Information Memorandum Transmittal
Aging and People with Disabilities
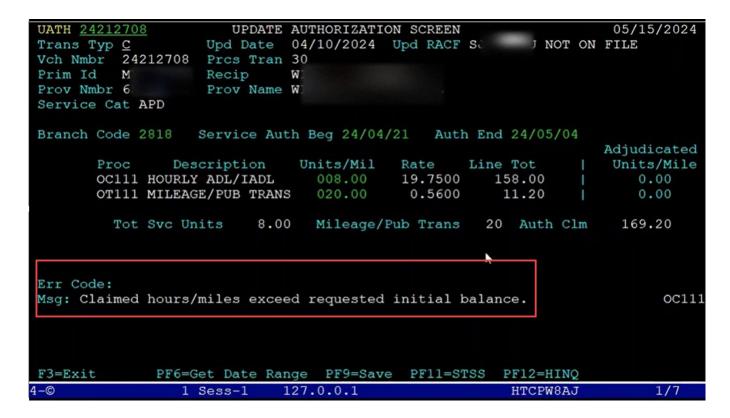
DHS | Oregon Department of Human Services

Bob Davis
Authorized signature

Topic: Other

Number: APD-IM-24-076
Issue date: 7/18/2024
Updated date: 2/6/2025
Due date:

Subject: Provider Time Capture (PTC) - UATH Screen Errors

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)
- [ ] Other (*please specify*):

Message:

The purpose of this transmittal is to explain the errors staff may see while attempting to edit a voucher in Mainframe using the UATH screen, or while attempting to create or void a voucher in HATH/OATH/MATH.

It is extremely important for staff to watch for errors in UATH/HATH/OATH/MATH when they attempt to take an action. **If an error occurs, then the action was not saved** to the voucher or authorization. Additional actions must be taken by staff to resolve the error before the action can be saved.

The following errors may occur in the UATH screen. See below for an example of an error in the UATH screen.

```
UATH 24212708            UPDATE AUTHORIZATION SCREEN              05/15/2024
Trans Typ C         Upd Date  04/10/2024   Upd RACF S      J NOT ON FILE
Vch Nmbr   24212708  Prcs Tran 30
Prim Id    M         Recip      W
Prov Nmbr  6         Prov Name  W
Service Cat APD

Branch Code 2818    Service Auth Beg 24/04/21    Auth End 24/05/04
                                                              Adjudicated
      Proc      Description      Units/Mil    Rate    Line Tot  |   Units/Mile
      OC111  HOURLY ADL/IADL      008.00    19.7500   158.00   |     0.00
      OT111  MILEAGE/PUB TRANS    020.00     0.5600    11.20   |     0.00

      Tot Svc Units    8.00    Mileage/Pub Trans   20  Auth Clm    169.20




Err Code:
Msg: Claimed hours/miles exceed requested initial balance.               OC111




F3=Exit        PF6=Get Date Range   PF9=Save   PF11=STSS   PF12=HINQ
4-©               1 Sess-1      127.0.0.1                HTCPW8AJ        1/7
```

Please note that only one of the UATH errors (the pay rate error) requires an email to the PTC Support Team. All other errors must be resolved by the local office.

UATH error	What causes the error	How to resolve
"The requested pay rate update overlaps with an existing pay rate."	The pay rate recently changed, but the update has not yet come through to the OR PTC DCI service accounts.	Email the PTC Support Team requesting to update the pay rate. Include the consumer and provider information, the pay period, and the new pay rate listed in UATH or a screenshot of UATH.
"Branch must match service eligibility."	The service eligibility branch has changed, but the change is not reflected on the voucher.	The branch must match the service branch indicated on the SELG screen. If the case is in the correct branch, use UATH to update the branch to the correct one. If the case is in the incorrect branch, the SELG branch must be changed by ending the service benefit in OA and restarting it in the correct branch.
"The requested start/end date	The start or end date is changed to a date that overlaps with an existing	You must check for overlapping dates and correct the date being edited.

overlaps with Auth ID [xxx]."	authorization in OR PTC DCI.	
"Entries exist prior to requested start date."	The start date on the voucher is changed to a later date and entries exist before the new start date (that have not been rejected or canceled).	Cancel entries in OR PTC DCI before completing the edit in UATH.
"Entries exist after the requested end date."	The end date is changed but there are entries in OR PTC DCI that exist after the new end date.	Cancel entries in OR PTC DCI before completing the edit in UATH.
"End date cannot be before start date."	The end date on the voucher is changed to a date prior to the begin date.	The system will not allow the end date to be before the start date.
"Claimed hours/miles exceed requested initial balance."	The hours on a voucher are decreased to an amount smaller than what has been claimed in OR PTC DCI.	Cancel or edit entries in OR PTC DCI. Only cancel processed entries in OR PTC DCI if the time/mileage was not worked.
"Service hours exceed allowed hours."	The hours claimed on the OR PTC DCI authorization exceed what Mainframe will allow without an exception.	If the consumer passed away, you are editing the final voucher to reflect the DOD as the end date, and you receive this error, email mainframe.businessanalysts@odhsoha.oregon.gov and request an end of life care exception. Otherwise, you may need to adjust the entries for the change to be allowed. Please do not cancel processed entries in OR PTC DCI if the provider worked those entries.
"Change in service benefit not allowed."	The service category/ program code on the current voucher is incorrect and must be changed. This means a program change has occurred, but this Mainframe voucher is	Mainframe vouchers must be created under the correct program to ensure providers are authorized and paid correctly. Program changes always require a void and reissue. If entries were already created in OR PTC DCI under the old program, see APD-

	still under the old program. For example, OPI to OPM, OPI to APD, OPI pilot to regular OPI, etc.	[IM-22-075 When a Consumer Changes Programs](#) for instructions on what steps to take.

The following errors will occur in either the HATH, OATH, or MATH screen when attempting to void a voucher or create a new voucher.

HATH/OATH/MATH error	What causes the error	How to resolve
"Valid time entries exist in PTC."	A user tries to void a voucher in Mainframe that has pending, approved, or processed entries in OR PTC DCI.	If the entries were not worked, cancel the entries in OR PTC DCI. Sometimes this error appears when there are no entries in OR PTC DCI and is due to overlapping pay rates. Reach out to PTC Support if you see this error but do not see any entries in OR PTC DCI.
"Cancelled entries exist in PTC, voucher voided 17 status."	A user voids a voucher after all entries were canceled on the authorization.	No action needed. Voucher will show as 17 status instead of 10 status. If the voucher is reissued, it may take 1-2 business days for the new voucher to appear in OR PTC DCI. Reminder: Do not void and reissue a voucher unless there is a program change. Always use UATH to make changes to vouchers other than program changes.

"Branch must match service eligibility."	The voucher is being created in a branch that does not match the SELG branch.	Check the SELG screen to find the consumer's most recent service eligibility branch. Create the new voucher by typing **HATH/OATH, prime, provider #, SELG branch #** to force Mainframe to create the voucher in the SELG branch.
"Invalid branch."	You may not have access to the branch you are attempting to create a voucher in.	Contact the service desk for assistance.

If you encounter one of the above errors and are unsure how to resolve it, please reach out to PTC Support for assistance.

Important note: Do not cancel processed entries in OR PTC DCI unless the time/mileage was not worked. If you need to void and reissue a voucher due to a program change and entries were already paid under the wrong program, please do not cancel the entries. Instead, after making sure the backdated effective date of the program change is correct, email PTC Support for assistance. Backdating program changes requires approval from policy if the provider was already paid under the old program.

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	