



Oregon Provider Time Capture Support Guide

This guide is for consumers, consumer-employer representatives, homecare workers, and personal care attendants. It includes information about:

- How to start using the electronic timekeeping system called OR PTC DCI (Oregon Provider Time Capture Direct Care Innovations), and
- Who to contact if you need help.

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Overview

- OR PTC DCI stands for Oregon Provider Time Capture Direct Care Innovations. This electronic timekeeping system replaced paper vouchers in September 2021.
- As part of the 21st Century Cures Act, the federal government requires certain information is gathered electronically when personal care services are provided. This requirement is called Electronic Visit Verification or EVV.
- OR PTC DCI captures the following information to meet the federal EVV requirements:
 - Type of service
 - Consumer receiving the service

- Provider giving the service
- Date of the service
- Location of the services, and
- Time the service starts and ends
- There are different OR PTC DCI options to choose from to capture time worked. Providers and consumers should work together to find the method that works best for them. You may use multiple methods if needed, but you will need to stick with one method at a time during your shift. For example, if you clock in with the Mobile App, you'll need to clock out with the Mobile App.

Choose a timekeeping option

OR PTC DCI mobile app

This free mobile application is the most popular choice. Providers can use the mobile app daily to clock in, clock out, view hours and write notes. In the mobile app, consumers are not required to take any actions, but can do so if desired. Consumers have the option of signing off using a PIN/password or e-signature, or they can take no action.

The mobile app is accessible for people with disabilities and is available in English, Spanish, Russian, Simplified Chinese, Vietnamese, Arabic and Somali (more languages will be added over time). The mobile app also has an offline mode so providers can clock in and out without an internet connection. Providers can create up to 10 entries for up to 5 days in a row without a cellular data or WiFi connection. Search for **OR PTC DCI** in the Apple App Store or on Google Play for Android.

OR PTC DCI mobile app icon:



OR PTC DCI Landline

If the provider does not have a smart phone or smart device, and the consumer has a landline phone, OR PTC DCI Landline is a good option. The provider uses the consumer's landline phone to enter their time by following the phone prompts. This can be used for real-time entries or to enter time for previous days. Note: To use this option, the consumer's landline phone number must match the landline phone number ODHS/OHA has on file for that consumer.

OR PTC DCI landline phone numbers:

- English and Spanish: 844-856-9560
- English and Vietnamese: 833-640-1295
- English and Russian: 844-334-7318
- English and Mandarin: 844-331-0241
- English and Arabic: 844-311-4160

OR PTC DCI fob

If the consumer does not have a landline phone and no one has access to a smart device, providers can track time using the fob. The fob is a small device that is always kept in the consumer's home where services are provided. The fob generates 6-digit codes called "tokens" at the start and end of each shift. The provider writes these codes daily on a sheet of paper, then enters them electronically into the OR PTC DCI web portal at <https://orptc.dcisoftware.com/> before the end of the pay period. For consumers, no action is needed when using the fob. If a fob device is needed the consumer or provider must reach out to the consumer's case manager to submit a fob request.

Refer to the [Quick Reference Guide-How to Use a Fob](#) to learn more about how to use the fob.

Image of a fob device:



Login information

You can log into OR PTC DCI when you receive this guide.

Login information for OR PTC DCI mobile app and OR PTC DCI web portal:

Username: firstname.lastname

(Example: john.smith)

Your username will usually be your first and last name. If you have difficulty logging in, please contact your local office.

Temporary password: ORptc2021!

Use this temporary password the first time you log in, then you will be prompted to change the password to a secure password of your choice. When changing your password, keep the following password rules in mind. Your password:

- Must have at least 10 characters
- Must have one uppercase letter, one lowercase letter, one number and one special character
- Cannot have more than two repeated characters in a row
- Cannot have more than two repeated characters from your username

Example: If your username is john.smith, JSmith175qw4! would not work as a password because it uses at least 3 letters in a row from your username.

You must change your OR PTC DCI password every 60 days, and you cannot use any of your last 24 passwords.

PIN

A PIN will be assigned to all users based on the last four digits of their home phone number. If there is no home phone number on file, the default PIN is 0000. This PIN is used to login or sign off on time in the mobile app or landline.

Getting started with each OR PTC DCI option

OR PTC DCI mobile app

If you would like to use the OR PTC DCI mobile app, simply download the free app on your smart phone or smart device. The mobile app is supported by Android software version 8 and above, and Apple software version 13 and above.

You can then use your login information to log into the mobile app.

OR PTC DCI landline

Consumers: Make sure the correct landline number is on file with ODHS/OHA. If your number is on file and your information is set up in OR PTC DCI, there are no other actions you need to take for the landline option.

If you run into issues or need help, make sure to confirm you are using the same landline phone number that is on file with ODHS/OHA for the consumer.

If you still need help, call the DCI help desk at 1-855-565-0155 or email ORPTCSupport@dcisoftware.com.

