Information Memorandum Transmittal
Aging and People with Disabilities

DHS | Oregon Department of Human Services

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Number: APD-IM-21-087
Issue date: 9/2/2021

Topic: Other

Due date:

Subject: Provider Time Capture (PTC) - OR PTC DCI Fob Option and Details

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*): Comagine

Message:

This transmittal contains information focused on the OR PTC DCI fob, one of the options Consumers can choose for their Providers to enter their time once we switch from paper vouchers to OR PTC DCI, the new electronic timekeeping system, starting Sept. 12.

There are three EVV-compliant options that providers can use to capture their time once paper vouchers end – mobile app, landline phone, or fob/web portal.

The PTC Team has been receiving an extremely high volume of fob requests. The PTC pilot group began using OR PTC DCI on Aug. 1 and had roughly a 10% fob rate (number of fobs requested for consumers compared to the total pilot provider population). Fob requests from the statewide group have already well-exceeded this ratio.

We suspect there may be some confusion around the purpose of the fob and how it works, leading to unnecessary fob requests. Here is some information related to the fob option.

Fobs are <u>only</u> for Provider-Consumer pairs where the Provider does not have a smart phone/device *and* the Consumer does not have a landline.

- The fob option should be given to those Provider-Consumer pairs <u>only</u>.
- The fob is <u>NOT</u> a "back-up" for the other options.

Note: A Consumer just needs one fob and if they have multiple providers, all providers would use the same fob unless they are using their smart phone/device for mobile app.

What is a good backup option if the provider was not able to enter their time during the shift?

- The backup for all OR PTC DCI options (mobile app, landline or fob) is to enter a historical time entry.
- Historical entries can be made in the OR PTC DCI web portal or by using the Consumer's landline phone.
- We highly encourage using the OR PTC DCI web portal for historical entries (instead of the landline) since Consumer sign off is not required in the web portal. Landline historical entries also may take several minutes to complete, while the web portal is much quicker.

Some Providers may think the fob is the simplest way to enter their time, but many pilot providers have returned their fobs in favor of using the mobile app. Provider feedback so far indicates that the mobile app is the simplest and quickest option for entering their time.

Staff Request: When talking about the OR PTC DCI options with Providers/Consumers, make sure they understand all options before requesting a fob. **<u>Once again, only request a fob when the Provider does not have a smart phone/device and the Consumer does not have a landline.</u>**

- No need to back-track: Staff do not need to re-contact Providers/Consumers if they selected a fob, nor should they cancel any fob requests unless specifically requested by the Provider/Consumer. This transmittal is only to help with the process going forward.

<u>Ongoing Fob Requests</u>

When you identify Provider/Consumer pairs that cannot use the mobile app or landline phone options, please send a fob request to PTC.Support@dhsoha.state.or.us with the following format:

Subject line: *#secure# Fob Request*
Body of email:

- Consumer's full name
- Prime number

- Mailing address
- Consumer's primary language choice for written materials.

For more information on the PTC Project, please visit PTC.Oregon.gov.

If you have any questions about this information, contact:

Contact(s): Provider Time Capture	
Phone:	Fax:
Email: PTC.Support@dhsoha.state.or.us	