

PTC Quarterly Recap: 2026 Quarter One

April 1, 2026

Below is the PTC Quarterly Recap for the first quarter of 2026. The PTC Team has created these recaps to summarize key emails and transmittals from the last three months. The goal of the quarterly recap 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.

[APD-IM-26-004](#) Two-Step Verification in OR PTC DCI

Date: 1/9/2026

As of April 14, 2026, OR PTC DCI users will be required to complete two-step verification to log in. This transmittal includes:

- A communications plan and links to a Quick Reference Guide,
- How to prepare for the change, and
- How to get help.

Email: Two-step verification is coming soon to OR PTC DCI

Date Sent: 1/22/2026

This email reiterates the information shared in [APD-IM-26-004](#).

Email: NEW - Update ONGO via UATH Screen

Date Sent: 1/26/2026

An update was made to the UATH screen to allow staff to make changes to the ONGO from that screen. This email includes instructions on how to use the new UATH screen field. Staff who run into issues with using this functionality should create an OIS Service Desk ticket.

Email: Voucher update reminders

Date: 2/18/2026

This email provides important reminders for staff who update vouchers.

- The [Voucher Scenario Charts](#) have been updated. Please refer to these charts for guidance on completing actions and resolving voucher errors.
- This email outlines which changes can and cannot be made from the UATH screen.
- Do not attempt to cancel entries that were paid under the wrong program. Instead, contact the PTC Support Team immediately for assistance.

Email: Ensure Provider (HCW and PCA) Email Addresses are Valid

Date: 2/24/2026

In preparation for two-step verification, staff should ensure providers have a valid email address and/or mobile phone number in PTC. This email includes considerations about email addresses and steps to update and verify mobile numbers in PTC.

Email: PTC Decimal Rounding Issue – Resolved

Date: 3/2/2026

Providers who were underpaid by 0.01 hours in one or more pay periods due to a rounding issue in PTC received a corrective payment during the weekend of 2/28/26. This payment covers pay periods from 7/28/24 through 2/7/26. Going

forward, providers will receive their full authorized hours when they claim all but 0.01 of their authorized hours for a pay period.

The email provides more details on how to answer questions from providers and what to keep in mind when reviewing Mainframe screens.

Email: Voucher backdating – Ensure the voucher start date is supported for new HCWs

Date: 3/10/2026

PTC Support has been emailing local office managers, supervisors, and policy staff when a voucher is backdated and OA narrations, policy, or other information do not support the voucher being issued back that far. The voucher start date should be no earlier than the first day the consumer meets all eligibility requirements, and the consumer has notified the CM of the provider they would like added to the service plan.

See the email for more information. Consult a lead worker, manager, or policy staff, if you are unsure of the date to use as the voucher start date.

Thank you,

Provider Time Capture (PTC) Support

Website: ptc.oregon.gov

Email: ptc.support@odhsoha.oregon.gov

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