

# Action Request Transmittal Aging and People with Disabilities



Mike McCormick

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**Number:** APD-AR-21-044

**Issue date:** 8/11/2021

**Topic:** Other

**Due date:** 8/27/2021

**Subject:** Provider Time Capture (PTC) - Statewide In-Home Services ONGO Data Clean Up Request

**Applies to (check all that apply):**

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

**Background/Purpose:**

Providers, consumers and consumer employer representatives that are not served in a pilot branch area will begin using the OR PTC DCI (which stands for Oregon Provider Time Capture Direct Care Innovations) solution statewide to enter and sign off time on Sept. 12, 2021. The last paper voucher that homecare workers and personal care attendants will receive is for the pay period 8/29/21 to 9/11/21.

In preparation for this statewide go-live date, the PTC Support Team is working on importing existing ONGO service authorizations into OR PTC DCI to have the information available in the new system already, along with creating accounts for active providers and existing consumers.

It is important to make sure that we have ONGO service authorization data cleaned up as much as possible prior to statewide go-live so this information can be successfully imported into OR PTC DCI. Without this service authorization information available in the system on day one of PTC Statewide Go-Live (Sept. 12), impacted providers may not be able to clock in to begin capturing their time.

When the PTC Support Team imported existing ONGO service authorizations into OR PTC DCI for the pilot group, there were many failures. These failures were due to a variety of reasons, such as:

- ONGO service authorization is set up in a branch that differs from where the consumer is served
- ONGO service authorization was not properly ended once the consumer/provider was no longer receiving/providing services
- Missing consumer or provider information in DHR/mainframe
- Invalid, out of date, or other reasons related to, incorrect consumer or provider information in DHR/Mainframe.

Some things to look for:

- Is the ONGO set up in the correct branch?
  - If the branch differs from where the consumer is served, a new ONGO needs set up, the outstanding vouchers issued under that ONGO need voided and new vouchers issued under the new ONGO.
- Should the ONGO be closed?
  - If yes, void any outstanding vouchers and close the ONGO.
    - Reasons the PTC Support Team has seen for needing ONGO closed.
      - Consumer no longer receiving services (entered a facility, passed away, moved out of state, etc.)
      - Provider no longer working for the consumer (resigned, terminated by the consumer or APD, moved out of state, etc.)

**Note: It is important to void outstanding vouchers if the provider is not working and/or the vouchers were set up in the branch that differs from where the consumer is served.**

- Also saw Providers who have not turned vouchers in for payment for 5 or more pay periods.
  - The PTC Support Team is receiving information from daily reports to import the profiles, funding accounts and services accounts to ensure they are set up accurately and timely. When doing research, it is difficult to tell if Providers are still working if they have not been paid in 5 or more pay periods and there is no other information in Oregon Access to indicate whether they are working or not.

**Note: Providers that do not turn in their vouchers right away will also need to comply with EVV requirements, which means they will need to submit their time as it occurs. Please reach out to HCWs that have held their vouchers to make sure they understand this new requirement.**

Pilot leadership and staff in Tillamook (2911), Warrenton (0411), Bend (0911), La Pine (0913), Redmond (0914), Prineville (1611) and Madras (1612) branch offices are already using OR PTC DCI and do not need to take actions from this transmittal.

**Action required:**

An Excel spreadsheet document with ONGO errors that occurred during a test run will be sent to Local Office leadership titled Potential Failures for Statewide ONGO Clean Up. Please note that every office is listed on one tab. You will need to filter to show only your office(s).

Use this Excel spreadsheet to identify the ONGO service authorizations that may require attention, and work with your local office teams to ensure the data is cleaned up and the appropriate actions are taken in our existing systems to correct these ONGO service authorizations **as soon as possible, the latest possible date to correct these is 8/27/21. Any records not addressed prior to this date will likely error out and could result in delays in authorizations for the providers.**

If you have questions about this request, please contact the PTC Support team at [PTC.Support@dhsosha.state.or.us](mailto:PTC.Support@dhsosha.state.or.us).

**Field/stakeholder review:**  Yes  No

**If yes, reviewed by:** APD/AAA Leadership and Operations/Policy Committee

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

Contact(s):	
Phone:	Fax:
Email: PTC.Support@dhsosha.state.or.us	