

Mike McCormick

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Number: APD-AR-21-021 Issue date: 4/28/2021

Topic: Contact Information

Due date: 5/31/2021

Subject: Provider Time Capture (PTC) Project Training and Implementation Tasks for Consumers and Consumer Employer Reps

Applies to (check all that apply):

All DHS employees	County Mental Health Directors
\boxtimes Area Agencies on Aging: Types A and B	Health Services
\boxtimes Aging and People with Disabilities	Office of Developmental
Self Sufficiency Programs	Disabilities Services (ODDS)
County DD program managers	ODDS Children's Intensive In
Support Service Brokerage Directors	Home Services
ODDS Children's Residential Services	Stabilization and Crisis Unit (SACU)
Child Welfare Programs	Other (<i>please specify</i>):

Action required:

Consumers

In order to prepare for Training and Implementation for the Provider Time Capture (PTC) Project, we are requesting updates be made when possible to Consumers contact information (address, phone number and email) in Oregon Access. If the demographic information needs to be updated in ONE, please use the <u>Updating</u> <u>Demographic QRG</u> for reference. Updating this information is critical to facilitate the set up of user profiles in OR PTC DCI and is being used for mailers. This will also help in relaying critical information out about training, pilot and statewide go live dates to Consumers. Pilot starts 8/1/21 and statewide go live starts 9/12/21.

Please see the screen shot below for the information the PTC Project needs to ensure is updated:

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Street address where the person lives or receives mail.

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Consumer Employer Representatives & Guardians Clean Up

We recently did a data pull of the Consumer Employer Reps and Guardians as they will have a role in OR PTC DCI for their respective Consumers. We noticed there are some Consumer Employer Reps and/or Guardians that are missing addresses, phone numbers, and email addresses. There are also some that have notes in some of those fields which will potentially cause issues if/when the Project does any physical mailings for communications. If you have contact with the Consumer Employer Reps or Guardian, we need their contact information updated (address, phone number and email address) to ensure we have the most current contact information to send updates for PTC Training and Implementation activities as well as setting up user profiles in OR PTC DCI.

Examples of Common Errors:

Invalid client street addresses with no spaces in text	13649SWHILLSHIREDR
Nick names include in first name in quotes	"NORM"
Profile names all upper case	CYNTHIA
Data with extra spaces	1082 PINECREST DR

Field/stakeholder review: Yes No

If yes, reviewed by: APD Operations Team

If you have any questions about this action request, contact:

Contact(s): PTC Project		
Phone: N/A	Fax: N/A	
Email: PTCProject.Info@dhsoha.state.or.us		