

Information Memorandum Transmittal Aging and People with Disabilities



Bob Davis

Authorized signature

Number: APD-IM-21-082

Issue date: 8/30/2021

Topic: Other

Due date:

Subject: Provider Time Capture (PTC) - Statewide Go-Live Support Guides, Critical Go-Live Information and Helpful Resources

Applies to (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> All DHS employees | <input checked="" 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 | |

Message:

This transmittal contains critical information for staff related to statewide go-live of the Provider Time Capture (PTC) project, including support guides for staff, login information, resources and helpful contacts. This transmittal also informs of an important mailer going out to all consumers, providers and consumer employer representatives impacted by the PTC project. This mailer is called the PTC Go-Live Support Guide, and electronic versions are included in this transmittal.

Staff need to be familiar with these resources in order to successfully begin using OR PTC DCI on Sept. 12, and help impacted providers and consumers make the change from paper vouchers to OR PTC DCI. This will not be an easy change for many individuals.

[PTC Go-Live Support Guide for Consumers, Providers, and Consumer Employer Representatives](#)

Mailing date from print plant: 8/27/21

Includes information on OR PTC DCI options, login information, how to get started,

FAQs and helpful contacts.

Note: It may take USPS several days to deliver to all recipients based on workloads and reported backlogs. Electronic versions of this mailer are linked below. Staff may receive questions related to the information in these guides, and can use the electronic versions to give direction and print hard copies for providers, consumers or consumer employer representatives who report they have not received one by the Sept. 12 go-live date.

- [English](#)
- [Arabic/عربي](#)
- [Farsi/فارسی](#)
- [Khmer/ខ្មែរ](#)
- [Korean/한국어](#)
- [Laotian/ລາວ](#)
- [Nepali/नेपाली](#)
- [Romanian/Română](#)
- [Russian/Русский](#)
- [Simplified Chinese/简体中文](#)
- [Somali/Soomaali](#)
- [Spanish/Español](#)
- [Traditional Chinese/傳統漢語](#)
- [Vietnamese/Tiếng Việt](#)

PTC Go-Live Support Guide for staff

Attached to this email is a guide for staff. This will also be added to [PTC.Oregon.gov](https://ptc.oregon.gov) under the [AAA/APD Staff](#) page. The support guide for staff includes information on OR PTC DCI options, login credentials, training information and references, resources for working with consumers and providers, business process highlights, helpful contacts and more.

Login information for all OR PTC DCI users

Login information is used with the OR PTC DCI web portal, mobile app and landline phone option. This information can also be found in the Go-Live Support Guides for each audience mentioned above.

- **Username:** Firstname.Lastname. For example, Susan.Smith
- **Temporary Password:** ORptc2021!
- **PIN:** A PIN is assigned to all consumers, providers and consumer employer representatives based on the last 4-digits of their phone number. If there is no phone number on file, the default PIN is 0000.
- **OR PTC DCI Web Portal:** <https://orptc.dcisoftware.com/>

Important Notes:

- **Temporary Password Updated from PTC Pilot:** The temporary password for statewide go-live is different than the temporary password for pilot users. Any statewide users who may be trying to use the temporary password previously communicated to pilot users will receive an error due to the password being incorrect.
- **Alternate Usernames:** Some usernames may be slightly different if there is another user with the same name in OR PTC DCI. These alternate usernames have a number at the end and will be communicated to impacted users by email. If providers and consumers want to confirm their username, local office staff or the PTC Support team will be able to look up the username (by looking at the Employee Details or Client Details in OR PTC DCI) once the profile is loaded into the system.
- **Hyphenated and Combination Names:** Hyphenated names are combined into one word and the hyphen is removed for usernames. For example: Susan Smith-Hernandez is Susan.SmithHernandez. Combination first names may look different in OR PTC DCI usernames, too. For example, Mary Jo Smith will be Mary.Smith in OR PTC DCI. Anything that looks like a middle name in the system will not be included in the username.
- **Alternate Passwords:** Some users may have a different temporary password if their name/username contains “orp” – since OR PTC DCI won’t allow a username and password to share a sequence of 3-or-more characters. In these instances, the user’s temporary password is **PTCdcii!** – which will be communicated to impacted users by email. Local office staff and PTC Support can help send password resets to users if needed.

Training Updates for Staff:

- **Staff Learning Materials Catalog:** All staff-facing learning materials are linked in one place in the Staff Learning Materials Catalog. This catalog is attached to this transmittal and will be available on the PTC website soon.
- **PTC Support to handle all new profile creation:** Client and employee permissions are being removed from all staff, including pilot users. These permissions allowed staff to create consumer and provider profiles, a process that staff could choose to do themselves or request the PTC Support team to complete once information is updated in existing systems. PTC Support will now do all profile creation in OR PTC DCI to help alleviate workloads for local office staff.
- **Don’t use Internet Explorer:** Internet Explorer can cause errors and not allow people to save entries. Use Edge, Chrome, Safari or another supported browser to avoid these issues.
- **Don’t create funding accounts or service accounts:** Staff should not be creating funding accounts or service accounts. If you see that one needs to be created or edited, simply email PTC Support with your request.

- **Reminder on changing authorizations:** If you need to update/change an authorization, as in void a voucher and reissue, be sure to update the hours, miles, and voucher number on both the hourly and mileage authorization in OR PTC DCI to ensure it matches. If only the hours are changing but the voucher has mileage, the voucher number still needs to be updated for the mileage in OR PTC DCI.

Related Policy Information for Staff

- [CEP Manual](#): Worker Guide for the Consumer Employed-Provider Program
- [APD-PT-21-024](#): PTC EVV Non-Compliance, Violations, Corrective Actions

PTC Command Center for Staff

There is an open Zoom session called the PTC Command Center available for staff only. The PTC Command Center is open on weekdays from 7:00a.m. to 4:00p.m. PST now through Oct. 15. Staff can join the PTC Command Center for real-time help from the PTC and Acumen team members on questions or issues they are experiencing with OR PTC DCI. Command Center information will also be sent to all staff with access to OR PTC DCI in a calendar appointment. This will be the most immediate support resource available for staff.

