

Policy Transmittal Aging and People with Disabilities



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Number: APD-PT-21-024

Issue date: 7/23/2021

Topic: Provider Information

Due date:

Transmitting (check the box that best applies):

- New policy
 Policy change
 Policy clarification
 Executive letter
 Administrative Rule
 Manual update
 Other:

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 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 type="checkbox"/> Other (<i>please specify</i>): |
| <input type="checkbox"/> ODDS Children's Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Policy/rule title:	PTC EVV Non-Compliance, Violations, Corrective Actions		
Policy/rule number(s):		Release number:	
Effective date:	Upon OR PTC DCI Implementation	Expiration date:	
References:			
Web address:			

Discussion/interpretation: Beginning on September 12, 2021, all Homecare Workers (HCWs) who work for individuals receiving Medicaid or OPI services will use the Oregon Provider Time Capture Direct Care Innovations (OR PTC DCI) to enter their time worked. Vouchers will not be issued for claims for any HCW time entry for pay periods starting September 12, 2021 or later.

HCWs are expected to meet various compliance requirements when using OR PTC DCI, including but not limited to:

- Meeting Electronic Visit Verification (EVV) requirements

- Working within authorized hours
- Working within the weekly cap (unless the HCW was approved to exceed the limit).

During this transition period, Aging and People with Disabilities (APD) recognizes that HCWs may need time to adjust to this new method of recording their time worked. APD will limit, at this time, any disciplinary actions against the HCW if it appears any concern is related to the transition to OR PTC DCI.

APD will provide additional guidance on any potential disciplinary actions later as HCWs become accustomed to using OR PTC DCI.

Implementation/transition instructions:

Although APD may limit disciplinary actions during this transition if the concern is related to transitioning to OR PTC DCI, the expectation is for HCWs to meet all compliance requirements.

Meeting EVV requirements

HCWs must capture their time by using an EVV compliant method. These include:

- OR PTC DCI Mobile App
- OR PTC DCI Landline
- OR PTC DCI FOB (fixed object)

If a HCW needs to edit a time entry after it has been entered, the time entry is no longer considered EVV compliant.

Entering time into the OR PTC DCI web portal (without a FOB token/code) is not considered EVV compliant.

APD Central Office will monitor HCW EVV compliance.

Working within authorized hours

HCWs are expected to continue to work within their authorized hours when transitioning to OR PTC DCI.

During a pay period, if a HCW works more than 15 minutes over the authorized hours, local office staff should check the Oregon ACCESS (OA) case narration and staff with the case manager (CM) to see if more hours were authorized.

If the additional hours were approved, the additional hours need to be authorized in the mainframe and within OR PTC DCI. If the additional hours were not approved, the

HCW should adjust the time entry as appropriate. It is important to note that if the HCW was required to work additional hours due to an emergency situation and reported this to the CM within two business days, it may be appropriate to increase the authorization for the specific pay period.

During a pay period, if a HCW works 15 minutes or less over the authorized hours, the assumption is that the HCW may not have clocked-in or out at the appropriate times, causing the overage. The HCW is responsible for adjusting the time as appropriate. If the HCW does not make a correction, local office staff should contact the HCW to confirm if this was unintentional and to require the HCW to make an adjustment to their time.

In some circumstances, the local office may decide to reduce the time entry on the HCW's behalf, noting the decision within OA and OR PTC DCI.

Please see the [Process Map](#) for further information on the above process.

Working within the weekly cap

HCWs are expected to continue to work within their weekly cap when transitioning to OR PTC DCI. Local office staff should continue to monitor hours that are authorized to HCWs to help ensure that HCWs do not exceed the cap. For example, an HCW should not be authorized more than 80 hours between all individuals (if they have a 40 hour per week cap) or 100 hours (if they have a 50 hour per week cap) unless an exception or emergency issue has occurred, which should be captured in Oregon ACCESS and OR PTC DCI. Please click [here](#) to determine if approval to exceptions need to be done by Central Office or can be done at the Local Office level.

APD Central Office will monitor HCW weekly cap compliance.

Field/stakeholder review: Yes No

If yes, reviewed by: APD Policy & Operations

Filing instructions:

If you have any questions about this policy, contact:

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