

# Information Memorandum Transmittal Aging and People with Disabilities



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**Number:** APD-IM-22-097

**Issue date:** 10/7/2022

**Topic:** Other

**Due date:**

**Subject:** Provider Time Capture (PTC) - Login Security 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:**

This transmittal is a review of the policies around OR PTC DCI login credentials.

**Summary:**

Login credentials for OR PTC DCI must never be shared. The only exception is for a shared payroll account.

**Provider login credentials:**

Staff members must not log in with a provider's credentials to report time. This is a security violation.

- If a staff member needs to enter time/mileage on a provider's behalf, they must do so on their own staff account.
- To enter time/mileage on a provider's behalf, a staff member will log into their own account, navigate to the provider's profile, select Actions, and select New Entry.

Consumers must not log into a provider's account to claim time.

- Consumers can assist their providers in understanding how to use the OR PTC DCI system if needed. However, the consumer should never log into the provider's account and report time/mileage on their behalf. This is a security violation and HIPAA violation.

For AAA/APD Local Offices: There are no exceptions to this restriction. If Local Office staff discover that login information is being shared, they should inform the HCW that this is a security violation and must not continue. If the behavior does continue, the staff member should send a termination referral to [HCW.Terminations@odhsoha.oregon.gov](mailto:HCW.Terminations@odhsoha.oregon.gov).

Consumer Employer Representatives (CERs) must not not log into a provider's account to claim time.

- CERs can assist their providers in understanding how to use the OR PTC DCI system if needed. However, the CER should never log into the provider's account and report time/mileage on their behalf. This is a security violation, a HIPAA violation, and a potential conflict of interest.

For AAA/APD Local Offices: There are no exceptions to this restriction. If Local Office staff discover that login information is being shared, they should inform the HCW that this is a security violation and must not continue. If the behavior does continue, the staff member should send a termination referral to [HWC.Terminations@odhsoha.oregon.gov](mailto:HWC.Terminations@odhsoha.oregon.gov).

**Staff login credentials:**

- Staff should not share their login credentials with anyone else. The only exception is when a shared account is used, the credentials can be shared with only those staff members who must have access to the shared account (to complete payroll duties, for example).

For more information on the PTC Project, please visit [PTC.Oregon.gov](http://PTC.Oregon.gov).

*If you have any questions about this information, contact:*

Contact(s): Provider Time Capture	
Phone:	Fax:
Email: <a href="mailto:PTC.Support@odhsoha.oregon.gov">PTC.Support@odhsoha.oregon.gov</a>	