

Information Memorandum Transmittal Aging and People with Disabilities



Bob Davis

Authorized signature

Number: APD-IM-22-033

Issue date: 4/18/2022

Topic: Other

Due date:

Subject: Provider Time Capture (PTC) - Consumer Phone Numbers in OR PTC DCI

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

Message:

The PTC Team and APD/HSD Policy are committed to reducing instances of potential fraud. To help in this effort, the PTC Team has begun to perform audits on the primary phone numbers listed for Consumers to ensure Providers are not using cell phones to create Landline time entries. The following transmittal explains how the phone fields in OR PTC DCI work, and what to do if the PTC Team discovers a possible cell phone number in the primary phone field. Please note that this information only affects your Consumers who use Phone Electronic Visit Verification (EVV) (i.e., the Landline option).

Overview:

There are 3 phone fields on a Consumer's profile (see screenshot below):


Client Details - Paul McCartney

Basic Demographics

Client Id: B3ATL351234

Address: 1234 Beatle Ln
Oregon City, OR 97045-0000

GNIS: 41-005-0004534030112257780

 Phone: (555) 555-1234

Alternate Phone: (555) 555-3210

Mobile Number: (555) 555-6789

- Phone: This field is for landline or VOIP phone numbers only
- Alternate Phone: This field is for any additional phone numbers that the Consumer has (if the consumer does not have an alternate phone number this field will not display)
- Mobile Number: This field is for cell phone numbers only
- To edit a phone number, you can click “Actions” on the Consumer or Provider profile, then click “Edit Client” or “Edit Employee” and edit the desired phone field
- To be EVV compliant using the Phone EVV option, the Provider must make the call from a phone that is fixed in the Consumer’s home, such as a landline or VOIP.
- The Client “Phone” field of OR PTC DCI is to be used for Landline or VOIP phone numbers only.
- Cell phones are not valid for Phone EVV because they are not fixed in the Consumer’s home.
- The PTC Team will be using a [Phone Validator](#) to determine whether each Consumer’s primary number is a Landline, VOIP, or cell. **Any primary phone numbers determined to be cell phone numbers will be moved to the Mobile Number field in the Consumer’s profile.**

More information and steps to take:

- The PTC team will periodically use the phone number validator tool to check whether phone numbers are from cell phones, landlines, or VOIP lines.
- If the PTC Team discovers a cell phone number in the landline field that is being used for Phone EVV, this number will be moved to the Mobile Number field to

prevent further use of the number for Phone EVV. The PTC team will update the Phone Field to all zeros.

- Occasionally, our phone number validator tool may be incorrect or contain data that is outdated. This means we may move a landline or VOIP number to the Mobile Number field. Unfortunately, we have no way of verifying a phone number aside from the validator tool.
- **Important:** If you have a Consumer whose landline or VOIP number was moved to the Mobile Number field, but their Provider is using Phone EVV with that phone number, the case manager must confirm that the number is indeed a landline phone number. **Do not change the number in OR PTC DCI until the information outlined below has been verified.**
- Follow these steps to verify the phone is a landline:
 1. Obtain either a phone bill, photo of the landline or VOIP phone, visual confirmation of the phone being a landline (e.g., a home visit), or other physical confirmation. The confirmation does not need to be printed or saved in EDMS. (**Note:** a verbal statement from the Consumer DOES NOT meet the requirement).
 2. Create a Note on the Consumer's profile stating, "The Landline phone number ***-***-**** was confirmed with {state the method of confirmation} on MM/DD/YY."
 3. Change the Phone field back to the confirmed landline or VOIP phone number.

Note: Action is ONLY needed if one or more of the Consumer's Providers are using Phone EVV (i.e., the Landline option). Please do not move phone numbers to different fields if Phone EVV is not being used.

Phone number field reminders:

- Only a landline or phone that is fixed in the Consumer's home should be listed under the "Phone" field on the Client Profile in OR PTC DCI.
- If the Consumer does not have a landline, the placeholder value of (000) 000-0000 should be used in the client phone field of OR PTC DCI.
- Cell Phone numbers should be listed under the Alternate or Mobile Number fields.
- When entering a new Consumer's information in Oregon ACCESS, make sure "Home Phone" is being used for landlines and "Cell Number" for mobile phone numbers to reduce errors during OR PTC DCI profile set-up.
- Listing a cell phone number under the client phone field in OR PTC DCI can allow a Provider to erroneously clock in using Phone EVV from an invalid phone type. Using a cell phone for Phone EVV is not EVV compliant and is strictly prohibited, per policy.

Note: Provider phone numbers do not require the distinctions described above. A Provider can have a cell phone number as their primary phone number in OR PTC DCI and this will not cause any issues.

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@dhsosha.state.or.us	