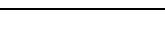
Information Memorandum Transmittal Aging and People with Disabilities





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Topic: Other

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Number: APD-IM-22-130 Issue date: 12/27/2022

Due date:

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

Applies to (check all that apply):

All DHS employees	County Mental Health Directors
\boxtimes Area Agencies on Aging: Types A and B	\boxtimes Health Services
Aging and People with Disabilities	Office of Developmental
Self Sufficiency Programs	Disabilities Services (ODDS)
County DD program managers	ODDS Children's Intensive In
Support Service Brokerage Directors	Home Services
ODDS Children's Residential Services	Stabilization and Crisis Unit (SACU)
Child Welfare Programs	🖂 Other (<i>please specify</i>): Comagine

<u>Message</u>:

The PTC Team has made several updates to the PTC Business Processes to ensure accuracy and alignment across documentation. In an effort to streamline user support, a Links and Resources section has been added to each process to directly link applicable contact information, training material, transmittals, and associated business processes.

While the updates are primarily cosmetic and clarification-based, some updates may impact the workflow at your local office. Please review all updates listed below.

Many of the links have changed. Please use the links contained in this transmittal or access the Business Processes through the PTC website's <u>AAA/APD Staff</u> section.

Business Process Number	Business Process Title and Link	Changes made
1.1.3	Provider Switches During Pay Period- Temporarily	Change in title and link: Previously: <i>Provider Switches During Pay Period</i> – <i>Temporary</i>
1.3.1	Add A New Consumer	Change in title and link: Previously: Add Consumer Information
1.3.3	Consumer Transfers to a New Branch or Program	Change in title and link: Previously: Consumer Transfers to a New Branch Update:
		This process has been expanded to include when a consumer transfers to a new program.
1.5.1	Managing Staff Profiles	Change in title and link: Previously: State Managing Accounts
		Update: To approve a profile update, a manager must sign the request form and be copied on the request email.
1.5.3	Managing User Profiles – Unlock a Profile	Change in title and link: Previously: <i>Managing User Accounts – Unlock</i> <i>an Account</i>
		Clarifications: Staff cannot unlock other staff profiles regardless of role. The DCI Help Desk <i>cannot</i> unlock profiles for
		any users. Unlock requests for staff accounts should go to PTC Support (or wait 24 hours for the account to unlock automatically.)
		Unlock requests must come directly from the staff member needing their profile unlocked.
2.12.0	Provider Goes Over Authorized Hours	Update: Removed language around staff helping providers in support of new policy direction. See <u>APD-PT-22-025 Processing Pending Entries</u> in OR PTC DCI.
2.2.3	Correct Entry Mistake	Change in title and link: Previously: Correct Punch Entry Mistake

		Updates: Staff will no longer be editing entries on behalf of providers (unless it's 15 minutes or less over the authorized hours, per BP 2.12.0) <u>APD-PT-22-025 Processing Pending Entries in</u> OR PTC DCI
		If a provider is more than 15 minutes over their authorized hours, regardless of entry method, they will either edit their own entry (if in pending status) or staff will cancel the entry so the provider can create an accurate historical entry.
2.3.0	Entries Claimed After 365 Days	Clarification: Entries from before your local office's PTC go- live date are not entered into OR PTC DCI. Requests for entries made before the PTC go- live date should not be sent to PTC Support.
Several	Reminder in several business processes	Clarification: Staff need to wait two full business days from the time the voucher is created in Mainframe to see a provider and consumer connected in OR PTC DCI.
		Reminder: The consumer/provider profile form is <i>not</i> needed unless the consumer and provider are not connected in OR PTC DCI more than two full business days after voucher creation in Mainframe. Please ensure all steps have been completed in Mainframe and you have waited the full two business days before completing a profile form.

For more information on the PTC Project, please visit <u>PTC.Oregon.gov</u>.

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