- To join by computer:
Click the link below or dial in to join the Zoom session when you need help:
[PTC Command Center Zoom link](#)
- To join by phone:
Dial 1-669-254-5252; Meeting ID: 161 618 9807; Passcode: 712461

Support Avenues for Staff

This information is also found in Go-Live Support Guides for Staff.

- **PTC Command Center:** Details in section above.
- **PTC Support:** Email PTC.Support@dhsoha.state.or.us for help from the PTC team. This is likely the best ongoing support avenue for staff, and a great help contact for any individuals with email access.
- **DCI Help Desk:** Available by phone or email 24/7 (except federal holidays). This is a great resource for individuals needing basic system navigation help, login assistance, or general questions about OR PTC DCI. For specific questions related to pended entries, local office business processes and training information, staff may want to contact PTC Support instead.
- **PTC Regional Readiness Coordinators (RRC) and Readiness Coaches (RC):** RRCs and RCs are another helpful resource for staff questions. RRCs are a part of the PTC team and can help answer business process and training questions, as well as take feedback/comments back to the PTC team. Readiness Coaches are local office staff supporting teams across the state and can also help answer questions and gather feedback.

- **Policy Questions:**
 - Contact the APD Medicaid Policy team at APD.MedicaidPolicy@dhsosha.state.or.us for any APD policy questions.
 - Contact PC.20@dhsosha.state.or.us for OHA/HSD questions related to the switch from paper vouchers to OR PTC DCI.

Support Avenues for Providers, Consumers, and Consumer Employer Representatives

This information is also found in Go-Live Support Guides.

- **DCI Help Desk:** Available by phone or email 24/7 (except federal holidays). This is a great resource for individuals needing basic system navigation help, login assistance, or general questions about OR PTC DCI. If individuals have specific questions regarding service authorizations, tasks, correcting time entries, etc. they will be directed to their local office (or equivalent contact for the PCA program).
- **PTC Support:** Email PTC.Support@dhsosha.state.or.us for help from the PTC team. This is a great help contact for any individuals with email access needing fobs, getting started with OR PTC DCI after implementation, etc.
- **AAA/APD Local Offices:** Local offices remain the best contact for individuals who have questions related to service plans, authorized hours, task lists and policies. If providers are entering time into OR PTC DCI and have questions about remaining hours or need to make a correction to time entries that are no longer in a pending status, local office staff would need to provide assistance.
- **PCA Program/Comagine:** For personal care attendants and eligible consumers, use the contacts above for general assistance. For help getting started with OR PTC DCI, confirming usernames, or for issues related to payments, contact PC.20@dhsosha.state.or.us. For questions about the number of hours that have been authorized, exceptions, service plan or tasks, contact Comagine at 888-416-3184 or ORBHSupport@comagine.org.

Working with Providers, Consumers, and Consumer Employer Representatives

- **Realistic expectations:** The change from paper vouchers to OR PTC DCI is a major adjustment for providers, consumers, representatives and staff. There will be many individuals with limited-to-no tech skills/access wanting 1-on-1 help and/or expressing frustration. Many will reach out to local offices since front desk staff, support staff and case managers are trusted sources. Staff members themselves have been through many significant changes and IT initiatives in recent years, too, and are still serving Oregonians despite us all continuing to grapple with a global pandemic. The timing for this change is not ideal. Starting to use OR PTC DCI may be easy for some, but very difficult and uncomfortable for others. Do your best to learn how you will use OR PTC DCI, rely on support avenues when you have questions, and try to give yourself and others grace.

- **Expect an influx of questions from providers** (walk-ins and phone calls) with limited-to-no tech skills or knowledge about the change to OR PTC DCI. Local offices are a trusted and available resource for these populations and should expect more questions leading up to statewide go-live.
- **Front desk support/staffing:** Due to the influx of questions you may receive, we recommend having the PTC Readiness Coach and/or other designated staff available to assist in answering provider/consumer questions. Case managers will continue getting questions and need awareness, as well.
- **Getting Started sessions for providers:** Step-by-step walkthroughs via Zoom (computer or phone) that have recently been added by Acumen and PTC teams. These sessions focus on logging in and adding a time entry but are not a substitute for attending orientations. These sessions are for providers that attended orientations and/or still need additional help.
 - **Dates/times for Getting Started sessions:**
 - Tuesday, Sept. 7 from 11:00am-12:00pm PST
 - Wednesday, Sept. 8 from 6:00pm-7:00pm PST
 - Thursday, Sept. 9 from 1:00pm-2:00pm PST
 - Tuesday, Sept. 14 from 9:00am-10:00am PST
 - Wednesday, Sept. 15 from 6:00pm-7:00pm PST
 - Thursday, Sept. 16 from 1:00pm-2:00pm PST
 - **Providers can use the following link/dial-in information to join by computer or phone at one of the specific dates/times above:**
 - Join by computer:
<https://www.zoomgov.com/j/16041174832?pwd=OWtiQURNZ3AwdDFYK1N4aHRQYkl0dz09>
 - Join by phone:
 Dial 1-669-254-5252, Meeting ID: 160 4117 4832, Passcode: 471218
- **Printed Materials:** The most helpful materials to have printed for providers getting started with OR PTC DCI are:
 - [OR PTC DCI Provider Guide](#)
 - [OR PTC DCI FAQ Tip Sheet](#)
 - [OR PTC DCI Mobile Web Quick Guide.](#)
 - Other languages are available in the [OR PTC DCI Help Center](#).
- **PTC Lobby Flyers:** Ask your PTC Readiness Coach or PTC Regional Readiness Coordinator for this additional resource to be available in your front office (near the public-computer/tablet access).

Background Information on Provider Time Capture (PTC)

Paper vouchers for in-home services are being replaced by a new electronic solution on September 12, 2021. This means the Local Office where you work – along with the consumers you serve from that office and the HCWs/PCAs who work for them – will switch from using paper vouchers to OR PTC DCI on September 12th.

The last paper voucher that providers in your area will receive is 8/29/21 through 9/11/21 pay period. On September 12th, providers and consumers will need to start clocking in, clocking out, and signing off on time by using one of the OR PTC DCI options. OR PTC DCI stands for Oregon Provider Time Capture Direct Care Innovations.

