

PTC Quarterly Recap: 2026 Quarter Three

October 1, 2026

The PTC Support Team has created these quarterly 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:

[Provider Time Capture Staff Tools Page](#)

[PTC OWL page](#).

If you have questions, email us at ptc.support@odhsoha.oregon.gov.

Email: Resolved - OR PTC DCI Bug – Employee Lookup

Date Sent: 8/4/26

The software vendor has resolved the bug related to the employee search functionality. If you continue to have trouble searching for providers in PTC, email PTC Support.

Email: Business Process Changes with PTC Phase 2B

Date Sent: 8/18/26

Important changes to business processes occurred with the implementation of Phase 2B. This email covers new, obsolete, and updated processes. A table of all PTC business processes is included at the end.

APD-IM-26-084 – PTC Phase 2B Go-live

Date Issued: 8/19/26

This transmittal covers important changes with Phase 2B. It provides links to resources about the changes and where staff can get help with issues or questions.

Email: PTC Phase 2B Kickoff

Date Sent: 8/21/26

This email reiterates where staff can go to learn about the changes that occurred with Phase 2B, how staff can get help with questions, and what changed with the implementation of Phase 2B.

Email: PTC Phase 2B Update

Date Sent: 9/1/26

With the Phase 2B implementation, staff should keep the following in mind:

- **Data Entry Standards:** Consumer and HCW records must align with the data standards outlined in [APD-AR-25-015 Data entry for PTC Phase 2B](#), otherwise errors will occur preventing the flow of data from Mainframe to PTC.
- **PTC Errors:** The PTC Support Team will contact the case manager for consumer errors and the HCW coordinator for provider errors to resolve issues.
- **Consumer Data Source:** Consumer data usually comes from the ONE system. If the consumer does not have medical benefits, their data comes from Oregon Access (OA).

- **City Names:** There have been numerous errors in the spelling of city names since Phase 2B go-live. Please ensure that city names are spelled correctly and do not use abbreviations, if possible. Use the HZIP screen to check the correct formatting of an address.
- **Provider Phone Numbers in OA:** HCW Coordinators, if a provider has one phone number, list it as the home number and cell number in OA.
- **SELG Updates for Branch Transfers:** A new SELG record must be created in the new branch when a branch transfer occurs. This triggers the branch transfer in PTC.
- **How to Sync OA and CIS Data:** Sync OA data with CIS by clicking the Synchronize button in OA. More detailed information and screenshots are included in the email.

Email: PTC Phase 2B Update Part 2

Date Sent: 9/14/26

The ONE system may show both an **individual address** and a **case address** for a consumer. When an address changes, the physical address must be updated in ONE to ensure it updates in PTC. If an individual address exists, that is the one that must be updated; changing only the case address will not update the PTC address. However, if there is **only a case address** and no individual address, then the case address will come to PTC.

Email: New and Updated Staff Learning Resources for PTC

Date Sent: 9/16/26

Staff learning materials have been updated to reflect Phase 2B changes. They have also been updated for readability and accessibility. See this email for links to the new and updated resources. All staff resources for PTC can be found on the [PTC OWL Site](#).

Thank you,
Provider Time Capture (PTC) Support
Website: ptc.oregon.gov
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