

# Attention OR PTC DCI Users



*\*\*If you do not use OR PTC DCI, please disregard this message*

The PTC Support team has noticed frequent questions about the **“Employee Service Account End Date Punch Entry”** error occurring when a provider clocks out or attempts to create a historical entry. This error means an end date was added to a service account that is still active and the provider attempted to claim time/miles after the end date. End dates are added at the request of staff members or policy. If the provider or staff attempts to make an entry while receiving this error, the entry cannot be saved.

## **Reasons a provider may see this error:**

- A local office staff member previously asked the PTC Support team to unlink the consumer and provider.
  - If this occurred and provider is working for the consumer again, please email the PTC Support team and they will relink the provider and consumer. Note: Staff should never make changes to funding or service accounts.
  - See [Business Process - Relinking a Provider and Consumer](#) for more information about relinking.
- The provider was terminated by policy teams.
  - If the provider was terminated, they should have received notifications in the mail. The provider will need to follow the instructions in their notifications in order to be reinstated. Once the provider is reinstated, local office staff can then request a relink from the PTC Support team. Questions about termination should be directed to your program’s policy team.
  - See [Business Process - Provider Number Reinstated](#) for more information.
- A consumer switched programs (ex. OPI to APD, PC20 to APD, etc.) and the HCW is attempting to submit a time entry under the old program.

- The provider will need to select the new service code in order to claim time/miles.
- See [APD-IM-22-075 When a Consumer Changes Programs](#) for more information about what to do when a consumer switches programs.

### How to check the service account:

Many clock in/out problems can be discovered by checking the service account. This includes the Service Account End Date error.

- Go to the provider's profile and click on the Accounts tab (you may need to scroll down).
- Here you will see a list of all active service accounts. You will see a few details here, including the associated consumer and type of service account (either miles or hourly).
- To see more details about a specific account, click anywhere on the row except the hyperlinked consumer name.

The screenshot displays a web interface for managing service accounts. At the top, there is a navigation bar with tabs: Entries, Accounts, Certifications, EW Locations, Notes, Attachments, Events, Custom Fields, and History. The 'Accounts' tab is selected, indicated by a red arrow. Below the navigation bar are several search filters: 'Select Account Type', 'Select Profile Type', 'Type Client Name', 'Type Service Code', 'Select Unit', and 'Active'. A 'Reset' button and a 'Search' button are located to the right of these filters. Below the filters, the 'Accounts' section is displayed, showing a table of active service accounts. The table has columns for Account Type, Profile Type, Service Code, Cost Center, Client/ Program Name/ Employee Name, Unit, and Status. The first row is highlighted, and a red arrow points to the 'Marty McFly' name in the 'Client/ Program Name/ Employee Name' column. Another red arrow points to the 'Miles' unit in the 'Unit' column. A mouse cursor is visible over the first row. The table shows 6 records, and the status of all accounts is 'Active'.

Account Type	Profile Type	Service Code	Cost Center	Client/ Program Name/ Employee Name	Unit	Status
Employee Service	Client	Mileage-2	The Dalles APD-EU - 3311-EU	Marty McFly	Miles	Active
Employee Service	Client	Hourly ADU/IADL-2	The Dalles APD-EU - 3311-EU	Marty McFly	Hourly	Active
Employee Service	Client	Mileage-11	The Dalles APD-EU - 3311-EU	Carol Brady	Miles	Active
Employee Service	Client	Hourly ADU/IADL-11	The Dalles APD-EU - 3311-EU	Carol Brady	Hourly	Active
Employee Service	Client	Mileage-10	The Dalles APD-EU - 3311-EU	John Doe	Miles	Active
Employee Service	Client	Hourly ADU/IADL-10	The Dalles APD-EU - 3311-EU	John Doe	Hourly	Active

On this example, the hourly service account for Marty McFly was selected.

## Account Details - Joe Schmoe/ Marty McFly/ Hourly

Actions

Account Type:	Employee Service
Client:	Marty McFly
Relationship Type:	None
Service Code:	Hourly ADL/IADL-2
Funding Source:	APD
Funding Type:	Units
Cost Center:	The Dalles APD-EU
Employee:	Joe Schmoe
Employee Number:	222000
Unit:	Hourly
Daily Pay Max:	20.00
Daily Rate:	20.00
Min Units Per Punch:	0.00
Max Units Per Punch:	16.00
End Date:	May 07, 2022
EVV Exempt:	No
Pay Rates:	<input checked="" type="radio"/>
Allows Overlapping Pay Rates:	No
Created Date:	May 02, 2022
Status:	Active
Profile Type:	Client
Payroll Modifier:	N/A
EVV Frequency Type:	Clock Out Only

Name:	Joe Schmoe
Type:	Hourly Non Exempt
Employee No:	UnIID987654
Holiday Schedule:	OR PTC Default Schedule - 2
Cost Center:	Provider Default Cost Center-EU
Status:	Active

There is an end date of May 7, 2022 on this service account.

This provider will see the “Employee Service Account End Date Punch Entry” error when attempting to create a hourly or mileage entry after May 7, 2022. In this situation, local office staff must email PTC Support to relink the consumer and provider.

Please contact the PTC Support team at [PTC.Support@odhsoha.oregon.gov](mailto:PTC.Support@odhsoha.oregon.gov) if you have questions.