For more information on the PTC Project, please visit PTC.Oregon.gov. Please send any questions to PTCProject.Info@dhsosha.state.or.us, or ask to speak with the PTC Readiness Coach who represents your local office.

If you have any questions about this information, contact:

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

OR PTC DCI Staff Catalog

Guides

Title	Description
OR PTC DCI Web Portal	OR PTC DCI Web Portal Overview.
Punch Entries Report (Payroll)	Walkthrough of creating a payroll batch using the Punch Entries Report
Reports	How to guide on finding and downloading reports.
Time Entry Management	Guide on pending time entries management.
User Settings Guide	How to update the password, PIN, security questions, email, phone number and username in OR PTC DCI.

Provider and Consumer Catalogs

Catalog	Description
Provider Learning Materials Catalog	Catalog containing all of the Provider learning materials and resources.
Consumer/Consumer Employer Representative Learning Materials Catalog	Catalog containing all of the Consumer/Consumer Employer Representative learning materials and resources.

QRGs (Quick Reference Guides)

Title	Description
Batch Status QRG	How to verify a batch is successfully created in OR PTC DCI.
Business Rule List	List of Business Rules enabled in OR PTC DCI.
How to Add a Note to a Provider's Profile	Step-by-step guide on how to add notes to a Provider's Profile in OR PTC DCI.
Trouble Shooting Guide – Time Entries	Guide providing tips and reminders for what staff need to look for to maintain and correct time entries in OR PTC DCI.
Trouble Shooting Guide – Data Integrity	Guide outlining situations and associated business processes needed to keep information consistent between OR PTC DCI and legacy systems.
Importing Excel Sheets into Google QRG	Step-by-step guide on how to import Excel Sheets into Google Drive
How to Find a UniID Number QRG	Step-by-step guide showing where to find a Provider's UniID in DHR.
How to Download and Format Batch Reports QRG	Step-by-step instructions on how to download and format batch reports using Excel.
Report for Download Tip QRG	Step-by-step instructions on how to download the Payroll Batch Details Report into Excel.
Mobile App Offline QRG	How to use the offline feature in the mobile app.
OR PTC DCI Landline Tip Sheet	How to create a real-time punch as well as the available OR PTC DCI Landline numbers to call.

CBTs (Computer Based Trainings)

CBT Title	Description
Recovering a Forgotten Password	Hands on step-by-step how to change a password when it has been forgotten.
Logging In/User Settings	Hands on walkthrough of changing a user's personal settings.

Business Processes for Staff

Business Process	Description
1.1.2 Provider Switches During Pay Period - Permanently	This process is for if the number of hours between two Providers must change permanently. For example: If a consumer is authorized 40 hours and HCW A has 25 hours but they quit, so you need to lower their hours to zero and increase HCW B's hours to 40.
1.1.3 Provider Switches During Pay Period - Temporary	This process is for if a number of hours between two Providers much change temporarily. For example: If HCW A is on vacation and HCW B must cover those hours.
1.1.4 Change Authorization	Process for if a change in the authorization is needed, including a change in mileage or hours, ending the authorization early, etc.
1.2.1 Add a New Provider	Process used to add a new Provider.
1.2.2 Change Provider Status	Process used to update Provider information.
1.3.1 Add Consumer Information	Process used to add Consumer information.
1.3.2 Update Consumer Information	Process used to update Consumer information.
1.3.3 Consumer Transfers to a New Branch	Process used to transfer a Consumer to a new branch.
1.4.1 Add or Remove Consumer Employer Representative	Process used to add/remove Consumer Employer Representative.
1.4.2 Update Consumer Employer Representative Information	Process used to update Consumer Employer information.
1.4.3 Create Consumer Employer Representative Account	Create a Consumer Employer Representative Account.
1.5.3 Managing User Accounts - Unlock an Account	Process to unlock an account.
1.6.0 Manually Adding or Updating Branch Info	Process to add or update branch information.
1.7.0 Setting Up EVV Options with Consumers and Providers	This process includes confirming the option they have chosen, confirming the landline, set up with the fob, set up telephony historical time entry (Consumer needs PIN), set up phone EVV, etc.
2.1.0 Increase in Weekly Cap	Business process needed for retroactive increased weekly cap hours.
2.12.0 Provider Goes Over Authorized Hours	Pended Entries Management where an entry pends due to the going over the authorized hours.
2.2.3 Correct Punch Entry Mistake	Process for if a Provider, State Staff Member, or Consumer notices a mistake in a punch entry after

	the Consumer has approved the entry (meaning the Provider cannot edit the entry in OR PTC DCI).
2.6.2 End Authorization, Expiration, Terminations	Process to follow when a Provider is terminated, an authorization ends, or their credentials expire. This process should be basically the same as it is in the current system with the addition of updating OR PTC DCI.
3.3.0 Consumer Passes Away	Process to follow when a Consumer passes away.
4.1.1 Pending Entries Management	The process for working the pend queue on a daily basis. The purpose is to either approve or reject time entries that have failed a business rule and resolving the issues that caused them to pend.
4.3.0 Time Entry	This is the process for entering time from OR PTC DCI into Mainframe.
4.4.0 Over and Underpayments	How to process under and over payments.
6.1.0 Case with Multiple Providers & Varying Hours	The process for handling cases that have multiple Providers who have varying hours every pay period.

New User Forms

Form	Description
Staff Profile Maintenance Form	Form to request the addition of a new State User, modify the access of a current State User, or deactivate a State User.
Consumer/Provider Profile Maintenance Form	Form to request the addition of a new Consumer/Provider combination or to deactivate a Consumer/Provider.
Consumer Employer Representative Profile Maintenance Form	Form to request the addition or deactivation of a Consumer Employer Representative.

Go-Live Support Guide

For Staff Members

How can you use this Go-Live Support Guide?

This support guide has information for staff members about getting started with OR PTC DCI. OR PTC DCI stands for Oregon Provider Time Capture Direct Care Innovations and is the new electronic solution that will replace paper vouchers for in-home services.

