

# Information Memorandum Transmittal Aging and People with Disabilities



Bob Davis

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**Number:** APD-IM-22-008

**Issue date:** 1/28/2022

**Topic:** Other

**Due date:**

**Subject:** Provider Time Capture (PTC) - General Updates - January 2022

## **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                           |   |

## **Message:**

The PTC Team has noticed trends in questions and concerns that we are receiving from local office staff. In this transmittal, we will review the importance of updating authorizations, explain what to do if a provider needs a status change, and point out current system issues, including the steps to take when you hear of an issue occurring. Our goal is to provide guidance and reduce confusion around these topic areas.

## **Update authorizations:**

There are two parts to updating a voucher authorization. When there is a change or update to a provider's authorized service hours, local office staff are required to void and reissue the voucher authorization in Mainframe AND update the authorization in OR PTC DCI. Changes made to vouchers during the pay period do not transfer to OR PTC DCI automatically.

Here is a brief overview of the process:

1. New 546 is created and sent to the voucher specialist
2. Voucher specialist voids the old voucher authorizations and ONGOs in Mainframe
3. Voucher specialist creates new initial voucher authorization and ONGO in

Mainframe based on the new 546

4. Voucher specialist updates the voucher number, hours, and miles on the authorization(s) in OR PTC DCI

**\*\*\*Note:** BOTH the mileage and hourly authorizations in OR PTC DCI must be updated with the new voucher number.

[Review PTC Business Process 1.1.4 Change in Authorizations for an overview.](#)

For detailed instructions (including screenshots) on how to update the authorization in OR PTC DCI, see pages 15-20 of [Authorization Management Guide](#).

## **If Provider status must be changed:**

If a provider status must be changed due to being terminated, suspended, or stopping work for any other reason, please do not change the status in OR PTC DCI. Email PTC Support notifying us of the change needed, when the change takes effect, and the provider number for the affected provider. The PTC Support team will make all appropriate updates in OR PTC DCI. The only time it is appropriate for local office staff to change the status of a provider is to change the authentication status from “Locked” to “Active” if the provider has been locked out of their account. Please see business process [2.6.2 End Authorization, Expirations, and Terminations](#) for more details.

## **Current system issues:**

OR PTC DCI, like other software systems, sometimes has recurring errors. It can help our software vendor resolve errors more quickly if errors are reported whenever staff notice them.

If you notice any of the below errors, or any other errors, please email the PTC support team at [PTC.Support@dhsosha.state.or.us](mailto:PTC.Support@dhsosha.state.or.us). Each below example includes wording for the subject line and information to include in the body of the email.

### **1. Android errors:**

Currently our software vendor is investigating errors with Android devices. These are two common error examples:

Example 1: Provider attempts to clock out and receives the error, “Time cannot be greater than current time.”

Resolution: This is related to a system error. Staff should instruct the provider to clear the cache\*, uninstall, and reinstall the app. If this doesn’t fix the issue, a staff member will need to cancel the provider’s open time entry, so the provider can create a historical time entry and clock in at their next shift.

Example 2: Android user is experiencing “freezing” or “spinning” while attempting to use the app.

Resolution: A staff member should instruct the provider to clear the cache\*, uninstall, and reinstall the app.

\*To clear the cache, go to Settings → click Apps → find and click the OR PTC DCI App → click Storage → and click Clear Cache.

What to do:

**For any persisting issues with Android devices, send an email to the PTC Support team:**

*Subject line:* Android Issue

*Body of email:* Include the Provider’s name, Client’s name, and a brief description of the issue or error.

## **2. Pending Entry has a question mark instead of a red eye:**

Example: The Provider has exceeded their authorized hours and received the Authorization Remaining Balance failure alert. However, the pending entries queue shows this error as a “question mark,” indicating that it doesn’t need review.

What to do:

Staff members need to access the entry details in order to see the correct business rule failure. Treat this entry as if it has a “red eye.” These pending entries will not clear from the pending entries queue, so filtering on older pending entries may make them easier to find. You can also run a Punch Entry Details report and filter on Pending status to see pending entries that may have been missed due to this error.

**If you see this error, send an email to the PTC Support team.**

*Subject line:* Question Mark Error

*Body of Email:* Include the issue you are seeing, the prime number, and the entry ID.

## **3. The Pre-Authorization Holds are inaccurate:**

All time entries are in approved status, but the authorization shows there are Pre-Authorization Holds. This may mean that the hours from a previously edited pending entry did not properly get “deposited” back into the authorization.

Example: A provider previously went over their authorized hours when they made a 5-hour time entry. The entry was then edited to keep them within the authorized hours, and all entries are now in approved status.

However, the authorization shows “*Pre Authorizations Holds: 5.00.*”

What to do:

**Send an email to the PTC Support team.**

*Subject line:* Pre-Auth Hold Error

*Body of Email:* Include the provider, consumer, and authorization timeframe in question.

The PTC Support team will report the error to the software vendor and give you instructions on what to do next.

For more information on the PTC Project, please visit [PTC.oregon.gov](http://PTC.oregon.gov).

*If you have any questions about this information, contact:*

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|--|------|
| Contact(s): Provider Time Capture      |      |
| Phone:                                 | Fax: |
| Email: PTC.Support@dhsosha.state.or.us |      |