

Information Memorandum Transmittal Aging and People with Disabilities



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Number: APD-IM-22-030

Issue date: 4/12/2022

Topic: Other

Due date:

Subject: Provider Time Capture (PTC) - Fob Process Updates

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 immediately, the official process for managing returned fobs is changing. Some offices may already be using this process, but for most this will be a change.

Purpose of the change: to streamline the fob assignment and re-distribution process.

Goal of the change: to reduce the number of consumers and providers waiting on a fob to be mailed to the Consumer's home.

New fob-related materials for staff:

[Business Process - Return or Request a Fob in the Local Office](#) (high-level overview of process)

[Unlinking a Fob from a Consumer QRG](#) (step-by-step guide)

[Linking a Fob to a Consumer QRG](#) (step-by-step guide)

This Quick Reference Guide was created for Providers using the fob:

[QRG- How to Use a Fob \(English\)](#)

(Translated versions will be available soon)

Previous process:

Until now, if a Consumer returned a fob to the local office, whether it was defective or not, the local office was instructed to mail the fob to Central Office. We also gave local offices the option to keep returned fobs and give them to other Consumers.

Keeping fobs in the local office allows you to easily link a fob to a new to Consumer if one is requested in-person.

Note: The purpose of the new process is to be helpful. If keeping all returned fobs would make things more difficult for your office, you can keep using your current process aside from a couple of changes.

Required changes:

- All fobs must be unassigned from the Consumer when the fob is returned to the office.
- There is also a new fob return address listed at the end of this transmittal for all non-defective fobs.

New process:

If a Consumer or Provider returns a fob claiming it is defective, please follow the process in the **Is the fob really defective?** section at the end of this transmittal to test the fob. Please test the fob before sending it back for being defective.

If the fob is defective, unlink the fob from the Consumer's profile and mail it to this address:

PTC Support
500 Summer St NE
1st Floor Blue 46
Salem, OR 97301

In the case of unlinking a defective fob, an email to the PTC Support team is not required (unless you need to request a new fob).

If the fob is not defective, but the Consumer or Provider no longer wants to use it, follow the steps below.

1. Unlink the fob from the Consumer and keep the fob in the local office.

To unlink a fob from a Consumer:

1. Go to the Consumer's Client Details page
2. Click the "Actions" button in the upper right corner of the Client Details page
3. Select "Remove FOB"
4. Click "Confirm" to confirm that you would like to remove the fob from the Consumer's profile
5. Email the PTC Support team (per below instructions)

Send an email to PTC.Support@dhsosha.state.or.us when you unlink a non-defective fob from a Client Profile. Please use the following email template:

Subject Line: Fob unlinked from client profile

Body of Email:

Consumer's name:

Prime number:

Fob serial number:

Date of fob unlinking:

When should I assign a fob to a Consumer instead of requesting one from the PTC Support team?

- 1.If the Consumer is in the local office and needs a fob, AND
 - 2.The Consumer has not already requested a fob, THEN
- You can assign a fob to the Consumer (Note: Fobs must be assigned to the Consumer's profile, NOT to the Provider).

If a Consumer or Provider is requesting a fob but the Consumer is not physically present in the local office (and is not requesting to come pick one up at the office), please submit the request to the PTC Support Team at PTC.Support@dhsosha.state.or.us following this template:

Subject line: Fob Request

Body of email:

Consumer's name:

Prime number:

Consumer's mailing address:

Consumer's primary language choice for written materials:

Reminder: Prior to giving the fob to the Consumer, you must link the fob to the *consumer's* profile. Do not hand a fob to a Provider if their Consumer is not also present.

Be sure to unlink the fob from the previous Consumer whenever you receive a returned fob.

To link a fob to a Consumer:

1. Make sure the fob was unlinked if it previously belonged to another Consumer. If it's still linked to another Consumer, you will get an error when trying to link it:
FOB with serial number 2600000000000 is already linked to (Consumer Name). A FOB can only be linked to one profile at a time. You must remove the FOB from (Consumer Name) before it can be added.
2. Go to the Consumer's Client Details page
2. Click the "Actions" button in the upper right corner of the Client Details page
3. Click "Add New FOB." The "Add New FOB" window will display
4. In the "FOB Serial Number" field, type in the serial number that is located on the back of the fob
5. Push the button on the fob to display a 6-digit code and type that code into the "Code" field
6. Click "Save"
7. If you get an error in OR PTC DCI, try pushing the fob button again and using that code
8. Once the fob is linked, email the PTC Support team (per below instructions)

Send an email to PTC.Support@dhsosha.state.or.us when you link a fob to a Client Profile. Please use the following email template:

Subject Line: Fob linked to client profile

Body of Email:

Consumer's name:

Prime number:

Fob serial number:

Date of fob linking:

Is the fob *really* defective?

If the fob displays a unique 6-digit code when you press the button, then the fob is working as intended and *is not* defective.

If it shows repeating numbers (e.g., 111-111), letters, or less than 6 digits, then the fob *is* defective.

We have noticed that many fobs were returned for being defective, but when tested they worked as intended. We believe the reason is that sometimes when a Provider pushes the button on the fob, the code disappears before they can write it down. The

disappearing codes have led some Providers to believe that the fob is broken. However, it is normal for the codes to disappear.

Fob codes are constantly being generated, even when the fob is not in use, with each code being valid for 60 seconds. The amount of time remaining depends on when the button is pushed during the 60 second interval. A 'countdown' bar to the left of the numbers is displayed to provide a visual representation of the time remaining until the code expires. If the countdown bars are low, the Provider may not have enough time to write down the code before it disappears.



If the fob code disappears within only a few seconds, the Provider should not attempt to use the first code displayed. They should push the button again and use that second code.

Please note:

If your office receives fobs frequently and is unable to keep them all in the office, you can return the fobs to the distribution center address below AFTER UNLINKING THE FOBS FROM THE CONSUMERS.

The new process of keeping fobs may not always work for your office (due to volume, storage issues, or other reasons). In that case, your office's leadership may decide not to keep fobs in the office, or to only keep some of them.

Return any non-defective fobs to:

**DHS|OHA Distribution
Attn: Victoria - Fob Returns
3421 Del Webb Ave NE
Salem OR 97301**

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: PTC.Support@dhsosha.state.or.us	