Staff can use this guide as an ongoing reference for a variety of topics related to OR PTC DCI. To quickly navigate to specific topics, press Ctrl + left click on the desired topic from the Table of Contents below.

To request this document in other languages, large print, braille or a format you prefer, please email the PTC Project Team at PTCProject.Info@dhsosha.state.or.us.

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1. OR PTC DCI Overview

The OR PTC DCI solution originated from a federal mandate within the **21st Century Cures Act**. This federal rule is called **Electronic Visit Verification**, or **EVV**, and it requires that certain information is gathered electronically when personal care services are provided.

OR PTC DCI captures the following information in order to meet federal EVV requirements:

- Type of service
- Consumer receiving the service
- Provider giving the service
- Date of the service
- Location of the service
- Time the service starts and ends

Who is using OR PTC DCI?

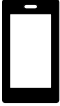









- **Consumers:** Individuals who receive in-home services through the Consumer-Employed Provider (CEP) Program, Personal Care 20 (State Plan Personal Care), and Oregon Project Independence (OPI). This also includes any consumer employer representatives.
- **Providers:** Homecare Workers (HCWs) with the Oregon Department of Human Services (ODHS), and Personal Care Attendants (PCAs) with the Oregon Health Authority's (OHA) Health Systems Division (HSD).
- **Local Offices and Staff:** Area Agencies on Aging (AAA) and Aging and People with Disabilities (APD) offices statewide, including any staff supporting providers and consumers receiving in-home services. This includes select OHA staff supporting Community Mental Health Programs and Comagine.

Note: Other groups and programs must meet federal EVV requirements but are not required to use the OR PTC DCI solution. The Independent Choices Program (ICP) must use a fiscal manager to comply with EVV. In-Home Care Agencies are subject to EVV and are working with policy teams on reporting. Intellectual and Developmental Disabilities programs are already using an EVV-compliant system called eXPRS.

Go-Live Support Guide For Staff Members

2. OR PTC DCI Options

There are different OR PTC DCI options to choose from to capture time worked. Consumers and providers should work together to find the time capture method that works best for them. Multiple options can be used if needed. See below for a brief explanation of each.

	<p>OR PTC DCI mobile application</p> <p>A free mobile application and great choice for providers that have a smart device (Apple or Android). For providers, the mobile app can be used daily to clock in, clock out, view hours, and write notes. For consumers, no action is required on the mobile app, but it can be used with a PIN, password, e-signature or web portal to sign off on time if desired. The mobile app is 508-compliant and is available in English, Spanish, Russian, Simplified Chinese, Vietnamese, Arabic and Somali.</p>	<p>Comfort Level with Technology</p>  <p>HIGH</p>
	<p>OR PTC DCI landline</p> <p>Ideal option for consumers who have little or no access to the internet but have a landline phone – it does not require internet connection for EVV-compliant entries. For providers, use the consumer’s landline to call and follow the phone prompts to capture time at the start and end of each shift. For consumers, the landline option only requires action to sign off on historical time entries by entering their PIN.</p> <ul style="list-style-type: none"> English/Spanish: 844-856-9560 English/Vietnamese: 833-640-1295 English/Russian: 844-334-7318 English/Mandarin: 844-331-0241 English/Arabic: 844-311-4160 	<p>Comfort Level with Technology</p>  <p>LOW</p>
  	<p>OR PTC DCI fob</p> <p>The fob is a small device that is always kept in the consumer's home where services are provided. For providers, the fob is used to generate 6-digit codes, or tokens, at the start and end of each shift. These codes are recorded daily on the fob timesheet with shift information, then entered in the web portal by the end of the pay period. For consumers, no action is needed. This is a good option if there is no smart device or landline phone in the consumer’s home.</p>	<p>Comfort Level with Technology</p>  <p>MEDIUM</p>
	<p>OR PTC DCI web portal: https://orptc.dcisoftware.com/</p> <p>The primary option for staff members, but also available for consumers and providers. Providers will use this option for mileage entries, fob entries and historical punch entries. The web portal is 508-compliant and is available in English, Spanish, Russian, Simplified Chinese, Vietnamese, Arabic and Somali.</p>	<p>Comfort Level with Technology</p>  <p>MEDIUM</p>

Refer to learning materials for how to use each OR PTC DCI option or visit PTC.Oregon.gov.

3. Logging into OR PTC DCI

Prerequisites for Successful Login:

- **Staff** accounts are already set up in OR PTC DCI with appropriate roles and permissions as determined through collaboration with local office leadership. If changes are needed to staff roles and permissions, contact the PTC Team through go-live support avenues or via email at PTC.Support@dhsosha.state.or.us. After go-live, use the Staff Profile Maintenance Form (described below) to request changes to roles and permissions.
- **Providers** need to have an email address on file with their local office in order to allow an account to be created in OR PTC DCI. Only providers actively approved to work for a consumer will be added to OR PTC DCI. If they are not currently working for a consumer an account will be created once they are approved to work for a specific consumer.
- **Consumers** are advised that before logging into OR PTC DCI, they must be approved for in-home services, have a service plan set up by their case manager, have already selected a provider(s), and their account must already be created in OR PTC DCI. Before the consumer's designated go-live date, their account will already be created for them in OR PTC DCI if all other prerequisites are complete. If the consumer is going to use the mobile app or web portal for optional sign off, they must have a valid email address on file.

