

PTC Quarterly Recap:

2022 Quarter Four

If you do not use OR PTC DCI, please disregard this email.

Below is the fourth PTC Quarterly recap for 2022. The PTC Team has created these recaps to summarize key emails and transmittals from the last three months. Each recap will be short and to the point, so please take a few minutes to read it. If any of the information sounds unfamiliar, follow the link to learn more. The goal of the quarterly recaps is to ensure everyone is informed of changes and aware of critical processes, policies, and procedures. This quarter we have included the email updates we have sent from the PTC Support team to all staff. Tip: to locate messages from PTC Support, type “From: PTC.Support@odhsoha.oregon.gov” in your inbox’s search bar.

All current and past quarterly recaps are posted on the [Provider Time Capture Staff Tools Page](#). If you have questions, email us at PTC.Support@odhsoha.oregon.gov.

APD-IM-22-130 Provider Time Capture (PTC) – PTC Business Process Updates

Issue Date: 12/27/22

Several PTC Business Processes have been updated. This transmittal includes a list of all existing staff-facing PTC Business Processes with updated links and a list of the changes made to each business process.

Email: EVV Compliance Survey – Open through Jan 16

Date Sent: 12/20/22

The PTC Team is seeking the feedback of staff who work with providers who use OR PTC DCI. We have created an online survey to gauge barriers to EVV compliance. Here is a link to the survey:

<https://survey.alchemer.com/s3/7152154/EVV-Compliance-Survey>. The survey closes 1/16/2023.

[APD-IM-22-122](#) Provider Time Capture (PTC) - Updated OR PTC DCI Provider Support Guide

Issue Date: 12/13/22

The Provider Support Guide, which is also known as the “Welcome Support Guide” and previously known as the “Go-live Support Guide,” has been updated. This guide is posted on the “Learning Materials” section of the PTC website and is available in several languages.

Email: Checking OR PTC DCI Messages

Date Sent: 12/12/22

Staff members with profiles in OR PTC DCI should check their messages in the system once or twice per week. This email provides step-by-step instructions on how to do that.

Email: OR PTC DCI – Quick Reference Guide for New Providers

Date Sent: 11/28/22

As a reminder, providers are unable to log in to OR PTC DCI until the PTC Support team creates their profile. Profiles are created 1-2 business days after the vouchers are created in Mainframe/DHR. The PTC Team has created a QRG to assist providers in understanding the steps that must occur before they are able to log in to OR PTC DCI and claim hours/miles. The QRG is titled “[Providers – How to get set up in OR PTC DCI](#)” and is located on the DCI Help Desk webpage.

[APD-IM-22-120](#) Provider Time Capture (PTC) - Notes Functionality in OR PTC DCI

Issue Date: 11/28/22

This transmittal provides corrections to previously released information on the functionality of notes in OR PTC DCI. It includes information on which types of notes providers can view with step-by-step instructions on how to enter each type of note. Best practice is to contact providers via telephone or email if corrections must be made to their entries. A new QRG, titled “[Staff – Notes Functionality](#),” was created and is posted to the DCI Help Desk webpage.

Email: Employee Service Account End Date Punch Entry Error in OR PTC DCI

Date Sent: 11/14/22

Under certain circumstances, the PTC Support team may add an end date to a provider's service accounts in OR PTC DCI. The system will prevent the provider from submitting entries after the end date. If they attempt to submit an entry after the end date, the provider will receive an error message and will be unable to save their entry.

This email details the three reasons an end date may be added to a service account. It also provides instructions on how to review the service accounts to see if an end date has been added. If a provider receives this error message and you believe the service accounts should be active, please email PTC Support with the provider's name, provider number, consumer they are working for and prime number. We will evaluate situation.

Email: End of Daylight Savings in OR PTC DCI

Date Sent: 11/10/22

Daylight Savings Time ended on 11/6/2022. Providers who started or ended their shift between 1:00 AM – 2:00 AM that morning will need to have additional action taken on the entry to either add an hour to their shift or confirm their start/end time. Instructions are provided on the actions to take in each scenario.

[APD-IM-22-113](#) Landline and Internet Service Assistance Programs (Provider Time Capture (PTC))

Issue Date: 11/09/22

The PTC Team has created a list of landline and internet service assistance programs available to consumers and providers. Questions about the individual programs should be sent to the program directly, not PTC Support.

Email: OR PTC DCI System Issues Oct 2022

Date Sent: 10/25/22

This email highlights three system issues that continue to occur in OR PTC DCI. It provides the details, examples of each issue, and instructions on what to do when the issue is encountered.

Email: OR PTC DCI Staff Training Video in Workday Learning

Date Sent: 10/20/22

The PTC Staff Training Video has been reformatted to be easier to navigate and has been posted to Workday Learning. A link to the training can be found [here](#). The training can also be found by clicking on the “Learning” app, clicking “Browse Learning Content,” and searching “OR PTC DCI” in the search bar. It’s important to click “Browse Learning Content,” as this limits the search to courses within the Learning portion of the Workday website.

APD-IM-22-097 Provider Time Capture (PTC) - Login Security in OR PTC DCI

Issue Date: 10/07/22

A user should never share their OR PTC DCI login credentials with any other person. This applies to staff, providers, consumers, and Consumer-Employer Representatives. For example, staff members should never use a provider’s credentials to log in to OR PTC DCI to enter time on their behalf. If a provider needs help to submit a time entry, staff will use their own profile to submit a historical entry for the provider. The only exception is for shared payroll team profiles that offices have created for their staff who process payroll batches.

See the linked transmittal for more examples and information on who to contact to report login security issues.

Email: Creating and Editing Entries in OR PTC DCI

Date Sent: 10/4/22

When creating or editing a time entry on behalf of a provider, staff will be required to add a reason code to save the entry. Staff should only use reason codes beginning with “State.” When using the “State – Other” reason code, the system requires a note to be added explaining why the staff member is creating or adding the entry. The email provides step-by-step instructions on how to add a reason code to an entry.

APD-IM-22-096 Provider Time Capture (PTC) - Timekeeping Reminders Flyer

Issue Date: 10/05/22

In collaboration with the APD Policy team, the PTC Team has created a flyer to remind providers that it is their responsibility to submit their own entries correctly and on time into OR PTC DCI. This flyer is titled “Timekeeping Reminder” and is posted on the “Staff Materials” section of the PTC website (ptc.oregon.gov).

APD-PT-22-025 Processing Pending Entries in OR PTC DCI

Issue Date: 10/05/22

The APD Policy team released this transmittal clarifying their expectations around how local offices should process pending entries in OR PTC DCI. Below are highlights discussed in the transmittal:

- Staff should not blanket approve or reject all pending entries that exceed a provider’s authorized hours.
- Entries should be evaluated to see how far over authorized hours the entries are. The transmittal details the actions to take when the provider is over by 15 minutes or less, or more than 15 minutes.
- How staff work with the provider is up to the discretion of local office leadership.
- Not all pending entries need to be cleared each pay period.

Questions about this transmittal should be directed to the APD Medicaid Policy team.

Thank you,
Provider Time Capture (PTC) Support

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