Information Memorandum Transmittal
Aging and People with Disabilities

DHS | Oregon Department of Human Services

Bob Davis
Authorized signature

Number: APD-IM-23-102
Issue date: 11/13/2023

Topic: Other

Due date:

Subject: Provider Time Capture (PTC) - Process for Splitting Vouchers

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*):

Message:
If a voucher needs to be split due to a mid-pay period change, certain steps must be completed in Mainframe and OR PTC DCI. Please note that these steps will change after Phase 2A implementation (scheduled for July 2024).

Following the below steps in order will ensure authorizations pull over into OR PTC DCI. Providers cannot properly claim time/mileage until they have accurate authorizations in OR PTC DCI.

Steps for splitting vouchers:
1) The voucher specialist (VS) receives the 546N, 546PC, 546SF, or 531.
2) VS voids current voucher for the pay period in Mainframe. ***If any OR PTC DCI entries were already entered into STIM, you will need to record these and enter them on the new voucher. See "Managing entries on split vouchers" below for more information.
   - If this is a temporary change for one pay period (PP), skip to step 5.
3) If it's a permanent change, go to step 4.

4) End the current ONGO, void future/outstanding vouchers. Reject future/outstanding authorizations in OR PTC DCI.
5) Create first voucher starting with first day of PP, ending with appropriate mid PP date.
6) VS edits the original authorization in OR PTC DCI to match the new voucher created in Mainframe.
   - *If any time entries were made on an authorization for after the date that voucher was ended, see below for instructions for "Managing entries on split vouchers."
   - The start date, end date, hours and/or miles and voucher number in the OR PTC DCI authorization must match the Mainframe voucher. Do not edit the expiration date for the authorization.
   - If there is a mileage authorization, it must also be edited to match Mainframe.
   Tip: Editing the original authorization's end date in OR PTC DCI before creating the new voucher in Mainframe will allow the new authorization to come over to OR PTC DCI.
7) Create a second voucher starting with the day after the first voucher's end date, ending with the last day of the PP. If this is set up correctly, an authorization will pull through into OR PTC DCI.
8) Create the ONGO only if this is a permanent change.
9) If the authorization for the second voucher has not pulled over into OR PTC DCI after two business days, please contact the PTC Support Team at PTC.support@odhsoha.oregon.gov.

*Managing entries on split vouchers

If any time entries were made on an authorization for after the date that voucher was ended, you must follow the below instructions to ensure the provider is paid for all entries. Please note that there is a wide variety of scenarios that may occur with entries on split vouchers. Use this guidance to fit your scenario and reach out to PTC Support if you need additional guidance. The main goal is to ensure all entries are paid and are consistent between OR PTC DCI and STIM.

Entries in STIM with a split voucher:
Before voiding the voucher, ensure there were no time entries entered into STIM for this voucher. If there were entries input into STIM:

1. Record any entries that were input and note whether they were paid or not. If they have not been paid, write down those entries and delete them from STIM.
2. Enter any unpaid entries on the newly created voucher to pay these entries.

3. Any entries that were already paid should not be entered into STIM to avoid overpayment, even if these entries need to be created in OR PTC DCI and pulled into a batch.

Entries in OR PTC DCI with a split voucher:

If there are entries in OR PTC DCI against an authorization for after the new end date, you must reject or cancel the entries. If there is time claimed on an authorization that should not be there, the system will not allow you to take all necessary steps.

After voiding and reissuing the first voucher, the local office staff will take the following steps:

1. In OR PTC DCI, reject or cancel any entries that need to be claimed on a different authorization. Take note of which entries you are rejecting or canceling.
2. Edit the first authorization to match the reissued Mainframe voucher.
   - Edit the Authorization ID Reference to match the new voucher number.
   - Edit the hours.
   - Edit the end date. Do NOT change the expiration date.
   - If there is a mileage authorization for the same pay period, repeat these steps on the mileage authorization.
3. In Mainframe, create the voucher that starts on the day after the end date of the first voucher.
4. If everything is done correctly and in the right order, the Mainframe voucher will be sent through to OR PTC DCI automatically.
5. Entries that the staff member canceled or rejected from the original authorization will now need to be recreated on the new authorization.

Example of a split voucher with entries in OR PTC DCI:

A consumer and provider have a voucher for 10/22/23-11/4/23 for 60 hours under MAGI. The consumer switched from MAGI to OSIPM, and OSIPM became active on 11/1/23. Before the voucher update was completed, the provider made entries in OR PTC DCI for 10/23/23, 10/30/23, 11/2/23, and 11/3/23 for 8 hours each shift.

Local office staff must complete the below steps **in this order**:

1. Reject or cancel the OR PTC DCI time entries for 11/2/23 and 11/3/23.
2. In Mainframe, void the voucher for 10/22/23-11/4/23.
3. Reissue the voucher for 10/22/23-10/31/23 and update the hours/miles with the appropriate proration for what was already worked on those dates, which should be 43 hours* in this example.
4. Edit the OR PTC DCI hourly authorization to match the reissued voucher, including the end date, voucher number starting with 20, and any changes to hours. Do not change the expiration date.

5. If there is a mileage authorization for the same dates, repeat step 3 for the mileage authorization (update end date, voucher number, and miles).
6. Create a new voucher for the provider in Mainframe for 11/1/23-11/3/23 with appropriate proration of hours/miles for the remainder of the pay period. For this example, the hours should be 18*.
   <u>If everything was done in the right order, this voucher will create an authorization in OR PTC DCI automatically for 11/1/23-11/3/23.</u>
7. Create time entries for 11/2/23 and 11/3/23 that match what the provider previously entered. Use the reason code Staff-Other and add an explanation in the Notes field.

*Notes on proration

The standard proration calculation is:

- Take the number of authorized hours and divide it by the number of days in the pay period.
- Multiply this number by the number of days remaining in either the first or second portion of the split voucher pay period. Round this number up to the nearest whole number.
- Repeat for each portion of the split pay period.

In the example, 60 hours divided by 14 days equals 4.29 hours per day. For 10/22/23-10/31/23, there are 10 days. 4.29 multiplied by 10 equals 42.9 (rounded up to 43 hours).

For the second portion of the pay period, there are 4 days. 60 hours divided by 14 days equals 4.29 hours per day. 4.29 multiplied by 4 equals 17.16 (rounded up to 18 hours).

You will need to reduce either the first portion or second portion of the split voucher by one hour since both calculations have been rounded up, with the total now equaling 61 hours. Which portion to reduce by one hour is up to your discretion. Alternatively, you may need to redistribute the hours between the two portions of the voucher depending on when the provider reported working.

If you have any questions about this information, contact:

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