Login Credentials:

- **OR PTC DCI mobile app and OR PTC DCI web portal:**
 - **Username: firstname.lastname** (Example: john.smith)
There are some instances where users may have a username that is slightly different due to similar names already in OR PTC DCI. Consumers and providers are instructed to contact their local office if they need to confirm their username. If staff members need to confirm their own username, they should contact the PTC team through one of the support avenues during go-live, or email PTC.Support@dhsosha.state.or.us.
 - **Temporary Password: ORptc2021!**
You are required to change your password after you login for the first time. When changing your password, keep in mind the following password rules:
 - Must contain at least 10 characters
 - Must contain one uppercase letter, one lowercase letter, one number and one special character

Go-Live Support Guide For Staff Members

- Cannot have more than two repeated characters in a row
- Cannot have more than two repeated characters from your username
 - Example: If your username is john.smith, *JSmith175qw4!* would NOT work as a password because it uses at least 3 letters in a row from your username.
- OR PTC DCI will require you to change your password every 60 days, and you will not be able to use any of your previous 24 passwords.
- Users can reset their own passwords, and local office staff have the ability to reset passwords for providers, consumers and consumer employer representatives (CERs).
- **Temporary PIN for Consumers, Providers and Consumer Employer Representatives:** A PIN will be assigned to all consumers, providers and consumer employer representatives based on the last 4-digits of their phone number. If there is no phone number on file, the default PIN is 0000. If the consumer does not have a landline phone but they do have a cell phone, the PIN is still 0000.
- **Important Notes about Login Credentials:**
 - **Temporary Password Updated from PTC Pilot:** The temporary password for statewide go-live is different than the temporary password for PTC pilot users. Any statewide users who may be trying to use the temporary password previously communicated to pilot users will receive an error due to the password being incorrect.
 - **Alternate Usernames:** Some usernames may be slightly different if there is another user with the same name in OR PTC DCI. These alternate usernames have a number at the end, and will be communicated to impacted users by email. If providers and consumers want to confirm their username, local office staff or the PTC Support team will be able to look up the username (by looking at the Employee Details or Client Details in OR PTC DCI) once the profile is loaded into the system.
 - **Hyphenated and Combination Names:** Hyphenated names are combined into one word and the hyphen is removed for usernames. For example: Susan Smith-Hernandez is Susan.SmithHernandez. Combination first names may look different in OR PTC DCI usernames, too. For example, Mary Jo Smith will be Mary.Smith in OR PTC DCI. Anything that looks like a middle name in the system will not be included in the username.

Go-Live Support Guide For Staff Members

- **Alternate Passwords:** Some users may have a different temporary password if their name/username contains “orp” – since OR PTC DCI won’t allow a username and password to share a sequence of 3-or-more characters. In these instances, the user’s temporary password is **PTCdcii!** – which will be communicated to impacted users by email. Local office staff and PTC Support can help send password resets to users if needed.

Getting started with other OR PTC DCI Options:

- **OR PTC DCI landline:**
 - Consumers are instructed to make sure the correct landline number is on file with ODHS/OHA. Once confirmed, there are no other actions you need to take for the landline option.
 - If a consumer or provider encounters issues or needs help with the landline option, make sure to confirm they are using the same landline phone number that is on file with ODHS/OHA for the consumer.
 - If the issue persists, advise them to call the DCI Help Desk.
- **OR PTC DCI fob:**
 - Consumers who requested a fob should have received one in the mail prior to their designated go-live date. Once received, consumers and providers are instructed to secure the fob in a safe place in the location where the consumer receives services.
 - The provider(s) should be able to easily access the fob at the start and end of their shift. Providers should make sure they have an OR PTC DCI fob timesheet to record their tokens and shift information. OR PTC DCI fob timesheets are available on PTC.Oregon.gov in various languages.
 - If the consumer does not have access to a smart device or landline phone and did not request a fob by their go-live date, they are instructed to contact PTC Support or their local office. They are also instructed to contact PTC Support or their local office if they received a fob that does not work or is malfunctioning.
 - If contacted, local office staff should send a fob request with the following information:
 - **To:** PTC.Support@dhsoha.state.or.us
 - **Subject Line:** #secure# Fob Request: Branch Number
 - **Email Body:** Consumer’s Name, Prime Number, Mailing Address

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- The PTC Support Team will mail the fobs directly to the consumer after linking the fob to their account in OR PTC DCI, and will inform the requesting staff member this has been completed so it can be narrated in Oregon Access.
- Historical time entries can be made in the OR PTC DCI web portal to capture any time worked while waiting for the fob to arrive in the mail.

4. Training and Orientation Resources

Staff Training Resources:

- Training materials, reference guides and other helpful resources for staff can be found at [PTC.Oregon.gov](https://www.ptc.oregon.gov) under the [learning materials](#) or [AAA/APD staff pages](#). The Staff Learning Materials Catalog includes all staff training resources linked in one place. Here is a list of some of the staff training resources below:
 - [User Settings Guide](#)
 - [Which OR PTC DCI Option is Right for Me](#)
 - [What is EVV](#)
 - [Logging Into the OR PTC DCI Web Portal](#)
 - [Web Portal Navigation](#)
 - [Profile Management](#)
 - [Authorization Management](#)
 - [Service Accounts](#)
 - [Time Entry Management](#)
 - [Punch Entries Report](#)
 - [Reports](#)
 - [Time Conversion Chart for OR PTC DCI](#)

5. Related Policy Documentation

- [CEP Manual](#): Worker Guide for the Consumer Employed-Provider Program
- Policy transmittals related to OR PTC DCI are linked below. Staff should refer to the most updated policy transmittals after the go-live of OR PTC DCI.
 - [APD-PT-21-024](#): PTC EVV Non-Compliance, Violations, Corrective Actions
 - [APD-PT-21-025](#): OR PTC DCI Policies and Procedures

Orientation Resources for Consumers/CERs and Providers

- Learning materials for consumers, providers and consumer employer representatives can also be found at [PTC.Oregon.gov](https://www.ptc.oregon.gov) under the [learning materials](#) page, or under the

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[Help icon within the OR PTC DCI web portal](#). Here are the learning material catalogs for each audience:

- [Provider Learning Materials Catalog](#)
- [Consumer Learning Materials Catalog](#)
- Learning materials in other languages can also be found under the [Help icon in the OR PTC DCI web portal](#).

6. Working with Consumers/CERs and Providers on OR PTC DCI

Go-Live Support Guides for Consumers/CERs and Providers

- Go-Live support guides will be mailed directly to consumers/CERs and providers before their designated go-live date.
- Use the links below to access electronic versions in various languages:
 - [English](#)
 - [Arabic/عربي](#)
 - [Farsi/فارسی](#)
 - [Khmer/ខ្មែរ](#)
 - [Korean/한국어](#)
 - [Laotian/ລາວ](#)
 - [Nepali/नेपाली](#)
 - [Romanian/Română](#)
 - [Russian/Русский](#)
 - [Simplified Chinese/简体中文](#)
 - [Somali/Soomaali](#)
 - [Spanish/Español](#)
 - [Traditional Chinese/傳統漢語](#)
 - [Vietnamese/Tiếng Việt](#)
- If needed, staff can print copies of the support guides to provide to individuals who report they have not received anything in the mail before their go-live date.

