Policy Transmittal
Aging and People with Disabilities

DHS | Oregon Department of Human Services

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Authorized signature

Number: APD-PT-22-025
Issue date: 10/5/2022

Topic: Long Term Care

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*):

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

Policy/rule title:	Processing Pending Entries in OR PTC DCI		
Policy/rule number(s):		**Release number:**	
Effective date:	Upon Transmittal Release	**Expiration date:**	
References:			
Web address:			

Discussion/interpretation:

This transmittal is intended to clarify the expectations around processing pending entries in the OR PTC DCI time capture system, which occurs when a time entry puts the provider over their authorized hours for the individual they are working for.

Implementation/transition instructions:

Staff should **NOT** blanket reject or approve all time entries exceeding the authorized hours.

Blanket rejecting or approving hours without any additional review or edits may cause either the incorrect payment being made and/or a data mismatch between the hours reported in PTC DCI and what is entered in the CEP system (note that a mismatch may occur even if there are no pending entries). Inaccurate payments or data mismatches are flagged for concern during any audit that may occur.

Pending entries exceeding the authorized hours by *15 minutes or less:*

Local office staff can reasonably assume the overage was the result of early clock ins or late clock outs and that no additional services were provided to the consumer.

Providers are encouraged to correct these entries on their own whenever possible to be within the authorized hours. However, to assist the provider in getting paid timely for hours worked, local offices are permitted to edit the time on the provider's behalf. When making this edit, staff should add a note in the entry to explain why the edit was made and to contact the local office with any concerns.

Pending entries exceeding the authorized hours by *more than 15 minutes:*

Local office staff working the pending entries **must check** to see if additional hours have been authorized, either by speaking with the case manager, reviewing narrations, and/or reviewing written authorization (such as a 546SF).

If additional hours were authorized by a case manager, staff with the appropriate permissions must edit the hourly *and* mileage authorizations in Mainframe and OR PTC DCI, as applicable, to match the new vouchers. See the Authorization Management Guide for instructions on editing authorizations.

If no additional hours were authorized by the case manager, or if a change in authorized hours still puts the provider over their hours by more than 15 minutes, staff are asked to work with the provider to make sure the entry or entries are edited to be within the authorized hours.

How staff work with the provider is decided by local office leadership and may include:
- Messaging the provider using the DCI Messaging Module. Note: Messages sent with a high priority level will cause a red banner to appear across the top of the provider's dashboard telling them they have a high priority message in their inbox,
  - See the Web Portal Guide for information on the messaging module: https://dciconfluenceprod.dcisoftware.com/display/ORPD/Guide+-+Web+Portal
- Calling or emailing the provider to clarify the cause of the pending entry or entries, or
- Otherwise reaching out to ask or help the provider to edit their time entry.

After discussing the concern with the provider, one of the following should occur:

- The provider agrees to edit the time entry as appropriate, resulting in the time entry now being within the authorized hours.
- The provider is reached but does not edit the time entry, resulting in the local office rejecting the time entry.
- The provider states they were authorized the additional hours, which requires additional investigation by the local office to make a final determination.

An entry that cannot be verified may stay in pending status until a determination can be made. *Not **all** pending entries need to be cleared each period.*

Local Office Staff are *not* required to edit pending entries on behalf of a HCW. HCW profiles in OR PTC DCI have the rights to edit and reject pending entries as needed. There may be times when providers lack the technology or skills necessary to access OR PTC DCI to manage these entries. The methods used by the local office to help the provider get their time entry edited are up to the discretion of local office leadership.

Note: Because providers can only edit entries in a pending status, they will always need help from the local office to edit entries that are approved or processed.

Associated Business Processes:
4.1.1 Process for Staff: Pending Entries Management
2.12.0 Process for Staff: Provider Goes Over Authorized Hours

Field/stakeholder review: ☒ Yes ☐ No

    If yes, reviewed by: Operations Review

Filing instructions:

If you have any questions about this policy, contact:

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