Voucher Scenario Charts

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This document includes three charts. The first chart explains how to complete actions related to vouchers using either the HATH, OATH, MATH, UATH, and/or 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.

Voucher Actions

Action needed	Steps to take	Ongoing change?
New voucher	1. Type either: HATH,prime,provider#,branch OATH,prime,provider#,branch MATH,prime,provider#,branch 2. Press Enter. 3. Enter the begin and end dates, hourly Y (and mileage Y if applicable), and authorized hours (and miles if applicable). 4. Press Enter.	To create a new ONGO for a new consumer/provider pair, you will need to create vouchers for at least one pay period first. You must create a voucher for a future pay period (a pay period that starts after the current pay period) to create the ONGO.

Action needed	Steps to take	Ongoing change?
	5. Add vchr to file? Y/N – answer Y and press Enter. This screen is also where you can select Spousal Pay (HATH) or OPI Pilot (OATH) if needed.	The message "OnGoing Auth created until mm/dd/yyyy" will appear if ONGO was successfully created.
Delete/ void voucher	1. Type either: HATH,voucher# OATH,voucher# MATH,voucher# 2. Change Trans Typ field to D 3. Press Enter. 4. Del vchr frm file? Y/N – answer Y and press Enter. 5. Entries cannot exist in PTC for the pay period.	1. Type ONIQ and press Enter. 2. Type in prime and/or provider number and press Enter. 3. Find the applicable ONGO. 4. Type S next to the ONGO and press Enter. 5. Change the Expire date to the Last Issued Period date. 6. Press Enter and F9.
Increase hours	1. Type UATH,voucher# and press Enter. 2. Type over the number of hours with the new amount. 3. Press Enter and F9 to save.	1. Type ONIQ and press Enter. 2. Type in prime and/or provider number and press Enter. 3. Find the applicable ONGO. 4. Type S next to the ONGO and press Enter.

Action needed	Steps to take	Ongoing change?
		5. Type the new number of authorized hours over the old number. 6. Press Enter and F9.
Reduce hours	1. Type UATH,voucher# and press Enter. 2. Type over the number of hours with the new amount. Hours cannot be reduced to lower than what was already claimed in PTC. Note: Entries may need to be edited or canceled in PTC to allow the change. However, entries should not be removed if the time was worked. Any entries that have already been paid but had to be canceled require an overpayment request (sent to PRU).	1. Go to ONIQ, type in prime and/or provider number. Press Enter. 2. Find the applicable ONGO. 3. Type S next to the ONGO and press enter. 4. Type the new number of authorized hours over the old number. 5. Press Enter and F9.
Add mileage (mileage not	1. Type UATH,voucher# and press Enter.	You must end the ONGO without mileage if this is an ongoing change. 1. Type ONIQ and press Enter.

Action needed	Steps to take	Ongoing change?
previously authorized)	2. Add the number of authorized miles to the miles field. Press Enter and F9 to save. 3. If this is an ongoing change, follow the ONGO instructions to end the current ONGO without mileage. 4. Create a new voucher for the next pay period and create a new ONGO with mileage.	2. Type in prime and/or provider number and press Enter. 3. Find the applicable ONGO. 4. Type S next to the ONGO and press Enter. 5. Change the Expire date to match the Last Issued Period date. 6. Press Enter and F9. 7. The new ONGO will be created after creating the new voucher (for a future pay period).
Increase miles	1. Type UATH,voucher# and press Enter. 2. Type over the number of miles with the new amount. 3. Press Enter and F9 to save.	1. Type ONIQ and press Enter. 2. Type in prime and/or provider number and press Enter. 3. Find the applicable ONGO. 4. Type S next to the ONGO and press enter.

Action needed	Steps to take	Ongoing change?
		5. Type the new number of authorized miles over the old number. 6. Press Enter and F9.
Reduce miles	1. Type UATH,voucher# and press Enter. 2. Type over the number of miles with the new amount. 3. Miles cannot be reduced to lower than what was already claimed in PTC. 4. Entries may need to be edited or canceled to allow the change. a. Entries should not be removed if the miles were authorized and driven. Any entries that have already been paid but had to be canceled require an overpayment request (sent to PRU).	1. Type ONIQ and press Enter. 2. Type in prime and/or provider number and press Enter. 3. Find the applicable ONGO. 4. Type S next to the ONGO and press enter. 5. Type the new number of authorized miles over the old number. 6. Press Enter and F9.

Action needed	Steps to take	Ongoing change?
Remove mileage	1. Type UATH,voucher# and press Enter. 2. Type over the mileage amount with .01, press Enter and F9. a. If miles were already claimed in PTC, they will need to be canceled first. If the miles were already paid, an overpayment will need to be requested (sent to PRU). 3. Follow the ONGO instructions if this is an ongoing change. 4. After ending the ONGO, create a new voucher without any mileage by selecting F4 to change plan while creating the voucher. 5. After the voucher details are completed, press Enter. 6. Add vchr to file? Y/N – answer Y and press Enter.	You must end the ONGO with mileage if this is an ongoing change. 1. Type in prime and/or provider number and press Enter. 2. Find the applicable ONGO. 3. Type S next to the ONGO and press Enter. 4. Change the Expire date to match the Last Issued Period date. 5. Press Enter and F9. 6. After ending the ONGO, create at least one voucher (for a future period) without mileage to create a new ONGO that does not include mileage.

