

# Information Memorandum Transmittal Aging and People with Disabilities



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**Number:** APD-IM-23-006

**Issue date:** 1/24/2023

**Topic:** Other

**Due date:**

**Subject:** Provider Time Capture (PTC) - When a Consumer Passes Away - 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 purpose of this transmittal is to emphasize the importance of notifying the PTC Support team when a consumer passes away. This transmittal will serve as a repository of information to follow when a consumer who is receiving in-home care from a HCW or PCA passes away.

Profiles, accounts, and authorizations in OR PTC DCI must be kept as up-to-date and accurate as possible to ensure consistency across systems. The PTC Support team is not notified of a consumer passing away unless local or program office staff reach out.

Below are links to helpful resources and an outline of the steps that must be completed when a consumer passes away.

Several steps of the business process are already part of the local office or program office process and are completed in Oregon Access (OA) and Mainframe. These may vary slightly based on the office. Questions about those processes should be directed to a lead worker, leadership team, or to your policy team.

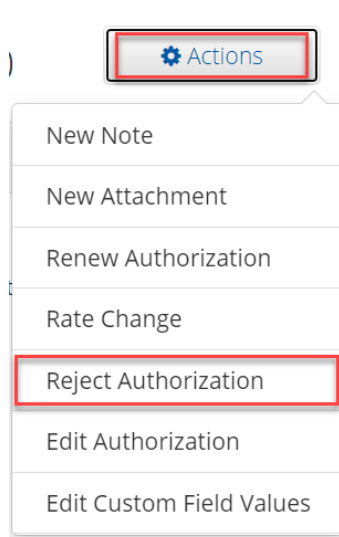
Questions about the PTC-related steps should be directed to PTC Support. **Steps related to PTC are in bold text.**

## [Quick Reference Guide - Consumer Passes Away](#)

### [3.3.0 Process for Staff: Consumer Passes Away](#)

Summary of Business Process 3.3.0 Consumer Passes Away:

1. Staff member learns that a consumer (who has a profile in OR PTC DCI) has passed away.
2. Staff member ensures all entries are paid per the office's normal payroll batch processing procedure and per [4.3.0 Process for Staff: Time Entry](#).
3. Case manager notifies the office's eligibility team of consumer passing, per local or program office procedure.
4. CM sends a 546/531 with prorated hours to the voucher specialist requesting they end ONGOs and void any outstanding vouchers.
5. Voucher specialist or support staff voids any outstanding vouchers and ends ONGO in Mainframe.
6. **Voucher specialist or support staff rejects any *future* authorizations in OR PTC DCI. See [APD-IM-22-021 Unlinking Consumers and Providers in OR PTC DCI](#) for the process of unlinking users.**



Steps to reject future authorizations: Navigate to the authorization, go to Actions, and select Reject Authorization.

**See the [Authorization Management Guide](#) for more general information on managing authorizations in OR PTC DCI.**

7. CM contacts provider and narrates in OA. **The PTC Team recommends asking the provider to enter all their hours and mileage for the consumer.**
8. CM closes all auxiliary services and informs the vendors, per policy.

9. CM closes Service Plan in OA, after date of death is added in ONE by eligibility, per normal policy.
10. CM narrates and transfers case to EAU 8606 in OA, if applicable.
11. **Staff member emails PTC Support team to let them know the consumer has passed away.**  
**Email should include: Consumer name, Consumer prime number, provider name, provider number, date of death, and last date the provider worked (may be different than date of death, such as a hospital admission date).**
12. **PTC Support team adds end date to service accounts and inactivates the consumer's profile. Reminder: Staff members should never inactivate or make edits to funding accounts or service accounts.**

*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>	