

# Information Memorandum Transmittal Aging and People with Disabilities



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**Number:** APD-IM-22-016

**Issue date:** 2/17/2022

**Topic:** Other

**Due date:**

**Subject:** Provider Time Capture (PTC) - OR PTC DCI System Update - 23.99 Limit

**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:**

Effective February 16, 2022, OR PTC DCI has implemented a change to the maximum number of hours allowed in a time entry.

Previously, time entries were not limited, and entries would be saved even if the Provider had accidentally been clocked in for more than a day. With this update, full day or multiple day time entries will no longer occur.

**What will this change look like for staff?**

If a Provider attempts to create a time entry for over 23.99 hours, the entry will be rejected upon clock-out.

**NOTE:** When looking at the details page of the entry (as the Provider or the State User), there will *not* be any clear indication of what occurred, other than that the entry was rejected.

## What will this change look like for Providers?

If a Provider clocks out after being clocked in for over 23.99 hours, their entry will be rejected. OR PTC DCI will also prevent Providers from making historical entries for over 23.99 hours.

### Example for a Real-Time Entry:

1. Provider clocks in on Monday.
2. Provider forgets to clock out.
3. Upon attempting to clock in for the next shift on Wednesday, the Provider sees they are still on the clock and completes the clock out process.
4. Upon confirming the clock-out, the Provider is presented with a message that reads, "The total punch amount cannot be greater than 23.99. You have entered "x.""
5. Provider clicks Cancel on the alert.
6. Provider is presented with a second alert that says their entry has been rejected.

The provider will need to create a new historical entry for the correct amount of time in order to be paid for any time they worked while clocked in for the 24+ hour shift. They will not be able to edit the rejected entry.

### What if the Provider needs to report a time entry for 24+ hours?

Because this rule looks at maximum hours per time entry, the Provider can put in two separate historical entries to equal the total amount of time.

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:*

|   |      |
|---|------|
| Contact(s): Provider Time Capture   |      |
| Phone:  | Fax: |
| Email: <a href="mailto:PTC.Support@dhsosha.state.or.us">PTC.Support@dhsosha.state.or.us</a> |      |