Action needed	Steps to take	Ongoing change?
	7. The message "OnGoing Auth created until mm/dd/yyyy" will appear if ONGO was successfully created.	
Change start date	1. Type UATH,voucher# and press Enter. 2. Type over the begin date with the correct date. Press Enter and F9. 3. There must not be any entries created in PTC for before the new begin date. 4. Entries may need to be canceled in PTC to allow the change. a. Entries should not be canceled if the time was authorized and worked. Any entries that have already been paid but had to be canceled require an overpayment request (sent to PRU).	N/A

Action needed	Steps to take	Ongoing change?
Change end date	1. Type UATH,voucher# and press Enter. 2. Type over the end date with the new end date. Press Enter and F9. 3. There must not be any entries created in PTC for after the new end date. 4. Entries may need to be canceled in PTC to allow the change. a. Entries should not be canceled if the time was authorized and worked. Any entries that have already been paid but had to be canceled require an overpayment request (sent to PRU).	Typically, if the end date is changed, any future vouchers must be voided and ONGO ended. To end the ONGO, change the Expire date to match the Last Issued Period date.
Change program	See change program transmittal	Be sure to end ONGO for the old program and start a new ONGO for the new program.

Action needed	Steps to take	Ongoing change?
Split vouchers	See split vouchers transmittal	ONGOs should not be created for fill-in or temporary workers.

UATH Error Chart

UATH error	What causes the error	How to resolve
"The requested pay rate update overlaps with an existing pay rate."	The pay rate recently changed, but the update has not yet come through to the OR PTC DCI service accounts.	Email the PTC Support Team requesting to update the pay rate. Include the consumer and provider information, the pay period, and the new pay rate listed in UATH or a screenshot of UATH.
"Branch must match service eligibility."	The service eligibility branch has changed, but the change is not reflected on the voucher.	The branch must match the service branch indicated on the SELG screen. If the case is in the correct branch, use UATH to update the branch to the correct one. If the case is in the incorrect branch, the SELG branch must be changed by ending the service benefit in OA

UATH error	What causes the error	How to resolve
		and restarting it in the correct branch.
"The requested start/end date overlaps with Auth ID [xxx]."	The start or end date is changed to a date that overlaps with an existing authorization in OR PTC DCI.	You must check for overlapping dates and correct the date being edited.
"Entries exist prior to requested start date."	The start date on the voucher is changed to a later date and entries exist before the new start date (that have not been rejected or canceled).	Cancel entries in OR PTC DCI before completing the edit in UATH.
"Entries exist after the requested end date."	The end date is changed but there are entries in OR PTC DCI that exist after the new end date.	Cancel entries in OR PTC DCI before completing the edit in UATH.
"End date cannot be before start date."	The end date on the voucher is changed to a date prior to the begin date.	The system will not allow the end date to be before the start date.
"Claimed hours/miles	The hours on a voucher are decreased to an	Cancel or edit entries in OR PTC DCI.

UATH error	What causes the error	How to resolve
exceed requested initial balance."	amount smaller than what has been claimed in OR PTC DCI.	Only cancel processed entries in OR PTC DCI if the time/mileage was not worked.
"Service hours exceed allowed hours."	The hours claimed on the OR PTC DCI authorization exceed what Mainframe will allow without an exception.	If the consumer passed away, you are editing the final voucher to reflect the DOD as the end date, and you receive this error, email mainframe.businessanalysts@odhso ha.oregon.gov and request an end of life care exception. Otherwise, you may need to adjust the entries for the change to be allowed. Please do not cancel processed entries in OR PTC DCI if the provider worked those entries.
"Change in service benefit not allowed."	The service category/program code on the current voucher is incorrect and must be changed. This means a program change has occurred, but this Mainframe voucher is still under the old program. For example,	Mainframe vouchers must be created under the correct program to ensure providers are authorized and paid correctly. Program changes always require a void and reissue. If entries were already created in OR PTC DCI under the old program, see APD-IM-22-075 When a Consumer Changes

UATH error	What causes the error	How to resolve
	OPI to OPM, OPI to APD, OPI pilot to regular OPI, etc.	[Programs](#) for instructions on what steps to take.
"Recipient not on file."	This error is usually caused by ONE eligibility issues.	Check the consumer's eligibility in ONE.

HATH/OATH/MATH Error Chart

HATH/OATH/MATH error	What causes the error	How to resolve
"Valid time entries exist in PTC."	A user tries to void a voucher in Mainframe that has pending, approved, or processed entries in OR PTC DCI.	If the entries were not worked, cancel the entries in OR PTC DCI. Sometimes this error appears when there are no entries in OR PTC DCI and is due to overlapping pay rates. Reach out to PTC Support if you see this error but do not see any entries in OR PTC DCI.

HATH/OATH/MATH error	What causes the error	How to resolve
"Cancelled entries exist in PTC, voucher voided 17 status."	A user voids a voucher after all entries were canceled on the authorization.	No action needed. Voucher will show as 17 status instead of 10 status. If the voucher is reissued, it may take 1-2 business days for the new voucher to appear in OR PTC DCI. Reminder: Do not void and reissue a voucher unless there is a program change. Always use UATH to make changes to vouchers other than program changes.
"Branch must match service eligibility."	The voucher is being created in a branch that does not match the SELG branch.	Check the SELG screen to find the consumer's most recent service eligibility branch. Create the new voucher by typing **HATH/OATH, prime, provider #, SELG**

HATH/OATH/MATH error	What causes the error	How to resolve
		branch # to force Mainframe to create the voucher in the SELG branch.
"Invalid branch."	You may not have access to the branch you are attempting to create a voucher in.	Contact the service desk for assistance.
"Recipient not on file."	This error is usually caused by ONE eligibility issues.	Check the consumer's eligibility in ONE.