

Information Memorandum Transmittal Aging and People with Disabilities



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Number: APD-IM-22-120

Issue date: 11/28/2022

Topic: Other

Due date:

Subject: Provider Time Capture (PTC) - Notes Functionality in OR PTC DCI

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:

After additional testing of the Notes functionality in OR PTC DCI, the PTC Team is issuing a correction to all previous communications and training related to notes and a Quick Reference Guide explaining the Notes functionality.

Providers are unable to see notes added to entries using the "New Note" functionality under actions, or those added in the Notes box within the entry.

The only notes added by staff that providers can see are those entered as part of the reason code "State-Other" on an edited or rejected entry.

The PTC Team apologizes for any confusion our previous messaging may have caused.

Notes are not an ideal means of communication with providers due to their limited functionality and visibility. Notes are not required but are primarily used for tracking and documentation purposes by LO staff and the PTC Support team. The PTC Team

has made a new Quick Reference Guide (QRG) to explain the notes functionality to staff.

See the new Quick Reference Guide for staff here: [Staff QRG - Notes Functionality](#)

Additional information about sending communications to providers:

It is best practice to contact providers via email or telephone.

Tip: Clicking the provider's email address on their Employee Details page should open an empty Outlook message addressed to the provider.

Home / Employees / A2 Providers

Employee Details - A2 Providers


Basic Demographics

Address: 221 Training Road
Beaverton, OR 97006-0000

GNIS 41-067-0004551809112288688

Phone: (541) 967-8630

Mobile Number: (555) 123-4567


Email: A2providers@gmail.com 

Username: A2.Providers

Time Zone: PT (UTC-8)

Type: Hourly Non Exempt

SSN: ###-##-#### [Show](#)

Allow SSN Retrieval: No 

Mobile Device Id: E93FCBD5-A33A-4D7F-BA81-1696CA1A0BDB

Status: Active

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@odshoha.oregon.gov