PTC Quarterly Recap:
2025 Quarter One

If you do not use OR PTC DCI, please disregard this email.

Below is the PTC Quarterly Recap for the first quarter of 2025. The PTC Team has created these recaps to summarize key emails and transmittals from the last three months. The goal of the quarterly recaps is to ensure everyone is informed of changes and aware of critical processes, policies, and procedures. Tip: to locate email messages from PTC Support, type "From: ptc.support@odhsoha.oregon.gov" in your inbox's search bar.

All current and past quarterly recaps are posted on the new Provider Time Capture Staff Tools Page. If you have questions, email us at ptc.support@odhsoha.oregon.gov.

Email: *How to Get Help with OR PTC DCI*
Date Sent: 1/9/2025
All requests from staff for help with OR PTC DCI should be emailed to ptc.support@odhsoha.oregon.gov. Providers may contact the DCI Help Desk but should be aware they cannot assist with making changes to information in PTC or anything that involves other state systems, like ONE or OA, including authorizations.

This email covers:
- the types of requests that should be sent to PTC Support,
- general reminders,
- information about system messages,
- guidelines on who to contact, and

- and resources for providers who need help with issues that are not related to PTC.

Email: *Program Changes in Mainframe and PTC*
Date Sent: 1/29/2025
Staff should act on program changes in Mainframe as soon as possible to avoid complications when paying a provider. Program changes should never be backdated without approval from Policy and assistance from PTC Support.

This email contains instructions on actions to take in two scenarios:
1) if you are notified of the program change before any entries created under the wrong program are processed, and
2) if you are notified of the change after entries created under the wrong program are processed.
It includes specific instructions for Case Managers and Voucher Specialists.

Instructions on what to do when a consumer changes programs can also be found in APD-IM-22-075.

Email: *New PTC Online Learning Module Available*
Date Sent: 2/4/2025
A new, self-directed online learning module covering consumer transfers to a new branch or program has been posted to Workday. Link: OR PTC DCI 3.3 Consumer Transfers to a New Branch or Program.

APD-IM-24-076 *Provider Time Capture (PTC) - UATH Screen Errors*
Issue date: 2/6/2025
This transmittal explains the errors that may occur when using UATH or creating or voiding a voucher in HATH/OATH/MATH. If you encounter one of the errors listed in the transmittal and are unsure how to resolve it, contact PTC Support.

Important: Staff should not cancel processed entries in OR PTC DCI unless the time or mileage was not worked.

Email: *Underpayment and Overpayment Reminders - Pre-launch Batches*
Date Sent: 2/19/2025
Most pre-launch entries (i.e. entries for a date of service on 7/28/24 or earlier) require an underpayment or overpayment request. Underpayments from 7/28/24 or earlier must be sent to PRU for processing. All overpayments must be processed by PRU.

For more detailed information, see the email. The email also includes information on how to find adjustments in the STIQ screen and links and resources regarding payment adjustments.

Email: *New Links and Updates to PTC Learning Materials*
Date Sent: 3/12/2025
All links to PTC learning materials that were posted to the DCI Help Center have changed. The old links are being taken down and will no longer work. Staff should update any links they have bookmarked.

The Staff Learning Materials Catalog has also been updated with new materials and links. [New Link - Staff Learning Materials Catalog.](#)

Additionally, there have been updates to several business processes to more accurately reflect Phase 2A processes. See the email for more information.

Email: *STIQ Error Video*
Date Sent: 3/17/2025
A new video has been created for staff that explains how to prevent and resolve the most common STIQ errors. It has been posted to YouTube. Link: [OR PTC DCI Video – Resolving and Preventing "Ineligible" STIQ Errors](#).

Feedback about the video can be sent to PTC Support.
Thank you,
Provider Time Capture (PTC) Support

Website: ptc.oregon.gov
Email: ptc.support@odhsoha.oregon.gov

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