

**Use this guide to discuss Provider Time Capture with Consumers, Consumer Reps, or Providers during direct and indirect contacts.**

**Note: blue hyperlinks throughout document are bookmarks to other sections.**

**“Have you heard about OR PTC DCI (Oregon Provider Time Capture Direct Care Innovations)?”**

YES	NO
<p>Suggestions for what to share next:</p> <ul style="list-style-type: none"> <li>• Skip to <a href="#">“Are you excited about switching from paper vouchers to OR PTC DCI?”</a></li> <li>• Jump to <a href="#">OR PTC DCI Options</a>,</li> <li>• Jump to <a href="#">When we are changing from paper vouchers to OR PTC DCI</a>, or</li> <li>• Jump to <a href="#">Provider Introductory Orientation</a></li> </ul>	<p>“Did you receive the PTC Awareness Flyer in the mail?”</p> <ul style="list-style-type: none"> <li>• This has lots of information about OR PTC DCI</li> <li>• We can give you a copy of the flyer or you can find one at PTC’s website if you prefer</li> </ul> <p>(PTC suggests you share information about PTC with the Consumer/Provider at whatever pace seems manageable for them. Here are some suggestions):</p> <ul style="list-style-type: none"> <li>• Skip to <b>Info sharing</b> in <a href="#">“Are you excited about switching from paper vouchers to OR PTC DCI?”</a> below, or</li> <li>• Jump to <a href="#">PTC Quick Facts</a></li> </ul>

**“Are you excited about switching from paper vouchers to OR PTC DCI?”**

YES	NO ( <i>Info sharing</i> )
<p>“Are you signed up for Preliminary Provider Orientation?” (Jump to <a href="#">Provider Introductory Orientation</a>)</p> <p>And/or</p> <p>Jump to <a href="#">OR PTC DCI Options</a></p>	<ul style="list-style-type: none"> <li>• Options: “There will be a few different options to choose from, and you can pick the one that will work best for you. You can either download an app on your smart device, use a landline number (if the Consumer has a landline phone), or use another method that doesn’t require a smart device or landline phone. Also, the app has an Offline Mode, so it doesn’t need to be connected to WIFI all the time in order to work normally.”</li> <li>• Training: “There will be training for everyone who needs to use the system. There will also be materials that you can go back to if you forget anything. You</li> </ul>



	<p>don't have to learn it all at once!" (Jump to: <a href="#">If the Consumer or Provider has questions about training or accessibility</a>)</p> <ul style="list-style-type: none"> <li> <p><b>Federal requirement:</b></p> <p>"This comes from a federal requirement, and the State is working hard to make sure get everyone trained and that the system works. We won't be able to mail vouchers anymore once the new system is live because of the federal requirement."</p> </li> <li> <p><b>Benefits:</b></p> <p>"Hours are much easier to track, no more paper vouchers to deal with (waiting for voucher in mail, filling it out by hand, mailing it), the information is secure and is given the same level of security as medical information (the system is HIPPA compliant)"</p> </li> <li> <p><b>You can learn more about PTC now:</b></p> <p>"The PTC Awareness Flyer (mailed to you at the end of April) and the PTC Website have TONS more info if you want to study more. There are even PTC YouTube videos online right now!"</p> </li> </ul> <p>Link to <a href="#">Benefits of OR PTC DCI</a></p> <p>Ask if they are signed up for <a href="#">Provider Introductory Orientation</a></p>
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<h3 style="color: #0070C0;">When we are changing from paper vouchers to OR PTC DCI?</h3>	
<p><b>Pilot group:</b></p> <ul style="list-style-type: none"> <li>• Warrenton – Branch 0411</li> <li>• Bend – Branches 0911 and 0912</li> <li>• LaPine – Branch 0913</li> <li>• Redmond – Branch 0914</li> <li>• Prineville – Branch 1611</li> <li>• Madras – Branch 1612</li> <li>• Tillamook – Branch 2911</li> </ul>	<p><b>Statewide group:</b></p> <p>All other branch offices in the state</p>
<p><b>Go-Live is August 1, 2021</b></p>	<p><b>Go-Live is September 12, 2021</b></p>



