Information Memorandum Transmittal Aging and People with Disabilities



Bob Davis	<u>Number</u> : APD-IM-22-122
Authorized signature	Issue date : 12/13/2022
<u>Topic</u> : Other	UPDATED: 12/20/2022 <u>Due date</u> :
<u>Subject</u> : Provider Time Capture (PTC) - Upd Guide	ated OR PTC DCI Provider Support
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:

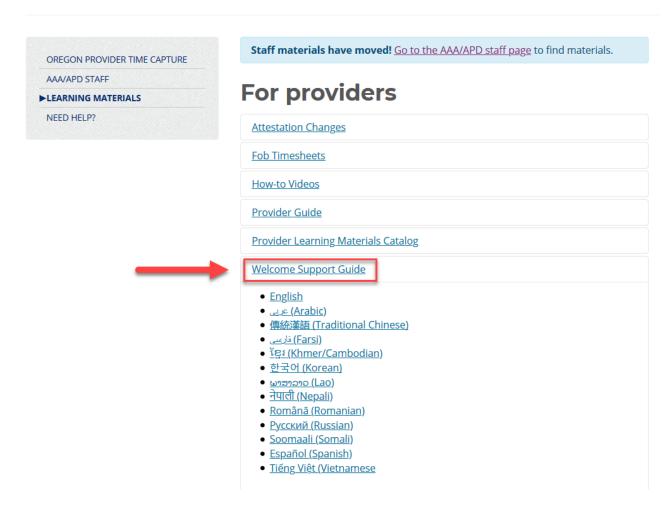
Revised 12/14/22 with several clarifications

The PTC Team has made several updates to the OR PTC DCI Support Guide for new providers. This guide used to be called the "Go-live Support Guide", and is now called the "Welcome Support Guide" or the "Provider Support Guide." **Note: This is not the same document as the "Provider Guide**".

The guide no longer has images, which will make it easier to print. The new guide can be emailed or printed in local offices and handed out to new providers (if desired), and has embedded links and an interactive table of contents. The PTC Support team also emails this guide to new providers when their profiles are added to OR PTC DCI.

You can find the Welcome Support Guide posted to the PTC Website at PTC.Oregon.gov in the Provider Learning Materials Provider Learning Materials section:

Learning Materials



Support Guide contents:

- Overview
- How to choose a timekeeping option
- Login information
- Getting started with each OR PTC DCI option
- How to get help
- Frequently Asked Questions (FAQs)

Provider Welcome Support Guide Links:

English
ArabicNepali
RomanianTraditional ChineseRussianFarsiSomaliKhmer/CambodianSpanishKoreanVietnameseLao

Another great resource to give new providers is the How to Get Set Up in OR PTC DCI QRG:

English - Providers - How to Get Set Up in OR PTC DCI

(Translated versions are coming soon)

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@odhsoha.oregon.gov	