

## Mainframe STIQ Screen Error Chart

<b>STIQ Error</b>	<b>Cause of Error</b>	<b>How to Resolve/Avoid</b>
<p><i>E006 - Provider ineligible on date of service</i></p>	<p>1) Provider was terminated or otherwise ineligible to work during the pay period, but the end date was not changed on the voucher to reflect the dates of eligibility. 2) Provider was not reinstated timely.</p>	<p>1) Edit the voucher via UATH to have the correct end date. The STIQ error will clear immediately. To avoid this issue, the voucher must be edited to include the correct end date before the batch is pulled for the pay period. 2) Correct the provider record in OA to make the provider eligible for the entire pay period. If this does not clear the error, then make some type of update in UATH – for example, you can make an edit to hours and then change it back to the original hours.</p>
<p><i>E002 - Recipient ineligible on date of service</i></p>	<p>1) Consumer was ineligible to receive services during the pay period, but the end date was not changed on the voucher to reflect the dates of eligibility. 2) Consumer had ONE system eligibility issues which caused a lapse in eligibility.</p>	<p>1) Edit the voucher via UATH to have the correct end date. The STIQ error will clear immediately. To avoid this issue, the voucher must be edited to include the correct end date before the batch is pulled for the pay period. 2) Fix the ONE system eligibility issue to reflect that they are eligible for the entire pay period. If this does not clear the error, then make some type of update in UATH – for example, you can</p>

		make an edit to hours and then change it back to the original hours.
<i>P350 - Miles without hours</i>	<p>1) The mileage entry was created for a pay period with no hourly entries, or</p> <p>2) If all hourly entries on the voucher have been suspended due to a different error, any mileage entries will be suspended until the suspension of the hourly entry/entries is resolved.</p>	<p>1) If hourly entries were added after the batch was already pulled, then those suspensions should be left in STIQ and they will disappear after the hourly entries are processed. If no hourly entries are added, and will not be added, then the mileage entry/entries must be cancelled by staff.</p> <p>2) The error suspending the hourly entries must be resolved. The STIQ error will disappear from STIQ the day following the next batch pull date for the relevant pay period.</p>
<i>P351 - Miles field has decimals/non - numeric</i>	The mileage entry created in OR PTC DCI has a decimal.	The entry <b>must</b> be cancelled by staff and recreated by the provider or staff member in whole numbers, or staff can edit the entry to round up to the nearest whole number.
<i>P285 - ADL time entered is more than auth</i>	<p>1) The provider was able to exceed their authorized hours because a staff member was reducing the hours/miles on a voucher after one or more entries that exceeded the <b>new</b> authorized hours were actively being pulled into a batch, or</p> <p>2) There are entries that cross over midnight, and the</p>	<p>1) Cancel or edit entries in OR PTC DCI to be within the new authorized hours. Always make as few edits to processed entries as possible and avoid editing a processed entry if you can. Also avoid editing EVV compliant entries whenever possible.</p> <p>2) Do not instruct providers to add an extra minute to their shift if they work overnight shifts. In addition, providers who</p>

	<p>provider is entering an extra minute to their shifts in an attempt to avoid being shorted by one minute. Mainframe then rounds up by one minute. This may result in the provider claiming more than their authorized hours, but it is not caught until it comes to Mainframe.</p> <p>3) Unauthorized entries were claimed because a provider or consumer were ineligible to work/receive services, but the voucher was not edited to reflect the end in eligibility.</p>	<p>claim overnight shifts should make one continuous entry for their shift, as this ensures the minute between 11:59 p.m. and 12 a.m. is paid.</p> <p>3) Any unauthorized entries must be cancelled by staff. These suspensions will be removed from STIQ once the cancelled entries are processed. To prevent the issue from occurring, vouchers must always be edited or voided when the provider or consumer become ineligible to work/receive services.</p>
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If you see a STIQ error not included in this chart, please contact the PTC Support Team at [PTC.Support@odhsoha.oregon.gov](mailto:PTC.Support@odhsoha.oregon.gov).