

Information Memorandum Transmittal Aging and People with Disabilities



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Number: APD-IM-23-046

Issue date: 5/5/2023

Topic: Other

Due date:

Subject: Provider Time Capture (PTC) - OR PTC DCI Hard Stop for Over Hours Entries

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:

In preparation for Phase 2A of the PTC Project (planned for Summer 2024), which will automate the payroll process, the decision was made to implement a hard stop on all time entries that exceed the authorized hours by any amount.

A hard stop means that instead of an entry that is over the authorized hours going into a pending status (also known as a soft stop), the entry will be automatically rejected at clock-out.

The Authorizations Widget will be available for providers when the hard stop is implemented to assist with the management of available hours. Available hours are also presented when the provider clocks in on the mobile app, creates an entry in the web portal/mobile web (historical or fob), or creates an entry via the landline (real-time or historical).

The hard stop and authorization widget changes will start on June 2, 2023.

The auto-approval frequency will also change. Auto-approval, which currently runs five times per day, will now only occur once per day starting by end of day June 2nd. Auto-approval running only once per day will give providers more time to edit any entries that did not exceed their authorized hours. Auto-approval will run at 4am daily.

Policy teams, SEIU, and OHCC are aware of these system changes and have been involved in the planning process.

A transmittal will be released soon that explains best practices when working with a case that has multiple providers with varying hours each pay period. Some offices refer to these cases as “flex list cases”.

The PTC Team realizes the hard stop change will greatly impact processes for providers and staff. Below are the communications and training materials related to these changes.

Staff Webinar

The PTC Team is holding a staff webinar to share information about the upcoming changes and allow for questions. The goal of the webinar is to help staff feel better prepared to answer questions from providers, and to understand how these changes will affect the current OR PTC DCI processes.

Two sessions are being held and the same material will be presented at both sessions:

May 9, 2023 9AM-11AM

Or

May 10, 2023 1:30PM-3:30PM

Zoom Meeting Link:

<https://www.zoomgov.com/j/16041174832>

This link works for both meetings and will take you directly to the meeting. You do not need to pre-register.

Meeting ID: 160 4117 4832

One tap mobile

+16692545252,,16041174832# US (San Jose) 16468287666,,16041174832# US

+(New York)

Dial by your location

+1 669 254 5252 US (San Jose)

+1 646 828 7666 US (New York)

Meeting ID: 160 4117 4832

Find your local number: <https://www.zoomgov.com/join/ao1QZJNXX>

***New* Provider Quick Reference Guide (QRG) – Over Authorized Hours Error:**

This guide explains what error occurs when a provider tries to claim more hours than they are authorized, what to do if they get this error, and how to prevent it.

[English](#)

[Arabic](#)

[Chinese - Simplified](#)

[Chinese - Traditional](#)

[Farsi](#)

[Khmer/Cambodian](#)

[Korean](#)

[Lao](#)

[Nepali](#)

[Romanian](#)

[Russian](#)

[Somali](#)

[Spanish](#)

[Vietnamese](#)

***New* Provider Video**

YouTube video which explains the system changes and covers much of the same information as the above QRG. Closed captioning is available.

<https://www.youtube.com/watch?v=e2Da6D8cufI>

Provider Mailer

Letters will be mailed to all HCWs and PCAs who have active accounts in OR PTC DCI. The letter explains the upcoming changes and what they mean. Electronic versions of the letter will be linked on the landing page of PTC.Oregon.gov in English, Arabic, Simplified Chinese, Traditional Chinese, Farsi, Khmer/Cambodian, Korean,

Lao, Nepali, Romanian, Russian, Somali, Spanish, and Vietnamese. We encourage staff to have printed versions of the letter available in the local office, especially in languages other than English (printable copies of the letter will be available on the landing page of the PTC website).

The following is the language included in the letter mailed to providers.



You can find this letter and more information about system changes on the PTC website, PTC.Oregon.gov.

This letter is for Homecare Workers (HCWs) and Personal Care Attendants (PCAs) who use OR PTC DCI. If you are not a HCW or PCA who uses OR PTC DCI to submit your time entries, then you do not need to keep this letter.

The OR PTC DCI system has two major upcoming changes:

1. The system will stop accepting time entries that go over authorized hours by any amount. If your entry goes over your authorized hours, the system will give the error **“Authorization Remaining Balance”** and will **reject** the entry. **The entry will not be paid.**
2. On the OR PTC DCI Web Portal dashboard/home page, the system will let you see your authorized hours (“initial balance”) and number of hours you have left (“remaining balance”) for each consumer and each pay period.

When is the change happening? June 2, 2023

Why is the change happening?

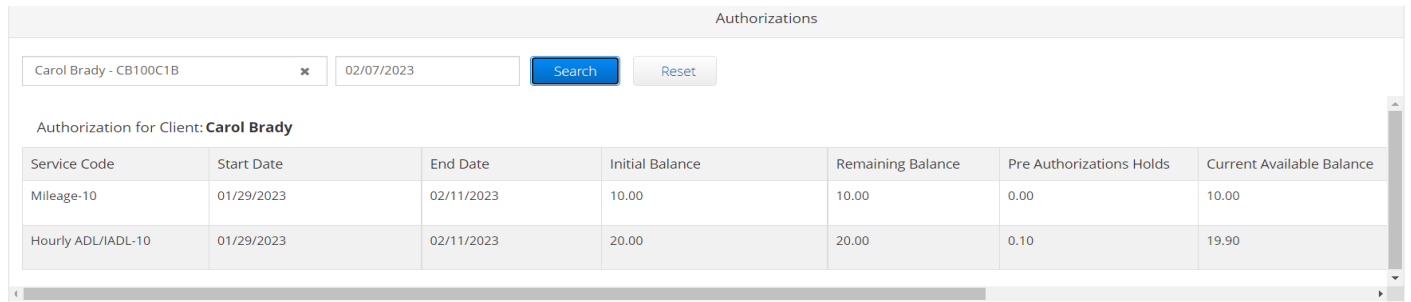
Errors in time entries are causing incorrect payments and large workloads for local office staff. In order to improve these issues, the PTC Team is making the above changes. The upcoming changes to the system will make it easier to manage your time entries yourself.

What support will be available?

You can go to **PTC.Oregon.gov** to find a training video and Quick Reference Guide. When logging into the OR PTC DCI Mobile App or Web Portal, you may notice News Posts about the upcoming system changes.

Please review these resources. If you have additional questions, reach out to PTC.Support@odhsoha.Oregon.gov.

Image of new Authorization Widget on the home screen (coming soon):



The screenshot shows a web interface titled "Authorizations". At the top, there is a search bar containing "Carol Brady - CB100C1B" and a date field with "02/07/2023". Below the search bar, it says "Authorization for Client: Carol Brady". A table lists two authorization entries:

Service Code	Start Date	End Date	Initial Balance	Remaining Balance	Pre Authorizations Holds	Current Available Balance
Mileage-10	01/29/2023	02/11/2023	10.00	10.00	0.00	10.00
Hourly ADL/IADL-10	01/29/2023	02/11/2023	20.00	20.00	0.10	19.90

If you have any questions about this information, contact:

Contact(s): Provider Time Capture	
Phone:	Fax:
Email: PTC.Support@odhsoha.oregon.gov	