Realistic Expectations

- **Replacing paper vouchers with OR PTC DCI is a major change during an already uncertain time.** The change from paper vouchers to OR PTC DCI is a major adjustment for providers, consumers, representatives and staff. There will be many individuals with limited-to-no tech skills/access wanting 1-on-1 help and expressing frustration. Many will reach out to local offices since front desk staff, support staff and case managers are

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trusted sources. Staff members themselves have been through many significant changes and IT initiatives in recent years, too, and are still serving Oregonians despite us all continuing to grapple with a global pandemic. The timing for this change is not ideal. Starting to use OR PTC DCI may be easy for some, but very difficult and uncomfortable for others. Do your best to learn how you will use OR PTC DCI, rely on support avenues when you have questions, and try to give yourself and others grace.

- **Expect an influx of questions from providers** (walk-ins and phone calls) with limited-to-no tech skills or knowledge about the change to OR PTC DCI. Local offices are a trusted and available resource for these populations and should expect more questions leading up to statewide go-live.
- **Front desk support/staffing:** Due to the influx of questions you may receive, we recommend having the PTC Readiness Coach and/or other designated staff available to assist in answering provider/consumer questions. Case managers will continue getting questions and need awareness, as well.
- **Provider responsibilities:** It is the homecare worker and personal care attendant's responsibility to ensure their time is entered into OR PTC DCI and entered correctly in order to be paid timely. If a time entry requires a correction and is still in a pending status, the provider can make the updates via web portal or mobile web. If the time entry is in any other status, local office staff will need to assist the provider in updating their time if a correction is needed.
- **Local office/staff responsibilities:** Local office staff remain a trusted resource for the individuals they serve, and are the best avenue for questions related to service authorizations, hours, tasks, in-home care policies, etc. Local office staff have the access and knowledge required to answer provider and consumer questions on these topics. Just as local office staff would help to resolve incorrect paper vouchers previously, if providers are entering time into OR PTC DCI and have questions about remaining hours or need to make a correction to time entries that are no longer in a pending status, local office staff would need to provide assistance. See staff training and business processes for more information.

Getting Started Sessions for Providers

- Step-by-step walkthroughs via Zoom have recently been added by Acumen and PTC teams. These sessions focus on walking providers through logging in and adding a time entry, but are not a substitute for attending orientations or reviewing other learning materials. These sessions are for providers that attended orientations and/or still need additional help.
 - **Dates/times for Getting Started sessions:**

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- Tuesday, Sept. 7 from 11:00am-12:00pm PST
- Wednesday, Sept. 8 from 6:00pm-7:00pm PST
- Thursday, Sept. 9 from 1:00pm-2:00pm PST
- Tuesday, Sept. 14 from 9:00am-10:00am PST
- Wednesday, Sept. 15 from 6:00pm-7:00pm PST
- Thursday, Sept. 16 from 1:00pm-2:00pm PST
- **Providers can use the following link/dial-in information to join by computer or phone at one of the specific dates/times above:**
 - Join by computer:
<https://www.zoomgov.com/j/16041174832?pwd=OWtiQURNZ3AwdDFYK1N4aHRQYkI0dz09>
 - Join by phone:
Dial 1-669-254-5252, Meeting ID: 160 4117 4832, Passcode: 471218

Printed Materials

The most helpful materials to have printed for providers getting started with OR PTC DCI are:

- [OR PTC DCI Provider Guide](#)
- [OR PTC DCI FAQ Tip Sheet](#)
- [OR PTC DCI Mobile Web Quick Guide.](#)
- Other languages are available in the [OR PTC DCI Help Center.](#)

Frequently Asked Questions and Helpful Scripts

Consumers, providers, and consumer employer representatives will likely have many questions for local office staff. Below are common questions and scenarios you may encounter when working with individuals at the start of this change, as well as some scripts you can follow to ensure the information we are providing is accurate and consistent statewide.

- **Can I keep using paper vouchers? Are there exceptions to this change?**

There are no exceptions to EVV. It is a federal requirement that information must be entered electronically when personal care services are provided. Paper vouchers do not meet this requirement, so one or more of the OR PTC DCI options must be used to enter time beginning on your go-live date. Homecare workers and personal care attendants are responsible for ensuring their time is entered correctly into OR PTC DCI each pay period.

- **What languages is OR PTC DCI available in?**

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OR PTC DCI is available in English, Spanish, Russian, Simplified Chinese, Vietnamese, Arabic and Somali. Additional languages will be added over time.

- **Is this going to affect when and how I get paid? Is the payment schedule changing when the paper vouchers go away?**

There will be no impact to the payroll system because of the change from paper vouchers to OR PTC DCI. We still follow the same process to enter your payment information into our existing systems – we just use OR PTC DCI to see your time worked instead of the paper vouchers. The pay periods, payment dates and pay rates will stay the same.

- **I was not able to attend the live learning opportunities on how to use OR PTC DCI. What should I do?**

You can view recordings of the orientations and download materials from PTC.Oregon.gov under the [learning materials](#) section.

Local offices can also print materials to hand out to individuals that do not have access to the internet and have no other way to access the learning materials.

- **I don't have internet access. Can I turn in the OR PTC DCI fob timesheet to get paid?**
The OR PTC DCI fob timesheet cannot be turned in for payment since it does not meet federal EVV requirements; it is only for your records. You must enter the information into the OR PTC DCI web portal at least once by the end of each pay period.
Discuss options. Do they have friends or family members with internet access? What computer resources are available in the ODHS office or your community?

- **I need help entering my information into the OR PTC DCI web portal or mobile app. Can you help me?**

You can call the DCI Help Desk to walk you through basic system navigation anytime at 1-855-565-0155. They are open 24/7, except holidays. The local office can help you with questions about your service plan or task list.

