Information Memorandum Transmittal
Aging and People with Disabilities
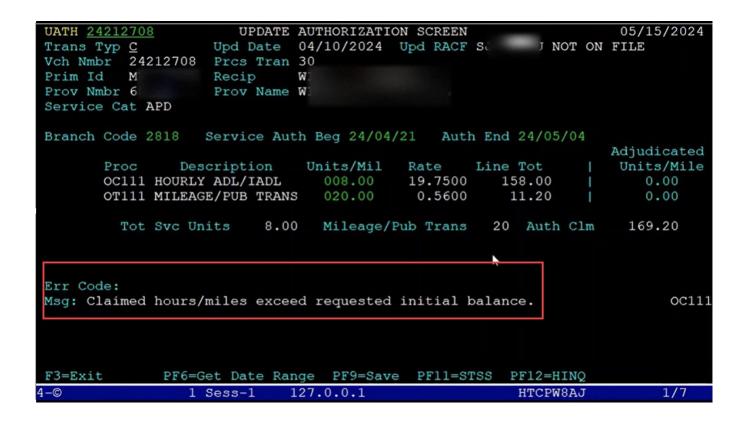
DHS | Oregon Department of Human Services

Bob Davis
Authorized signature

Number: APD-IM-24-076
Issue date: 7/18/2024

Topic: Other

Due date:

Subject: Provider Time Capture (PTC) - UATH Screen Errors

Applies to (*check all that apply*):

☐ All DHS employees
☒ Area Agencies on Aging: Types A and B
☒ Aging and People with Disabilities
☐ Self Sufficiency Programs
☐ County DD program managers
☐ Support Service Brokerage Directors
☐ ODDS Children's Residential Services
☐ Child Welfare Programs

☐ County Mental Health Directors
☒ Health Services
☐ Office of Developmental Disabilities Services (ODDS)
☐ ODDS Children's Intensive In Home Services
☐ Stabilization and Crisis Unit (SACU)
☐ Other (*please specify*):

Message:

The purpose of this transmittal is to explain the errors staff may see while attempting to edit a voucher in Mainframe using the new UATH screen.

It is extremely important for staff to watch for errors in UATH when they attempt to make an update. **If an error occurs, then the update was not saved** to the voucher or authorization. Additional actions must be taken by staff to resolve the error before the changes can be saved.

```
UATH 24212708           UPDATE AUTHORIZATION SCREEN              05/15/2024
Trans Typ C          Upd Date  04/10/2024   Upd RACF S[    ]J NOT ON FILE
Vch Nmbr  24212708   Prcs Tran 30
Prim Id   M[    ]     Recip     W[    ]
Prov Nmbr 6[    ]     Prov Name W[    ]
Service Cat APD

Branch Code 2818   Service Auth Beg 24/04/21   Auth End 24/05/04
                                                              Adjudicated
      Proc      Description     Units/Mil    Rate   Line Tot  |  Units/Mile
      OC111  HOURLY ADL/IADL     008.00    19.7500   158.00   |    0.00
      OT111  MILEAGE/PUB TRANS   020.00     0.5600    11.20   |    0.00

      Tot Svc Units    8.00   Mileage/Pub Trans   20  Auth Clm    169.20



Err Code:
Msg: Claimed hours/miles exceed requested initial balance.              OC111




F3=Exit        PF6=Get Date Range   PF9=Save   PF11=STSS   PF12=HINQ
4-©              1 Sess-1     127.0.0.1               HTCPW8AJ       1/7
```

Please note that only one of the UATH errors (the pay rate error) requires an email to the PTC Support Team. All other errors must be resolved by the local office.

UATH error	What causes the error	How to resolve
"The requested pay rate update overlaps with an existing pay rate."	The pay rate recently changed, but the update has not yet come through to the OR PTC DCI service accounts.	Email the PTC Support team requesting to update the pay rate. Include the consumer and provider information and the pay period.
"Branch must match service eligibility."	The service eligibility branch has changed, but the change is not reflected on the voucher.	The branch must match the service branch indicated on the SELG screen.
"The requested start/end date overlaps with Auth ID [xxx]."	The start or end date is changed to a date that overlaps with an existing authorization in OR PTC DCI.	You must check for overlapping dates and correct the date being edited.
"Entries exist prior to requested start date."	The start date on the voucher is changed to a later date and entries exist before the new start date	Cancel entries in OR PTC DCI before completing the edit in UATH.

	(that have not been rejected or canceled).	
"Entries exist after the requested end date."	The end date is changed but there are entries in OR PTC DCI that exist after the new end date.	Cancel entries in OR PTC DCI before completing the edit in UATH.
"End date cannot be before start date."	The end date on the voucher is changed to a date prior to the begin date.	The system will not allow the end date to be before the start date.
"Claimed hours/miles exceed requested initial balance."	The hours on a voucher are decreased to an amount smaller than what has been claimed in OR PTC DCI.	Cancel or edit entries in OR PTC DCI.

The following errors will not be in the UATH screen, but will occur in either the HATH, OATH, or MATH screen when attempting to void a voucher. These errors are new and are associated with the PTC Phase 2A changes.

HATH/OATH/MATH error	What causes the error	How to resolve
"Entries exist against this authorization."	A user tries to void a voucher in Mainframe that has pending, approved, or processed entries in OR PTC DCI.	Cancel the entries in OR PTC DCI.
"Cancelled entries exist in PTC, voucher voided 17 status."	A user voids a voucher after all entries were canceled on the authorization.	No action needed. Voucher will show as 17 status instead of 10 status.

Please direct any questions about this transmittal to the PTC Support Team at PTC.Support@odhsoha.oregon.gov.

If you have any questions about this information, contact:

Contact(s): Provider Time Capture	
Phone:	Fax:
Email: PTC.Support@odhsoha.oregon.gov	