

Information Memorandum Transmittal Aging and People with Disabilities



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Issue date: 5/27/2021

Topic: Other

Due date:

Subject: Provider Time Capture (PTC) - Communication

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 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 | |

Message:

The purpose of this transmittal is to inform staff of an upcoming communication going out to all Consumers and Providers in early June that are impacted by the Provider Time Capture (PTC) Project. This communication, called the PTC Orientation Flyer, is to notify Consumers and Providers of the OR PTC DCI Introductory Orientation in mid-June. Providers will receive English versions of the flyers, and Consumers will receive flyers in their documented preferred language. The English version is attached to this transmittal, and additional languages will be available on the PTC website.

You may receive calls from Consumers and Providers asking about this communication. If there are any questions you cannot answer, please speak with the PTC Readiness Coach who represents your Local Office, or contact the PTC Project Team directly at PTCProject.Info@dhsosha.state.or.us.

The following information is being mailed to Consumers and Providers to encourage participation in the OR PTC DCI Introductory Orientation.

The Provider Time Capture Project is excited to bring a series of learning opportunities to guide Consumers and Providers through using the new electronic time keeping system called OR PTC DCI. This orientation is for Homecare Workers and Personal Care Attendants currently reporting their time using a paper voucher, and Consumers or Consumer Employer Representatives employing Provider(s) who currently use paper vouchers.

❖ *Zoom Webinar Sessions will be offered on the following dates:
June 15, 2021 through June 21, 2021*

❖ *At each of the following times*:
8:30 AM to 10:30 AM
11:30 AM to 1:30 PM
2:30 PM to 4:30 PM
5:30 PM to 7:30 PM*

****Only attend one date/time option.
All sessions offer the same information.***

Registration links for the orientation can be found at [PTC.Oregon.gov](https://www.ptc.oregon.gov) and [carewellseiu503.org](https://www.carewellseiu503.org).

Materials and recordings will be available for staff.

Background:

The Provider Time Capture (PTC) Project is creating a solution that will allow Homecare Workers (HCWs) and Personal Care Attendants (PCAs) to electronically capture their time worked in real time. This new solution will replace the current paper voucher process, meet Electronic Visit Verification (EVV) mandates, and make the time capture process more efficient. The solution is called OR PTC DCI, which stands for Oregon, Provider Time Capture, Direct Care Innovations, and offers flexible options for Consumers and Providers with limited access to technology.

The Provider Time Capture (PTC) Project is providing Introductory Orientation webinars for Providers who provide In-home Services through the Client Employed Provider program, Personal Care 20 (State Plan Personal Care), and Oregon Project Independence (OPI).

OR PTC DCI will rollout to pilot users on August 1, 2021 in the following counties: Jefferson, Crook, Deschutes, Clatsop, and Tillamook. Personal Care Attendants (PCAs) in these counties are not included in the pilot.

The rest of the state will begin using OR PTC DCI on September 12, 2021. All Personal Care Attendants (PCAs) will go-live on this date regardless of their location.

For more information on the PTC Project, please visit PTC.Oregon.gov

If you have any questions about this information, contact:

Contact(s): Provider Time Capture	
Phone:	Fax:
Email: PTCProject.Info@dhsosha.state.or.us	

Oregon Department of Human Services
Aging and People with Disabilities
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Provider Time Capture

Introductory Orientation

An introductory orientation for the new Provider Time Capture electronic timekeeping system is now available.

You can get this document in other languages, large print, braille or a format you prefer. Please contact PTCProject.Info@dhsosha.state.or.us. You can also call your local Area Agency on Aging (AAA) or Aging and People with Disabilities (APD) office and ask to speak to the readiness coach. We accept all relay calls or you can **dial 711**.

Oregon Department
of Human Services

Oregon
Health
Authority



This orientation is for:

- Homecare workers and personal care attendants using paper vouchers, and
- Consumers or consumer employer representatives employing a home care worker or personal care attendant who uses paper vouchers.

To learn more about this change, read the frequently asked questions in this flyer or visit [PTC.Oregon.gov](https://www.ptc.oregon.gov).

MSC 2646A (05/2021)
PTC Orientation Flyer



Please join the training team for an interactive virtual session on one of the following days:



June 15, 2021 through June 21, 2021 at one of the following times:

- 8:30 a.m. to 10:30 a.m.
- 11:30 a.m. to 1:30 p.m.
- 2:30 p.m. to 4:30 p.m.
- 5:30 p.m. to 7:30 p.m.

All sessions cover the same information. They are offered multiple days and times to fit different work schedules.

You can register for the orientation at www.carewellseiu503.org and PTC.Oregon.gov.

If you need help registering, please contact us at PTCProject.Info@dhsosha.state.or.us.

More in-depth learning opportunities will be available for providers and consumers beginning Aug. 13, 2021.



The new electronic timekeeping system is called **OR PTC DCI**.
That stands for
Oregon Provider Time Capture Direct Care Innovations

Frequently asked questions:

Is this orientation mandatory?

Participation is not mandatory, but it is recommended to learn how you will use the new electronic timekeeping system.

Is this the same orientation as the Carewell new worker and refresher trainings?

No. The OR PTC DCI orientation is not a part of your Carewell new worker and refresher trainings. It will explain changes to the current paper voucher process.

I lost my registration information; can I still join?

Yes! By clicking on the same registration link, you will be able to enter your information and join directly from that link.

Which languages will the orientation be offered in?

Zoom video conferencing sessions will be in English with live interpretation in Russian, Spanish, Mandarin and Vietnamese. English captioning and American Sign Language will be provided at select sessions.

Electronic copies of the presentation slides will also be available in Traditional Chinese, Arabic, Korean, Somali, Farsi, Romanian, Lao, Nepali and Khmer (Cambodian).

How can I get an alternate form of this document?

You can get this document in other languages, large print, braille or a format you prefer by emailing the PTC Project Team at PTCProject.Info@dhsosha.state.or.us.

Your orientation questions answered:



What will I learn in the orientation?

- How to download the app and set up a new account
- How to navigate the system
- How to enter time using all the OR PTC DCI options:
 - OR PTC DCI mobile app
 - OR PTC DCI landline
 - OR PTC DCI fob
 - OR PTC DCI web portal
- How to verify time, including mileage
- About future learning opportunities:
 - When they will happen, and
 - How to register

How can I learn more about OR PTC DCI before I attend the orientation?

- Learn more at PTC.Oregon.gov.
- We have a YouTube playlist! Search for ODHS Provider Time Capture to find meeting recordings and monthly informational videos.

Can I watch a recording later if I can't attend?

Yes. There will be recordings at www.carewellseiu503.org and PTC.Oregon.gov.