- **What if I need to enter my time but the system is down, or what if I am unable to enter my shift information in real-time for any reason?**

Enter your time later as a historical entry. This is a backup option only. You can either do this in the OR PTC DCI web portal or with the OR PTC DCI landline option. The web portal can be accessed with any internet-connected device, including a smart phone, tablet or computer. Local offices statewide should have public computers or tablets available for providers to access the web portal.

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- **What if I need to clock in but I am not at my consumer's home? For example, sometimes I start my shift while going grocery shopping for my consumer.**

If using the mobile app, you can clock in at the grocery store (or other location) and clock out at the end of your shift. The mobile app captures location information at clock in and clock out only, and it will let you clock in/out outside of the consumer's home. If using the fob or landline options, you can still report time worked outside of the consumer's home. You can do this by creating historical time entries from the web portal or landline options. Exactly when you need to enter a historical entry or correct your time depends on what works best for you. As always, refer to current policies on when you can claim time based on services provided to the consumer.

- **Can I save or print my time entries for my records?**

You can see your time entries in real-time by viewing them directly in the OR PTC DCI system (either the web portal or mobile app). You can also view your recent entries and their status in the Entries tab of the web portal. You can take a screenshot with your smart phone or print screen with a computer to capture an image of your time entries for your own records. If you use a fob, you can keep your fob timesheet for your own records. You can also download/print a spreadsheet of your entries from the web portal, however you must be familiar with Microsoft Excel/CSV formatting for this option to be helpful. You are always welcome to record your time entries in another way for your personal records if that works better for you.

Additional Resources

Here are some additional resources that may assist consumers and providers struggling to begin successfully using OR PTC DCI to enter and sign off on time.

- [Public Utility Commission](#)
- [Oregon Lifeline Program](#)
- [Emergency Broadband Benefit Program](#)
- [Senior's Guide for Joining Zoom Meetings](#)

7. Business Process Highlights

Business processes are visual instructions for the steps you need to take to complete a task or activity. All business processes are available at PTC.Oregon.gov under [learning materials](#) or the [AAA/APD staff](#) pages. Below is a list of some of these business processes that may be most

useful for different staff roles as you begin to use OR PTC DCI instead of processing paper vouchers.

Top Business Processes for Case Managers

- [1.7.0: Setting Up EVV Options with Consumers and Providers](#)
- [2.12.0: Provider Goes Over Authorized Hours](#)
- [1.3.2: Update Consumer Information](#)
- [1.4.1: Add/Remove Consumer Employer Representative](#)

Top Business Processes for Staff Creating Authorizations (Vouchers)

- [4.1.1: Pending Entries Management](#)
- [1.1.4: Change in Authorizations](#)
- [1.2.3: Update Provider Information](#)
- [2.2.3: Correct Punch Entry Mistake](#)
- [2.12.0: Provider Goes Over Authorized Hours](#)
- [1.1.3: Provider Switches During Pay Period Temporarily](#)
- [1.1.2: Provider Switches During Pay Period Permanently](#)
- [6.1.0: Case with Multiple Providers and Varying Hours](#)
- [2.1.0: Increase in Weekly Cap](#)

Top Business Processes for Payroll Specialists (formerly Processing Vouchers)

- [4.1.1: Pending Entries Management](#)
- [4.3: Time Entry](#)
- [2.2.3: Correct Punch Entry Mistake](#)
- [2.12.0: Provider Goes Over Authorized Hours](#)
- [4.4.0: Over/Underpayments](#)

Pending Entry Management Tips

- In OR PTC DCI, remember when reading time 0.25 = 15 minutes. Use this [Time Conversion Chart](#) to help.
- You can hover your cursor over the red eye icon to see the errors that pended the time entry for your review. Refer to the quick reference guide on troubleshooting time entries to know which actions to take for these errors.

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- It is a best practice for staff to **review and address pending entries on a daily basis** in order to keep pending entries at a lower, more manageable level and prevent future failures for time entries added later by the same provider/consumer pairs.
- Know how to refer to common business rule errors. Check out the Business Rule List quick reference guide within your training materials.

8. Support Process Highlights

For all requests to the PTC Support Team, the information that needs to be included in the email is listed in the [Checklist of Information Needed for Submitting a Request to PTC Support](#). This document can be found on PTC.Oregon.gov under the [AAA/APD Staff](#) page. If all information listed in this document is not included in a request, the PTC Support Team will respond asking for the additional information.

• 11.1.0 Distributing and Linking Fobs

- If a consumer needs a fob, notify the PTC Support Team via email. This request may come from a staff member, the consumer, consumer employer representative, or provider. When the fob has been linked to the consumer's account in OR PTC DCI and mailed, the PTC Support Team will notify the requestor via email.

• 11.2.0 Replacing a Fob

- If a consumer needs a replacement fob, either because the fob has been lost, broken, or the battery has died, notify the PTC Support Team via email. This request may come from a staff member, the consumer, consumer-employer representative, or provider. When the new fob has been linked to the consumer's account in OR PTC DCI and mailed, the PTC Support Team will notify the requestor via email.

• 11.4.0 Returning a Fob

- Staff member collects the fob from the consumer. This could mean getting it from the consumer's home, having someone (either the consumer themselves or someone connected to the consumer) drop off the fob at the local office, etc. Staff member will mail the fob to the PTC Support Team. Please include the following information with the fob:
 - Consumer name
 - Consumer prime number
 - Date of the request

