PTC Quarterly Recap: 2025 Quarter Three

Oct. 3, 2025

Below is the PTC Quarterly Recap for the third 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: PTC Phase 2A Update
Date Sent: 7/29/2025
The one-year anniversary of the implementation of Phase 2A of the PTC Project was on 7/28/25. Because of this, local offices will no longer be sent time and mileage entries to manually enter into STIM.

This email includes reminders about the following:
- How and when new provider profiles are created,
- How to add new staff profiles and update existing profiles,
- How to have your profile unlocked, and
- Who to contact for help with PTC.

Also included in this email is a high-level overview of Phase 2B of the PTC Project, which will automate profile creation for new consumers and providers.

[APD-AR-25-015](#) Provider Time Capture (PTC) - Data entry for PTC Phase 2B
Issue Date: 7/30/2025
Phase 2B of the PTC Project will roll out in July 2026. Phase 2B will automate:
- the creation of consumer and provider profiles,
- certain profile and account updates, and
- some cost center changes.

There will be no impact to consumers and providers using PTC, and there will be minimal impact to staff. However, because many processes are being automated, there is a greater need to ensure demographic data (i.e., name, address, phone number) is correctly entered in OA, ONE, and MMIS to allow for a seamless flow of information into PTC.

This transmittal provides detailed instructions on how data must be entered in legacy systems to come over to PTC correctly.

Email: OR PTC DCI Decimal rounding issue – Resolution coming soon
Date Sent: 8/18/2025
Some providers have been experiencing a rounding issue in PTC that results in them being underpaid by a fraction of a minute for some pay periods. Acumen, the OR PTC DCI software vendor, plans to release a solution for the issue prior to year end 2025.

The PTC Team and OHCC have worked to identify, and contact impacted providers. Note: Due to this being identified as a large-scale IT event, providers impacted by the rounding issue are not eligible for late payment penalty fees.

Email: OR PTC DCI Unlinking Reminders

Date Sent: 9/9/2025

When a provider stops working for a consumer, the local office must email PTC Support with a request to unlink them. This email provides information about:

- how to submit an unlink request,
- voucher actions that must be taken when a pair is unlinked, and
- actions to take when a consumer passes away.

Additionally, before making any changes to a provider or consumer's profile in PTC, staff must review data points on the profile to ensure the profile belongs to the correct person. Many users have similar names and failing to verify data points on the profile can result in the wrong profile being updated.

Email: Viewing PTC Learning Materials in Edge Browser – Temporary Issue

Date Sent: 9/12/25

There is a cosmetic issue that impacts previewing PTC materials on the DCI Help Center. The software vendor is actively working on a resolution. Note: This issue only occurs in the Edge web browser.

There are two options for viewing PTC learning materials:

1. Click on the PDF icon to view the document. (This will work in any browser.)
2. Use a web browser other than Edge to view or download materials.

Email: OR PTC DCI Branch Transfer Reminders

Date Sent: 9/22/25

This email reviews the process for branch transfers, including the steps related to OR PTC DCI. The steps in [Business Process 3.3 - Consumer Transfers to a New Branch or Program](#) are included in a list format.

Email: New Voucher Scenario Charts document

Date Sent: 9/24/25

A new [Voucher Scenario Chart](#) document has been posted to the PTC Staff Catalog. The first chart explains how to complete actions related to vouchers using either the HATH, OATH, MATH, UATH, and/or the ONIQ/ONGO screen. The second chart explains UATH errors and how to resolve them, and the third explains HATH/OATH/MATH errors and how to resolve them.

Email: PTC Phase 2B – Looking Ahead

Date Sent: 9/30/2025

This email reviews the upcoming Phase 2B changes and links to the [Phase 2B Action Request from July 2025](#).

Thank you,

Provider Time Capture (PTC) Support

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