Information Memorandum Transmittal
Aging and People with Disabilities

DHS | Oregon Department of Human Services

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Authorized signature

Number: APD-IM-23-047
Issue date: 5/11/2023

Topic: Other

Due date:

Subject: Provider Time Capture (PTC) - Flex Lists in OR PTC DCI

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:

Due to the June 2023 hard stop change in OR PTC DCI, the PTC Team and APD policy have worked together to gather the following recommendations for managing authorized hours in cases with multiple providers and varying hours, also known as 'flex list' cases.

The hard stop system change means providers will no longer be able to claim time that exceeds their authorized hours. See APD-IM-23-046 OR PTC DCI Hard Stop for Over Hours Entries for more information.

With the need for flexibility in assigning hours between multiple providers, flex lists can lead to logistical issues related to authorized hours. The PTC Team and APD policy hope to reduce the number of errors that could occur in flex list cases after the hard stop change.

MSC 0080 (01.19)

Staff must update Mainframe and OR PTC DCI Authorizations as soon as possible after a change to the authorized hours/miles occurs. This is especially true for flex list cases.

Without the hard stop in place, local office staff have used workarounds to approve entries that technically did not have enough authorized hours/miles.

With the hard stop in place, previous workarounds will no longer be possible. Hours/miles must be authorized in OR PTC DCI **before** a provider can claim the hours/miles. If they have not been authorized enough time/miles, they will not be able to create time or mileage entries.

Local office staff must update the OR PTC DCI Authorizations:
- Local office staff should split up the total authorized hours/miles between the flex list providers. Hours should be assigned/split up as closely to hours scheduled to be worked as possible. For example, do not assign only 1 hour to a provider that routinely works 20 hours or more each pay period.
- With any updates to the authorized hours/miles (i.e., voided, and reissued vouchers), these updates must also be made to the corresponding hourly and mileage OR PTC DCI Authorization(s).
- **Staff must make the OR PTC DCI Authorization updates before the end of the provider's grace period for entering entries (i.e., 3 business days after the end of the pay period) to allow time for the provider(s) to claim time/miles. <u>Case managers must communicate the authorized hours/miles updates to voucher specialists to ensure these edits occur in time.</u>**
  - Please review the [QRG - Updating an Authorization](#) for detailed instructions.

Local office staff should encourage fob use for flex list consumers:
We recommend providing a fob to consumers on the flex lists. This will give their providers an EVV compliant method that doesn't require them to enter the time into OR PTC DCI until the end of the pay period. EVV entries made on the mobile app or landline will be auto rejected once the provider exceeds their initial authorized balance, which makes the fob a better option when the authorization does not have adequate hours until the end of the pay period.

Fob steps for flex list providers:
- The provider pushes the button on the fob at the start and end of their shift to generate a fob code. At the start and end of the shift write down the fob code, date, and time.
- At the end of the pay period, or after the pay period but before the end of the grace period, enter the recorded fob entries into the web portal.
- [How to Use a Fob (for providers)](#) has full instructions for using the fob. *The only difference for flex list providers is that they should wait until right before the end

of the grace period to enter their fob entries to make sure the local office has updated the authorization first.

- See APD-IM-22-030 Fob Process Updates Transmittal for instructions on assigning a fob.
  - o If fobs are not available in the local office, please send a fob request to PTC Support (include the consumer's name, prime number, mailing address, and preferred language for written materials).

If you have any questions about this information, contact:

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