Information Memorandum Transmittal
Aging and People with Disabilities

DHS | Oregon Department of Human Services

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Authorized signature

Topic: Other

Number: APD-IM-24-041
Issue date: 4/22/2024
Updated date: 6/17/2025
Due date:

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

Applies to (*check all that apply*):

- [ ] All DHS employees
- [x] Area Agencies on Aging: Types A and B
- [x] 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
- [x] Health Services
- [ ] Office of Developmental Disabilities Services (ODDS)
- [ ] ODDS Children's Intensive In Home Services
- [ ] Stabilization and Crisis Unit (SACU)
- [x] Other (*please specify*): Comagine

Message:

New provider profiles:
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.

When a new provider needs a profile in OR PTC DCI, voucher creation is the first step in getting their profile created. Once vouchers are created in Mainframe, it will take one to two business days for the new profile to be set up in OR PTC DCI. Once the provider has their new profile, the PTC Support Team will send a welcome email to the provider with instructions on how to log in for the first time.

The provider profile is not set up based on the assignment of a provider number, the provider completing their training, staff setting up the service plan, or by the provider or staff reaching out to the PTC Support Team. The only action that triggers profile set up is voucher creation in Mainframe.

Note: It is important for staff to input an accurate provider email addresses into Oregon Access. The email address in Oregon Access is where the PTC Support Team sends the welcome email to the provider.

Login information for new provider profiles:
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 the staff member is able to find the provider's profile in OR PTC DCI and confirm the username.

- 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 offices should **not have 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.

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.
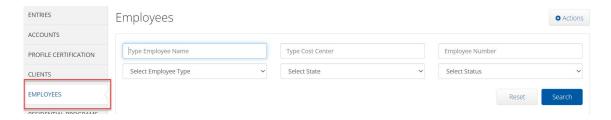
- The provider cannot get help with OR PTC DCI until they have a profile. The DCI Help Desk and PTC Support will refer the provider back to the local office if the provider does not have a profile yet, causing frustration for the provider and taking time away from other requests.
- Local offices should **not have 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 was created.

Local office staff must not request a link or relink to PTC Support when creating vouchers for a new consumer/provider pair.
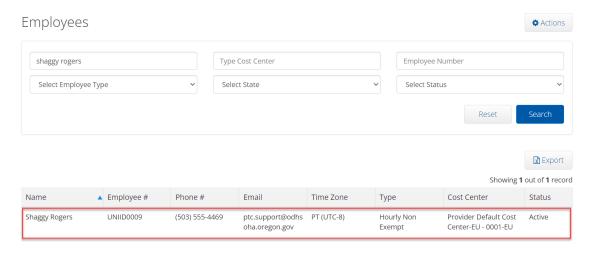
- The PTC Support Team sets up profiles one to two business days after voucher creation.
- Emailing PTC Support will not expedite the process for setting up a new profile.
- Sending requests that are not necessary takes more time for the PTC Support Team to investigate and address, holding up other requests.
- A relink request should only be sent after staff have confirmed the consumer and provider are currently per APD-IM-24-115 PTC Phase 2A Update to Relinking Process.

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 (the UNI ID can be found in the PRV8 screen in Mainframe)
4. Click 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.

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:

Business Process: Add a New Provider

Presentation Slides - New Profiles, Links, and Troubleshooting

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

If you have any questions about this information, contact:

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