

PTC October 2023 Webinar and Learning Lab

FAQ (Frequently Asked Questions)

Contents

Phase 2A:.....	2
Q: With Phase 2A, will staff still create the vouchers?	2
Q: Who will the HCW contact if they want to report an error in their time/payment?.....	2
Q: How will entries that cross midnight be handled after Phase 2A?	2
Q: Will branches be able to run batches for historical punches after Phase 2A?	2
Q: Is the go-live date really in the middle of a pay period?	3
Q: Will there be a pilot area for Phase 2A?.....	3
Q: What kind of errors might cause entries to go to the STIQ screen in Mainframe?	3
Q: What will voucher specialists do once they no longer need to manually enter time and mileage into STIM?.....	3
Q: Since local office staff will be using the STIQ screen with Phase 2A, will the STIQ screen be branch specific?.....	3
Q: How many batch reports will be run per pay period once Phase 2A is implemented?.....	3
Q: Is there anything with Phase 2A that will increase EVV compliance for providers?.....	4
Q: Why is it called Phase 2A? Are there going to be additional phases?	4
Reports.....	4
Q: What can a punch entry details report be used for at the local office?	4
Q: How is “unverified” status different from “pending”?	4
Q: We don’t have many unverified entries because we no longer edit provider entries. Why would we ever have unverified entries?.....	5
Q: If I manually approve an entry in pending status, do I need to leave that overnight before it will be pulled into a batch?	5
Q: If we run a report of unverified entries, should we verify entries made by other branches?5	
STIM Time Entry and Payroll Batching.....	5
Q: What are some strategies used by staff members to ensure all entries are entered into STIM?.....	5

Q: I tried to follow along with the Learning Lab to run a payroll batch, but I don't have a Payroll tab in OR PTC DCI. Should I request it?.....	6
Other	6
Q: When will PTC enforce EVV compliance?.....	6
Q: Why does PTC use decimals when STIM does not?	6
Additional Resources	6

Phase 2A:

Q: With Phase 2A, will staff still create the vouchers?

A: Yes. Creation of vouchers will not change with Phase 2A. OR PTC DCI profile creation will also not change with Phase 2A.

Q: Who will the HCW contact if they want to report an error in their time/payment?

A: This process does not change with Phase 2A. Providers may contact the local office to ask about payment issues or Oregon Homecare Commission (OHCC) to report a late payment.

Q: How will entries that cross midnight be handled after Phase 2A?

A: For entries created on and after Phase 2A go-live, midnight entries will no longer be an issue and all entries will be handled through an automatic process. For entries created before Phase 2A go-live that the PTC Team sends to local offices for entry into the STIM screen in Mainframe, staff will still need to adjust midnight entries in STIM. Go to slide 13 of the [October Webinar PowerPoint](#) for more information about midnight shifts and how these should be adjusted. Staff should currently be making these adjustments in STIM.

Q: Will branches be able to run batches for historical punches after Phase 2A?

A: No. Payroll access will be removed for local office staff. The PTC Team will run payroll batches for historical entries. Entries created before Phase 2A go-live will be sent to local office staff via email for entry into STIM.

Q: Is the go-live date really in the middle of a pay period?

A: Yes, 7/19/23 is in the middle of a pay period. However, the first full pay period that will be processed by the PTC Team using the new Phase 2A process is 7/28/23-8/4/23. Starting on the go-live date, the PTC Team will start running payroll batches for historical entries and will send entries to local offices for entry into STIM. The Mainframe changes will also become active on the go-live date of 7/19/23. The PTC Team will explain this in more detail as we get closer to go-live.

Q: Will there be a pilot area for Phase 2A?

A: There will not be a pilot for Phase 2A. However, by having go-live before the first impacted pay period, the PTC Team and local offices have some time to adjust to changes in processes and to the Mainframe changes.

Q: What kind of errors might cause entries to go to the STIQ screen in Mainframe?

A: The PTC Team is still working on identifying what will cause an entry to go to the STIQ screen. We will share this information with local offices when we know more.

Q: What will voucher specialists do once they no longer need to manually enter time and mileage into STIM?

A: We have consistently heard from local office management and staff that there is a significant need to reduce the workload around PTC and time entry to allow staff to focus on other tasks. With there being an increase in workload caused by PTC since Phase 1 go-live in 2021, the intent is for the Phase 2A changes to result in a long-awaited reduction in workload.

Q: Since local office staff will be using the STIQ screen with Phase 2A, will the STIQ screen be branch specific?

A: There will be new filters (such as filter by branch, voucher #, voucher dates, Prime, or provider number) for the STIQ screen to make it more user friendly. There will also be a Y/N flag for adjustments and Y/N flag for suspended.

