# Information Memorandum Transmittal
# Aging and People with Disabilities

**DHS** | Oregon Department of Human Services

Bob Davis
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**Number:** APD-IM-22-062
**Issue date:** 7/11/2022
**Updated:** 10/31/2023

**Topic:** Other

**Due date:**

**Subject:** Provider Time Capture (PTC) - Do's and Don'ts in OR PTC DCI

## Applies to (*check all that apply*):

☐ All DHS employees
☒ Area Agencies on Aging: Types A and B
☒ Aging and People with Disabilities
☐ Self Sufficiency Programs
☐ County DD program managers
☐ Support Service Brokerage Directors
☐ ODDS Children's Residential Services
☐ Child Welfare Programs

☐ County Mental Health Directors
☒ Health Services
☐ Office of Developmental Disabilities Services (ODDS)
☐ ODDS Children's Intensive In Home Services
☐ Stabilization and Crisis Unit (SACU)
☒ Other (*please specify*): Comagine

## Message:

*Revised October 2023 with wording changes and additions. Additions are in red*

This transmittal is meant to inform AAA/APD/HSD staff of actions they should or should not take in OR PTC DCI. We also include general reminders for staff. There are several system functions staff should not perform in OR PTC DCI due to potential unintended issues. However, due to system limitations, we cannot disable them on staff profiles. The term "staff" means any member of the local AAA/APD office or PCA program, including support staff, lead workers, manager/supervisors, regardless of their role or permissions in OR PTC DCI.

**If you are ever in doubt, please contact the PTC Support team by email before completing a task: PTC.Support@odhsoha.oregon.gov.**

## Staff do not make the below edits and must get help from PTC Support

## Staff *do not* edit:
- Funding accounts (including status)
- Service accounts (including status or end date)

- Provider cost center
- Consumer cost center
- <span style="color:red">Profile status</span>
- <span style="color:red">Provider authentication status</span>

## Staff *do not* create:
- Funding accounts
- Service accounts
- Authorizations

## Staff cannot create/edit:
- Create new consumer/provider profiles
  - The PTC Support team creates profiles after staff create new vouchers in DHR/Mainframe
- Create new staff profiles
  - PTC Support team creates staff profiles. Managers will fill out the [Staff Profile Maintenance Form](#) to request the profile to be created. They will send or have an office representative send the completed form to PTC Support.
- Edit information on staff profiles (other than your own email address, PIN, or password)

## Staff can and should edit (when applicable):
- Information on consumer and provider profiles
  - See [APD-IM-22-032 Updating OR PTC DCI Profiles](#) for more information
- Authorizations (edit the voucher number, dates of service (if needed) and number of hours or miles only)
  - See [APD-IM-22-008 OR PTC DCI General Updates - January 2022](#) and [Authorization Management Guide](#)
- Fobs (linking or unlinking fobs)
  - See [APD-IM-22-030 Fob Process Updates](#) for instructions

## Reminders:
- <span style="color:red">Always check to see if a relink is needed when there is a new service plan. See</span> [APD-AR-23-029 Provider Time Capture (PTC) - Relinking in OR PTC DCI](#), [Unlink and Relink Reminders](#), <span style="color:red">and</span> [Employee Service Account End Date Punch Entry Error in OR PTC DCI](#) <span style="color:red">for more information about relinking.</span>
- The DCI Help Desk is for providers only. Staff questions about authorizations, punch entries, profile updates or other general OR PTC DCI questions need to be sent to the PTC Support email.
- DHR/Mainframe, Oregon Access, and ONE system errors or questions should be directed to the OIS Service Desk.

- The 546 Form must be processed and authorizations must be entered in DHR/Mainframe before showing in OR PTC DCI. If the authorization is not showing in OR PTC DCI, check the HINQ screen to verify the voucher has been created. For a new consumer/provider pairing, it can take up to 2 business days for the profiles to show in OR PTC DCI.
- When a consumer/provider pairing is ending, update the service plan in OA with an end date and stop ONGO so authorizations do not continue to come over to OR PTC DCI. Void any outstanding vouchers in DHR/Mainframe and reject any outstanding authorizations in OR PTC DCI. Make sure to void and reissue the voucher in DHR/Mainframe with the provider's end date and prorated hours/miles if needed. Then edit the authorization in OR PTC DCI to match the reissued voucher.
- Email the PTC Support Team to unlink the consumer/provider pairing. See APD-IM-22-021 Unlinking Consumers and Providers in OR PTC DCI for more information.
- When a voucher is voided in DHR/Mainframe, the matching authorization in OR PTC DCI needs to be rejected or edited, depending on the situation. See the Authorization Management Guide for more information and instructions.

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 | |
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| Phone: | Fax: |
| Email: PTC.Support@odhsoha.oregon.gov | |