

Information Memorandum Transmittal Aging and People with Disabilities



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Number: APD-IM-24-041

Issue date: 4/22/2024

Topic: Other

Due date:

Subject: Provider Time Capture (PTC) - New Providers in OR PTC DCI

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:

New provider profiles are created in OR PTC DCI one to two business days after vouchers are created in Mainframe for the new service plan.

Providers cannot log into OR PTC DCI until they have a profile. For this reason, they should not be given information about how to log in or how to contact the DCI Help Desk or PTC Support for assistance until after they have a profile.

Local office staff must not give out login information to a provider unless they are able to find the provider's profile in OR PTC DCI.

- The provider will be **unable to log in** if they are given login information too early, or if the wrong login information is given.
- Giving someone "generic" login information without confirming the person's username in OR PTC DCI is a **security risk**. You may be giving a provider the username of another provider.

- Staff must not give out the temporary password unless they have confirmed the provider has a profile, the staff member can see their username, and the staff member has confirmed the provider's identity matches the profile.
- Local office staff should **remove any references** to the username or temporary password in new provider materials. The PTC Support Team will send login information in a welcome email when the profile is created in OR PTC DCI.
- Once the profile has been created, local office staff can look up their username and share this information with the provider, along with the [OR PTC DCI Support Guide](#), which explains how to log in for the first time. Staff should also make sure the provider's email address in OR PTC DCI is correct and update it if needed.
- To see the provider-facing process of setting up a new provider, please refer to [how to get set up in OR PTC DCI](#).

Local office staff must not refer a provider to the DCI Help Desk or PTC Support unless the provider has a profile in OR PTC DCI.

- The provider cannot get help with OR PTC DCI until they have a profile. The DCI Help Desk and PTC Support will turn the provider away if the provider does not have a profile yet, causing frustration for the provider and taking time away from other requests.
- Local office staff should **remove any references** to the DCI Help Desk and PTC Support in new provider materials. If this information must be included, then it must also be noted that the provider should not contact the DCI Help Desk or PTC Support until after they have been notified their profile is created.

Local office staff must not request a link or relink to PTC Support when creating vouchers for a new consumer/provider pair.

- The PTC Support Team sets up profiles one to two business days after voucher creation.
- Emailing PTC Support will not expedite the process for setting up a new profile.
- Sending requests that are not necessary takes more time for the PTC Support Team to investigate and address, holding up other requests.
- A relink request should only be sent after staff have confirmed the consumer and provider were previously unlinked, per [APD-AR-23-029 Relinking in OR PTC DCI](#).

How to find the provider's profile in OR PTC DCI:

1. Log into OR PTC DCI
2. From the dashboard/home page, select the Employees tab on the left
3. Type the provider's name in the Type Employee Name field, or the UNI ID in the Employee Number field
4. Click Search

ENTRIES

ACCOUNTS

PROFILE CERTIFICATION

CLIENTS

EMPLOYEES

RESIDENTIAL PROGRAMS

Employees Actions

Type Employee Name Type Cost Center Employee Number

Select Employee Type Select State Select Status

Reset Search

5. Select the correct provider from the search results. If there are multiple results, you can confirm using the UNI ID, phone number, or email address displayed.

Employees Actions

shaggy rogers Type Cost Center Employee Number

Select Employee Type Select State Select Status

Reset Search

Export

Showing 1 out of 1 record

| Name | Employee # | Phone # | Email | Time Zone | Type | Cost Center | Status |
|---------------|------------|----------------|------------------------------------|------------|----------------------|--|--------|
| Shaggy Rogers | UNIID0009 | (503) 555-4469 | ptc.support@odhs oha.oregon.gov | PT (UTC-8) | Hourly Non Exempt | Provider Default Cost Center-EU - 0001-EU | Active |

Resources:

[Provider: How to get set up in OR PTC DCI](#)

[Business Process: Add a New Provider](#)

[Webinar Session 2 Presentation - New Profiles, Links, and Troubleshooting](#)

- [Webinar Session 2 Video](#)
- [Learning Lab Session 2 Video](#)
- [Webinar/Learning Lab Session 2 FAQ](#)

Please direct any questions about this transmittal to the PTC Support Team at PTC.Support@odhs.oha.oregon.gov.

If you have any questions about this information, contact:

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