

PTC Quarterly Recap: 2025 Quarter Four

Jan. 6, 2026

Below is the PTC Quarterly Recap for the fourth 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: Top 8 Reasons a Provider Cannot Claim Time/Miles in OR PTC DCI
Date Sent: 10/14/2025

This email outlines the eight most common reasons a provider is unable to claim time or mileage in PTC, including troubleshooting tips and resources.

Email: OR PTC DCI Staff Reason Codes and Verifying Entries
Date Sent: 10/28/25

When staff create a historical entry, edit an entry, or cancel an entry in PTC, a reason code must be added to the entry. The only reason code that is available to staff is the “State-Other” reason code, which requires a brief comment about

the reason for the entry, update, or cancelation. All other reason codes have been removed.

Also included in this email is a reminder about verifying entries. Every time a staff member creates or edits an entry in PTC, the entry must be verified by a separate staff member. Unverified entries are not batched or processed for payment.

Email: End of Daylight Savings in OR PTC DCI

Date Sent: 11/3/25

Daylight Savings time ended on November 2nd at 2 a.m. Some entries that crossed 2 a.m. that morning will require action from local office staff. This email outlines how to identify and update these entries, so that the entry can be approved and processed for payment.

[APD-AR-25-015](#) Provider Time Capture (PTC) - Data entry for PTC Phase 2B

Updated: 12/1/25

A transmittal about Phase 2B of the PTC project was previously released on 7/30/25. The transmittal has been updated to clarify the following:

- Phone numbers: When Phase 2B is implemented, phone numbers for **new consumers** will not be pulled over into PTC. If a consumer needs to have their landline phone number added to PTC for the provider to use the Landline option, staff must email PTC Support.
- Home addresses: Consumer and provider home addresses cannot contain commas. Including a comma will cause the automatic creation of the profile to fail.

Please refer to the transmittal for additional information on data entry requirements for Phase 2B.

Email: Upgrade to Clock Out Reminder - OR PTC DCI Mobile App

Date Sent: 12/16/25

Providers have had the option of setting a clock out reminder in the OR PTC DCI Mobile App. Now, the reminder is more customizable. The provider can set a specific time to receive the reminder and can have the reminder repeated, if they are still clocked in. This email also provides instructions on how to set up a clock out reminder.

Thank you,

Provider Time Capture (PTC) Support

Website: ptc.oregon.gov

Email: ptc.support@odhsoha.oregon.gov

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact the Aging and People with Disabilities at apd.ltss@odhsoha.oregon.gov or **503-945-5600**. We accept all relay calls.



Aging and People with Disabilities

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