OR PTC DCI fob

If the provider does not have access to a smart phone or smart device and the consumer does not have a landline phone, the other option is the OR PTC DCI fob. If a fob is needed, the consumer must request one from their local office. It may take several weeks for the consumer to receive the fob in the mail. While waiting on the fob to arrive, providers can create historical time entries in the web portal. Please note that historical entries are not to be used regularly, but only when the provider is unable to use one of the EVV options.

Once received, please secure the fob in a safe place in the location where the consumer receives services. The provider should be able to easily access the fob at the start and end of their shift. Consumers do not need to take any other actions.

Providers will need to document their fob codes and dates and times worked. You can find a recommended fob timesheet to record this information on the PTC website, PTC.Oregon.gov, in the Learning Materials section. This timesheet is available in various languages. Note: Fob timesheets are for your records only and cannot be turned into

the local office. You must enter your shift information and fob codes into the web portal in order to be paid for the time worked.

If you received a fob that does not work or is malfunctioning, please contact PTC.Support@odhsoha.oregon.gov or your local office.

Need help?

The [Provider Learning Materials Catalog](#) has many learning resources for providers including the [Provider Guide](#), several Quick Reference Guides (QRGs), online learning, and videos.

Translated Provider Learning Materials Catalog:

- [عربي \(Arabic\)](#)
- [简体中文 \(Simplified Chinese\)](#)
- [繁體中文 \(Traditional Chinese\)](#)
- [فارسی \(Farsi\)](#)
- [ខ្មែរ \(Khmer/Cambodian\)](#)
- [한국어 \(Korean\)](#)
- [ລາວ \(Lao\)](#)
- [नेपाली \(Nepali\)](#)
- [Română \(Romanian\)](#)
- [Русский \(Russian\)](#)
- [Soomaali \(Somali\)](#)
- [Español \(Spanish\)](#)
- [Tiếng Việt \(Vietnamese\)](#)

Support for Homecare Workers (HCWs)

Homecare Workers are in-home care providers whose services are authorized through the Oregon Department of Human Services (ODHS).

Contact your local ODHS office if you have questions about service plans, tasks, authorized hours, policies, contact information updates or just getting started as a new provider or consumer.

Contact Oregon Home Care Commission for customer relations questions and comments using the online [OHCC Comment Submission Form](#).

Support for personal care attendants

Personal Care Attendants are behavioral health in-home care providers whose services are authorized through the Oregon Health Authority (OHA).

If you are new and need help getting started with OR PTC DCI, would like to confirm your username, or have issues related to payments, please contact 503-945-9708 or PC.20@odhsoha.oregon.gov.

If you have questions about the number of authorized hours, exceptions, service plan or tasks, contact Comagine at 888-416-3184 or ORBHSupport@comagine.org.

DCI help desk

Call 1-855-565-0155 or email ORPTCSupport@dcisoftware.com for help with:

- Basic system navigation
- Logging in, and
- System errors (frozen pages, server errors, etc.)

Provider Time Capture support

Email PTC.Support@odhsoha.oregon.gov if you are unable to get the help you need from one of the other resources.

Frequently asked questions (FAQs)

Below is a list of common questions asked by providers and consumers. For the most up-to-date list of FAQs, visit PTC.Oregon.gov.

Are there exceptions using OR PTC DCI? Can I keep using paper vouchers?

No. Due to federal requirements, paper vouchers can no longer be used for current or future pay periods. Providers must use OR PTC DCI to enter their time electronically.

What if I need help deciding on the best OR PTC DCI option for me?

Contacting the consumer's case manager is a good first step. Share the types of technology you have access to and they can help you determine which OR PTC DCI option meets your needs. You can also find resources to help you decide at PTC.Oregon.gov.

What languages and accessibility features are available with OR PTC DCI?

OR PTC DCI follows federal accessibility standards and can be used with screen readers. It is available in English, Spanish, Russian, Simplified Chinese, Vietnamese, Arabic, and Somali. Additional languages will be added soon.

Training materials and OR PTC DCI fob timesheets are available in English, Spanish, Arabic, Farsi, Khmer, Korean, Lao, Nepali, Romanian, Russian, Simplified Chinese, Somali, Spanish, Traditional Chinese, and Vietnamese.

What happens if a provider goes over their authorized hours in OR PTC DCI?

If your time entry puts you over your authorized hours, this will cause an error in OR PTC DCI. You will still be able to create the time entry, however, this entry will not be paid until it is edited to be within the authorized hours. See the learning materials on OR PTC DCI to learn more about how to edit your time entries.

Can multiple providers clock in and work for the same consumer at the same time in OR PTC DCI?

Yes, they can.

With paper vouchers, providers could write notes on the back of the vouchers to show the tasks performed. Will this be available in OR PTC DCI?

Yes, providers can capture notes within their entries on OR PTC DCI (in the Web Portal or Mobile App). Case managers will be able to view these notes within OR PTC DCI. Entry notes are entirely optional and should not be used for emergency communications.

