

PTC Quarterly Recap: 2026 Quarter Two

July 6, 2026

Below is the PTC Quarterly Recap for the second 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 Provider Time Capture Staff Tools Page and the PTC OWL page. If you have questions, email us at ptc.support@odhsoha.oregon.gov.

[Provider Time Capture Staff Tools Page](#)

[PTC OWL page](#)

Email: Change to PTC Relinking Process

Date Sent: 4/2/26

The relinking process has changed. When new authorizations are created for a consumer provider pair, and they have end-dated services accounts or inactive funding and service accounts, the following will occur:

1. New authorization(s) are created in Mainframe.
2. PTC Send Error appears in Mainframe when authorization(s) are created.

3. Authorization goes to the PTC Support Team's Mainframe queue which is worked daily.
4. PTC Support Team relinks the consumer and provider in PTC, usually within one business day.

Staff are not required to email PTC Support when a relink is needed and a new authorization is created. However, if there is an urgent need for a relink or it has been more than a few days since the authorization was created, email PTC Support with your relink request.

Email: Two-step verification starts April 14 in PTC

Date Sent: 4/7/26

Two-step verification was implemented in PTC on 4/14/26. This email contains links to reference materials for providers and staff on how to complete two-step verification.

Email: OR PTC DCI - Two-step verification reminders

Date Sent: 4/17/26

This email contains helpful tips on how to complete two-step verification for PTC.

Transmittal: [APD-IM-26-051 PTC QR Code Document](#)

Date Issued: 5/22/26

The PTC team has created a new one-page document for local offices to give to providers. The document contains QR codes with links to resources, including:

- videos about using the mobile app and web portal,
- a guide for using the landline, and
- a training course on how to use the fob.

The new resource is linked here:

[PTC QR Codes to Get Started with Mobile App, Landline, Fob, or Web Portal](#)

Transmittal: [APD-IM-26-057 PTC Phase 2B Baseline Metrics Surveys](#)

Date Issued: 6/12/26

The PTC Team has released a new series of surveys to track how long it takes staff to complete tasks related to PTC and to track user satisfaction. The surveys will be open from 6/11/26 – 7/1/26.

- Voucher staff survey: [PTC Phase 2B Survey – Voucher Staff](#)
- Non-voucher staff survey: [PTC Phase 2B Survey – NON-Voucher Staff](#)

Email: FYI: Important Message About an Overpayment

Date Sent: 6/12/26

Providers who received a payment for the large-scale IT event in March related to the decimal rounding issue for .01 hours will incur an overpayment (between 2 cents and \$1.37). The overpayment will be displayed on their Remittance Advice (RA) with a message about the overpayment.

Questions about this overpayment should be directed to the Oregon Home Care Commission's Customer Relations Unit:

OHCC.CustomerRelations@odhsoha.oregn.gov.

Email: OR PTC DCI Bug – Employee Lookup

Date Sent: 6/24/26

OR PTC DCI is currently experiencing a system issue with the employee search functionality. When a staff member attempts to search for a provider by name, the staff member may experience slowness or be sent back to the login screen. Three workarounds have been identified and are covered in detail in this email.

Thank you,
Provider Time Capture (PTC) Support
Website: ptc.oregon.gov
Email: ptc.support@odhs.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@odhs.oregon.gov or **503-945-5600**. We accept all relay calls.



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