Q: How many batch reports will be run per pay period once Phase 2A is implemented?

A: We are still working out the details of when and how frequently batches will be run. We intend for the frequency payroll batches are run to eliminate most or all

late payments for time/mileage that is entered by providers before the entry deadline.

Q: Is there anything with Phase 2A that will increase EVV compliance for providers?

A: No, as there will be no provider-facing system changes with Phase 2A. However, the PTC Team is working on other efforts to increase EVV compliance.

Q: Why is it called Phase 2A? Are there going to be additional phases?

A: Phase 2A is the first rollout of interfaces between systems, which was previously known as Phase 2. There will be a Phase 2B, but it will only impact the work that the PTC Team does on the back end. There are other programs that might start to interface with OR PTC DCI in future phases. However, we don't have the details on what would be changing with any phases after Phase 2B.

Reports

Q: What can a punch entry details report be used for at the local office?

A: Punch entry details reports can be used for all kinds of research or data tracking in your office. Staff have reported using punch entry details reports for the following:

- Identifying Unverified or Open entries.
- Looking for concerns to forward to the case manager.
- Giving a printout to a provider of their entries to help them identify any mistakes or missing entries.
- Comparing entries and verifying when an entry was made and by whom.
- Keeping track of entries for a complex case when there are several providers involved.
- Identifying issues with a provider's entries, such as low EVV compliance.

Q: How is "unverified" status different from "pending"?

A: If an entry is unverified, this means a staff member has created or edited an entry on behalf of a provider. These entries will remain in an unverified status until a different staff member verifies the entry. If an entry is pending, this means it is awaiting approval by an auto-approval process, which runs every day at 4 AM.

Q: We don't have many unverified entries because we no longer edit provider entries. Why would we ever have unverified entries?

A: Best practice is not to edit entries on behalf of a provider when the provider needs to make a change to an entry. If the provider cannot edit the entry, the staff member should cancel the entry and ask the provider to create a new entry. However, there are rare occasions when an entry would need to be created or edited by a staff member. For those situations, another staff member or the provider must verify the entry.

Q: If I manually approve an entry in pending status, do I need to leave that overnight before it will be pulled into a batch?

A: No. All approved entries will be pulled into a batch, whether they are manually or automatically approved.

Q: If we run a report of unverified entries, should we verify entries made by other branches?

A: We recommend checking with your local office team to make sure someone just forgot to verify the entry. Then you can approve it. We do not recommend verifying unverified entries from other branches.

STIM Time Entry and Payroll Batching

Q: What are some strategies used by staff members to ensure all entries are entered into STIM?

A: Here are some strategies we have heard about:

- Use the Authorization tab to check to see that the remaining total time matches what was entered into STIM.
- Be careful about which "up to" date is selected as part of the batch pull. This may take some collaboration with the staff member who pulls the payroll batch.
- Use color coding on the payroll batch spreadsheet to mark which entries have been completed.

Q: I tried to follow along with the Learning Lab to run a payroll batch, but I don't have a Payroll tab in OR PTC DCI. Should I request it?

A: You will only see the Payroll Tab if your profile has the Payroll Team Role. Not everyone is responsible for or has access to create the payroll batch report. If your profile is a supervisor role, it cannot also be a Payroll Team Role.

Other

Q: When will PTC enforce EVV compliance?

A: The Centers for Medicare and Medicaid Services (CMS) would be responsible for determining an acceptable level of EVV compliance, should they choose to make this determination. If and when CMS provides us a specific expectation, then the PTC Team can work with policy teams to determine the next steps.

Q: Why does PTC use decimals when STIM does not?

A: This is a system limitation that will no longer be an issue once Phase 2A goes live in July of 2024 when STIM will be aligned to match OR PTC DCI.

Additional Resources

Webinar Session 1 Materials

- [PTC Webinar Session 1 Video](#)
- [Webinar Series PowerPoint Presentation Session 1](#)

Learning Lab Session 1 Materials

- [PTC Learning Lab Session 1 Video](#)

[PTC Staff Tools](#) - PTC resources, including Webinar and Learning Lab materials, as well as transmittals and other published communications.

[PTC Learning Lab Workday Course](#) - Go here to register for Learning Labs.

[Reports Guide](#) - Comprehensive guide on reports in OR PTC DCI.

[Troubleshooting Guide](#) - Go here to learn more about troubleshooting common issues, including STIM time entry issues.

[Payroll Batch and Time Entry Guide](#) – A comprehensive guide on payroll batches and time entry.

[CEP Guide](#) – Worker Guide for the Consumer-Employed Provider Program