

Information Memorandum Transmittal Aging and People with Disabilities



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Number: APD-IM-22-086

Issue date: 9/7/2022

Topic: Other

Due date:

Subject: Provider Time Capture (PTC) - OR PTC DCI System Update - 16 hour 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:

Within approximately the next week, OR PTC DCI will implement a change to the maximum number of hours allowed per time entry.

Previously, time entries were limited to 23.99 hours. This update will limit time entries to 16 consecutive hours.

What will this change look like for Staff?

If a provider attempts to create a time entry for over 16 consecutive 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 Staff User), there will *not* be any clear indication of what occurred, except that the entry was rejected.

What will this change look like for Providers?

When a Provider clocks out after being clocked in for over 16 consecutive hours, their entry will be rejected. OR PTC DCI will also prevent providers from making historical entries for over 16 hours.

Note: The system cannot prevent a provider from being clocked in for over 16 hours. It will only prevent an over 16-hour entry from being saved.

Why is the change happening?

The goal of the change is to reduce time entry errors and overages.

The change is also consistent with Oregon Administrative Rule 411-030-0070(5), which states that “a single homecare worker is limited to 16 hours of awake care during a 24-hour work period.”

Example for a Real-Time Entry:

1. Provider clocks in on Monday at 12 PM.
2. Provider forgets to clock out.
3. Upon attempting to clock in for the next shift on Tuesday at 8 AM, the Provider sees they are still on the clock and completes the clock out process.
4. Upon confirming the clock-out, the Provider will see a message that reads, “The total punch amount cannot be greater than 16. You have entered “x.””
5. Provider clicks Cancel on the alert.
6. The Provider will see 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 16+ hour shift. They will not be able to edit the rejected entry.

What if the Provider needs to report a time entry for over 16 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.

Please direct any other questions about the 16-hour limit to APD Policy.

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

Email: PTC.Support@odhsoha.oregon.gov
