCW Payroll Calendar](#).

Instructions on how to submit the request are included in this email.

Email: *Update to PTC Relinking Process*

Date Sent: 11/21/24

This email reiterates the information shared in [APD-IM-24-115](#).

Email: *STIQ Screen Errors and Provider Payment*

Date Sent: 11/25/24

Local office staff are responsible for monitoring the Mainframe STIQ screen and resolving STIQ errors. A staff member should be appointed in each office to monitor the STIQ screen and resolve entry errors right away.

This email contains information on:

- How to check the STIQ screen,
- How to resolve the STIQ error that may occur when a consumer passes away,
- How to resolve the STIQ error that may occur when a provider becomes ineligible, and
- A note on underpayments related to STIQ errors.

Email: *January 2025 Provider Pay Processing Date Changes*

Date Sent: 12/9/24

Due to provider Collective Bargaining Agreement (CBA) changes, pay processing dates for timely entries will change in 2025. One result of the change is that staff will have two business days to resolve STIQ errors.

This email provides details on the change and what local offices can do to prepare. Updates have been made to the Payroll Calendar posted to the new [In-Home Programs CM Tools](#) page.

Thank you,
Provider Time Capture (PTC) Support

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