<ul style="list-style-type: none"> <li>• The last paper vouchers to be mailed will be for the pay period 7/18/21 – 7/31/21</li> <li>• Paper vouchers will not be issued after 7/31/21.</li> <li>• Vouchers issued before 8/1/21 will still be accepted.</li> </ul>	<ul style="list-style-type: none"> <li>• The last paper vouchers to be mailed will be for the pay period 8/29/21 – 9/11/21</li> <li>• Paper vouchers will not be issued after 9/11/21.</li> <li>• Vouchers issued before 9/12/21 will still be accepted.</li> </ul>
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<b>OR PTC DCI Options</b>	
<b>Step 1 - Does the HCW or PCA have a smart phone or smart device?</b>	
<b>YES (Mobile App Option)</b>	<b>NO</b>
<ul style="list-style-type: none"> <li>• The OR PTC DCI Mobile App is free to download on Apple or Android.</li> <li>• The mobile app is easy to use and you can view your remaining hours, clock in and out, and even get sign-off from the consumer - all on your smart phone or smart device.</li> <li>• Your device does not need to be connected to WIFI all the time to use the app, so you don't need to worry if your internet connection comes and goes.</li> <li>• You will receive training on how to use the OR PTC DCI Mobile App!</li> <li>• The app does not take up a lot of space on your phone</li> </ul>	<p><b>Go to Step 2</b></p>
<b>Step 2 - Does the Consumer have a landline phone?</b>	
<b>YES (Landline Option)</b>	<b>NO (fob option)</b>

<ul style="list-style-type: none"> <li>• Make sure the phone number is on file with the Local Office.</li> <li>• The Consumer’s HCW or PCA can use the OR PTC DCI Landline option.</li> <li>• The Provider calls into an automated system at clock in and clock out using the landline phone.</li> <li>• The Provider can complete all necessary steps to clock in and out without needing an internet connection at all.</li> <li>• The Consumer would only need to sign off on landline time entries if the Provider is reporting time that is in the past.</li> <li>• The landline option does not need any Consumer sign-off for real-time entries.</li> </ul> <p>If they would like to use the landline option, but currently don’t have a landline phone, we have information about how Oregon Lifeline can help you get a discount on some landline phones.</p>	<ul style="list-style-type: none"> <li>• The other option is an OR PTC DCI fob, which doesn’t require a smart device, internet connection at the home, or a landline phone.</li> <li>• Fobs are provided at no cost to Consumers</li> <li>• A fob is a small device, similar to a keychain or key fob, which must be kept in the Consumer’s home at all times.</li> <li>• The Provider will push a small button on the fob to create a 6-digit code at clock in.</li> <li>• The Provider will write the code and the time of clock in on a fob timesheet and they will do the same thing at clock out.</li> <li>• Before the end of the pay period, the Provider will enter their codes into the OR PTC DCI Web Portal.</li> <li>• The Provider needs to be able to access a website at least one time per pay period – this can be at a computer, tablet, or even a smart phone.</li> </ul>
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<b>If the Consumer or Provider has questions about training or accessibility:</b>	
<b>Consumer</b>	<b>Provider</b>
<p><b>Consumers may need to interact with the system:</b></p> <ul style="list-style-type: none"> <li>• Entering a PIN or signature on the Mobile App if they choose to sign off on time entries at the end of shifts, OR</li> <li>• Potentially signing into the Web Portal if they choose to sign off on time entries</li> </ul>	<p><b>Different kinds of training offered:</b></p> <ul style="list-style-type: none"> <li>• Virtual training sessions</li> <li>• Recordings of virtual training sessions</li> <li>• Step-by-step written guides</li> <li>• Limited in-person appointment-based sessions for those with limited access to virtual training options (COVID-19 restrictions may affect these sessions)</li> </ul>

after their Provider's shifts (training will be provided);

- If using the landline option: entering a PIN for historical entries ONLY (not for real-time landline phone time entries)

Otherwise, Consumers do not need to interact with the system if they prefer not to or if they have barriers.

If there are still barriers for the Consumer, a conversation about Consumer Employer Representation may be warranted.

**Different kinds of training offered:**

- Virtual training sessions
- Recordings of virtual training sessions
- Step-by-step written guides
- Limited in-person appointment-based sessions for those with limited access to virtual training options (COVID-19 restrictions may affect these sessions)

**Training languages:**

- Live interpretation is available in ASL/CDI, English, Spanish, Vietnamese, Russian and Mandarin
- Captioning will be provided for each live session
- Written materials in English, Spanish, Russian, Vietnamese, Simplified Chinese, Traditional Chinese, Arabic, Korean, Somali, Farsi, Lao, Nepali, and Khmer (Cambodian)

