

Information Memorandum Transmittal Aging and People with Disabilities



Bob Davis

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Number: APD-IM-24-022

Issue date: 2/23/2024

Topic: Other

Due date:

Subject: Provider Time Capture (PTC) - OR PTC DCI Help Tool

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:

The PTC Team has developed an interactive troubleshooting tool for providers who use OR PTC DCI. This tool can be used by providers, staff, and other individuals who support providers using OR PTC DCI. The help tool is provider-facing and addresses concerns frequently encountered by providers while using OR PTC DCI.

Staff are welcome to share the help tool link with providers, including new providers. Please note that until a new provider has a profile in OR PTC DCI (two business days after voucher creation), they will be unable to log into OR PTC DCI. The help tool will not be useful until the provider's profile has been set up.

The OR PTC DCI Help Tool is user-friendly and uses the same platform as required computer-based provider trainings taken through Carewell. Providers can access the help tool from any internet-connected device including a desktop PC, laptop, tablet, or smart phone. Please keep in mind that any issues the provider may have with accessing or using technology will also be limitations with this tool.

The help tool does not replace troubleshooting that must be done by local office staff,

PCA staff, Comagine, OHCC, the PTC Support Team, or other staff members. Instead, it should help guide providers to the needed resources for common problems or questions they may encounter.

[OR PTC DCI Help Tool](#)

Staff are welcome to try out the help tool. If you notice any issues (such as broken links, inaccurate/outdated information, etc.) please reach out to the PTC Support Team at PTC.Support@odhsoha.oregon.gov to notify us of the issue found. Please include a screenshot if possible.

Please note: The OR PTC DCI Help Tool is hosted through Amazon Web Services (AWS), which is shown in the site url. This is a secure site that allows the PTC Support Team to manage the help tool independently.

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	