

Information Memorandum Transmittal Aging and People with Disabilities



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Number: APD-IM-22-130

Issue date: 12/27/2022

Topic: Other

Due date:

Subject: Provider Time Capture (PTC) - PTC Business Process Updates

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 has made several updates to the PTC Business Processes to ensure accuracy and alignment across documentation. In an effort to streamline user support, a Links and Resources section has been added to each process to directly link applicable contact information, training material, transmittals, and associated business processes.

While the updates are primarily cosmetic and clarification-based, some updates may impact the workflow at your local office. Please review all updates listed below.

Many of the links have changed. Please use the links contained in this transmittal or access the Business Processes through the PTC website's [AAA/APD Staff](#) section.

Business Process Number	Business Process Title and Link	Changes made
1.1.3	Provider Switches During Pay Period- Temporarily	Change in title and link: Previously: <i>Provider Switches During Pay Period – Temporary</i>
1.3.1	Add A New Consumer	Change in title and link: Previously: <i>Add Consumer Information</i>
1.3.3	Consumer Transfers to a New Branch or Program	Change in title and link: Previously: Consumer Transfers to a New Branch Update: This process has been expanded to include when a consumer transfers to a new program.
1.5.1	Managing Staff Profiles	Change in title and link: Previously: State Managing Accounts Update: To approve a profile update, a manager must sign the request form and be copied on the request email.
1.5.3	Managing User Profiles – Unlock a Profile	Change in title and link: Previously: <i>Managing User Accounts – Unlock an Account</i> Clarifications: Staff cannot unlock other staff profiles regardless of role. The DCI Help Desk cannot unlock profiles for any users. Unlock requests for staff accounts should go to PTC Support (or wait 24 hours for the account to unlock automatically.) Unlock requests must come directly from the staff member needing their profile unlocked.
2.12.0	Provider Goes Over Authorized Hours	Update: Removed language around staff helping providers in support of new policy direction. See APD-PT-22-025 Processing Pending Entries in OR PTC DCI.
2.2.3	Correct Entry Mistake	Change in title and link: Previously: Correct Punch Entry Mistake

		<p>Updates:</p> <p>Staff will no longer be editing entries on behalf of providers (unless it's 15 minutes or less over the authorized hours, per BP 2.12.0)</p> <p>APD-PT-22-025 Processing Pending Entries in OR PTC DCI</p> <p>If a provider is more than 15 minutes over their authorized hours, regardless of entry method, they will either edit their own entry (if in pending status) or staff will cancel the entry so the provider can create an accurate historical entry.</p>
2.3.0	Entries Claimed After 365 Days	<p>Clarification:</p> <p>Entries from before your local office's PTC go-live date are not entered into OR PTC DCI. Requests for entries made before the PTC go-live date should not be sent to PTC Support.</p>
Several	Reminder in several business processes	<p>Clarification:</p> <p>Staff need to wait two full business days from the time the voucher is created in Mainframe to see a provider and consumer connected in OR PTC DCI.</p> <p>Reminder:</p> <p>The consumer/provider profile form is not needed unless the consumer and provider are not connected in OR PTC DCI more than two full business days after voucher creation in Mainframe.</p> <p>Please ensure all steps have been completed in Mainframe and you have waited the full two business days before completing a profile form.</p>

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@odhsoha.oregon.gov	