**Mobile App and Web Portal Languages:**

- English, Spanish, Russian, Vietnamese, Somali, and Simplified Chinese at go-live. The Project Team is working with the

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**Mobile App and Web Portal Languages:**

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<b>Provider Introductory Orientation (OR PTC DCI Orientation)</b>	
<ul style="list-style-type: none"><li>• Interactive Zoom sessions for HCWs and PCAs led by the PTC Training Team</li><li>• Consumers and Consumer Employer Reps are welcome too!</li><li>• Daily sessions are offered from <b>June 15<sup>th</sup> through June 21<sup>st</sup></b> (Tuesday through Saturday) at the following times:<ul style="list-style-type: none"><li>– 8:30am to 10:30am</li><li>– 11:30am to 1:30pm</li><li>– 2:30pm to 4:30pm</li><li>– 5:30pm to 7:30pm</li></ul></li></ul> <p><i>Note: All sessions offer the same information but are available on different dates/times to accommodate different work schedules. Materials and recordings will be available for Staff.</i></p> <p><i>These sessions are not mandatory, but all Providers are highly encouraged to attend.</i></p>	<ul style="list-style-type: none"><li>• Orientation Registration links will be available at <a href="http://www.carewellseiu503.org">www.carewellseiu503.org</a> and <a href="http://PTC.Oregon.gov">PTC.Oregon.gov</a>.</li><li>• What content is included?<ul style="list-style-type: none"><li>– How to set up new accounts in OR PTC DCI</li><li>– How to navigate the different OR PTC DCI options</li><li>– How to enter time, verify time (including mileage)</li><li>– Future learning opportunities, dates and how to register</li></ul></li><li>• Live interpretation is available in ASL/CDI, English, Spanish, Vietnamese, Russian and Mandarin (check registration link for when interpreters are available). Electronic copies will be available in additional languages.</li><li>• Captioning and ASL will be provided at all sessions.</li><li>• Recordings will be available on the Carewell site and PTC.Oregon.gov after the sessions.</li></ul>

## Benefits of OR PTC DCI

Consumers	Providers
<ul style="list-style-type: none"> <li>• No more paper vouchers</li> <li>• Consumers can see authorized hours in the Mobile App or Web Portal in real-time</li> <li>• It will be easier to see how many hours are available</li> <li>• It will help keep track of the number of hours each Provider has worked so far</li> <li>• Consumers can use a PIN, initials, or X-mark signature to sign off on time entries (if they choose to sign off)</li> <li>• State offices will save time and money using the new system instead of paper vouchers, which means better service and supports for Oregonians</li> <li>• Consumers can choose whether they want to sign off on time entries or not</li> <li>• Being able to add notes in the system to communicate with Case Managers</li> </ul>	<ul style="list-style-type: none"> <li>• No more paper vouchers</li> <li>• No more lost/replacement vouchers</li> <li>• No more issues reading the vouchers</li> <li>• The gauge in the Mobile App and Web Portal show total authorized and remaining hours in real-time. No need to call the Local Office or wait for voucher to confirm authorized hours.</li> <li>• No more tracking hours by hand or manual calculation of hours worked or remaining hours</li> <li>• No more driving to the office, mailing in vouchers, or waiting for vouchers to arrive in the mail</li> <li>• You will have “proof” to back up when you were at work</li> <li>• State offices will save time and money using the new system instead of paper vouchers.</li> <li>• Being able to add notes in the system to communicate with Case Managers</li> </ul>

## PTC Quick Facts

<ul style="list-style-type: none"> <li>• Paper vouchers are being replaced this summer with an electronic solution called OR PTC DCI (Oregon Provider Time Capture Direct Care Innovations).</li> </ul>	<ul style="list-style-type: none"> <li>• You will get training based how you will use OR PTC DCI before you need to use it. Training will be mostly online due to COVID-19 restrictions. The first training opportunity is a <a href="#">Provider Introductory Orientation</a> in June.</li> <li>• (Jump to: <a href="#">If the Consumer or Provider has questions about training or accessibility</a>)</li> </ul>
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<ul style="list-style-type: none"><li>• There will be different options including a mobile app, a landline phone option, and a fob. The fob doesn't require a smart phone/device or landline phone. (Jump to: <a href="#">OR PTC DCI Options</a>)</li></ul>	<ul style="list-style-type: none"><li>• PTC's Project website has a lot more information about OR PTC DCI and is updated regularly. The website is <a href="http://PTC.Oregon.gov">PTC.Oregon.gov</a>.</li></ul>
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