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- Reason for return
- Mail the device to:
*Oregon Department of Human Services
Aging and People with Disabilities
PTC Project
500 Summer St NE, E-02
Salem OR 97301-1073.*
- **12.3.0 Deactivating Accounts**
 - In the event a user no longer needs access to OR PTC DCI, a staff member must submit the appropriate profile maintenance form to the PTC Support Team. This includes consumers, consumer-employer representatives, or providers. For adjustments to staff accounts, the request/appropriate forms must come from a manager. For more information on the profile maintenance forms, refer to the [Forms](#) section of this document. When the PTC Support Team has deactivated the account, the requestor will be notified.
- **13.1.0 Request a Custom Report**
 - If you need a custom report and do not have permission to request one, please discuss this need with someone who does have permission to request it. If you do have permission to request a custom report, email the request to the PTC Support Team. When the request is complete, the report will be submitted to the requestor via the messaging module in OR PTC DCI.
 - Those who can request a custom report include:
 - Andrea Kempel (ODHS/APD)
 - Jenny Cokeley (ODHS/APD)
 - Traci Lerner (ODHS/APD)
 - OHCC Customer relations: OHCC.CustomerRelations@dhsosha.state.or.us
 - Noel Suarez (OHA/HSD)
 - Amy Gordin (OHA/HSD)
 - Please contact PTC.Support@dhsosha.state.or.us if you need assistance with custom reports.
- **13.3.0 Change Recipient of Changed Email/Phone Report**
 - If there needs to be a change in who receives the Changed Email/Phone Report, either adding an additional recipient or removing a staff member who no longer needs to receive the report, email the PTC Support Team to request the change.

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This request should include all information listed in the Checklist of Information Needed to Submit O&M Request and should either come from a manager or the manager should be cc'd on the email request. When the request is complete, the PTC Support Team will notify the requestor via email.

- **14.1.0 Notification of System Failure**

- If there is a widespread system issue, the PTC Support Team will communicate this information to all users. Another communication will be sent when the issue is resolved.

- **14.8.0 Request Materials**

- If someone, this includes staff, consumers, providers, consumer employer representatives, or other Oregonian related to OR PTC DCI, wishes to receive materials, they will email PTC.Support@dhsoha.state.or.us. Materials that can be requested include training documents, braille materials, support guides, etc. Local offices can also print materials in 14 languages if requested, this may likely be the quickest way to fulfill small or individual requests for materials.

9. Forms

To submit the forms listed below, email them to PTC.Support@dhsoha.state.or.us. These can be found on PTC.Oregon.gov under learning materials and AAA/APD staff pages.

- [Staff Profile Maintenance Form](#) – completed by a manager
 - Staff member needs a new OR PTC DCI account. This might be a new staff member or a staff member who is new to using OR PTC DCI. Complete this form in its entirety.
 - Staff member needs to change their roles or permissions on their account in OR PTC DCI. This includes adding additional permissions or roles, removing existing roles or permissions, or a combination of the two. Complete the form in its entirety, including noting which roles and permissions to add/remove. If this is a more complex request, please use the notes field on the back to explain the request.
 - Staff member account in OR PTC DCI must be closed. This occurs when a staff member no longer needs access to OR PTC DCI to complete their job duties. It is the manager's responsibility to complete this form and notify the PTC Support Team in this scenario.
- [Consumer/Provider Profile Maintenance Form](#) – completed by a staff member

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- Consumer/Provider combination needs an account in OR PTC DCI and it has been more than one business day since the Consumer/Provider combination was entered into Oregon Access. Check OR PTC DCI to see if the Consumer has a client profile or if the Provider has an employee profile. If they do not have an existing account after all these criteria are met, complete the form in its entirety.
- Consumer or Provider account in OR PTC DCI must be closed. This occurs when a Consumer is no longer receiving services that require use of OR PTC DCI or when a Provider is no longer providing services that require use of OR PTC DCI. It is Local Office responsibility to complete this form and notify the PTC Support Team in this scenario.
- [Consumer Employer Representative Profile Maintenance Form](#) - completed by a staff member
 - Consumer Employer Representative needs an account in OR PTC DCI and it has been more than one business day since the Consumer Employer Representative was entered into Oregon Access. Check OR PTC DCI to see if the Consumer Employer Representative has a guardian profile. If they do not have an existing account after all these criteria are met, complete the form in its entirety.
 - Consumer Employer Representative account in OR PTC DCI must be closed. This occurs when a Consumer Employer Representative is no longer representing a Consumer whose services require use of OR PTC DCI. It is Local Office responsibility to complete this form and notify the PTC Support Team in this scenario.

10. Data Integrity: Ensuring Accuracy Across OR PTC DCI and Mainframe

During Phase 1 of the PTC Project, staff will be entering information in both OR PTC DCI and mainframe. It is critical that information is accurate and consistent across these systems. This includes:

- Updates to names, email addresses or phone numbers
- Changes to an authorization. If you need to update/change an authorization, as in void a voucher and reissue, be sure to update the hours, miles, and voucher number on both the hourly and mileage authorization in OR PTC DCI to ensure it matches. If only the hours are changing but the voucher has mileage, the voucher number still needs to be updated for the mileage in OR PTC DCI.

Be sure to pay close attention to steps in business processes that require updates in both systems and use your local office procedures to ensure these updates are made appropriately.

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You can refer to the quick reference guide on data integrity in your training materials for more information. If you have any concerns about data integrity between OR PTC DCI and mainframe, or need help in making a correction, please contact PTC Support.

11. Need Help?

DCI Help Desk

Call 1-855-565-0155 or email ORPTCSupport@dcisoftware.com for help with:

- Basic system navigation assistance
- Login assistance
- System errors (frozen pages, server errors, etc.)

PTC Support

Email PTC.Support@dhsoha.state.or.us for help with:

- New to OR PTC DCI and getting started
- Updates to staff roles or permissions
- New, lost, broken or malfunctioning fobs
- OR PTC DCI reporting

The OIS Service Desk has been provided with basic information on OR PTC DCI, but for streamlined assistance, please contact PTC Support for any issues related to OR PTC DCI.

For personal care attendants and eligible consumers, use the contacts above for general assistance. If you are new and need help getting started with OR PTC DCI, would like to confirm your username, or have issues related to payments, please contact PC.20@dhsoha.state.or.us. If you have questions about the number of hours that have been authorized, exceptions, service plan or tasks, contact Comagine at 888-416-3184 or ORBHSupport@comagine.org.

Policy Questions

Contact the APD Medicaid Policy team for any APD policy questions (APD.MedicaidPolicy@dhsoha.state.or.us).

Contact PC.20@dhsoha.state.or.us for OHA/HSD questions related to the switch from paper vouchers to OR PTC DCI.