

# PTC Quarterly Recap:

## 2023 Quarter One

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

Below is the first PTC Quarterly Recap for 2023. 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 that everyone is informed of changes and aware of critical processes, policies, and procedures. Tip: to locate email messages from PTC Support, type “From: [PTC.Support@odhsoha.oregon.gov](mailto: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](mailto:PTC.Support@odhsoha.oregon.gov).

### **Email: PTC - User Email Addresses Must be Unique in OR PTC DCI**

Date Sent: 1/3/23

Profiles in OR PTC DCI must have unique email addresses. Providers and consumers are not allowed to share an email address, as this poses a potential security threat. Whenever possible, staff should ensure provider and consumer profiles use unique email addresses.

### **Email: Updating Staff Email Addresses in OR PTC DCI**

Date Sent: 1/11/23 & 2/7/23

As State of Oregon email addresses are being updated to have new extensions (e.g., @oha.oregon.gov, @odhs.oregon.gov or @odhsoha.oregon.gov), staff should log into OR PTC DCI to change the email address associated with their profile. This email provides step-by-step instructions on how to do that.

#### **APD-IM-23-002 Provider Time Capture (PTC) – OR PTC Staff Profile Management**

Issue Date: 1/12/23

A Quick Reference Guide (QRG) has been created to explain how to add, modify, deactivate, and reactivate staff profiles in OR PTC DCI. This QRG also explains the roles and permissions available to staff members. A link to the QRG is included in the transmittal.

#### **Email: OR PTC DCI Security Reminders**

Date Sent: 1/13/23

To keep the personal information of consumers and providers confidential, the PTC Team encourages staff to take the following steps:

- Verify the identity of the consumer or provider before making updates.
- Ensure consumers and providers are using unique email addresses.
- All users should keep their login information confidential – no one should log in to another user's profile.

#### **APD-IM-23-006 Provider Time Capture (PTC) - When a Consumer Passes Away - OR PTC DCI**

Issue Date: 1/24/23

Staff must notify PTC Support when a consumer passes away. This helps ensure system accuracy. The transmittal outlines the steps to take when a consumer passes away. Links to the related Business Process and QRG are included in the transmittal.

#### **Email: OR PTC DCI - Information About Approving Pending Entries**

Date Sent: 2/6/23

It is critical that time and mileage entries are aligned between OR PTC DCI and Mainframe. Based on audits completed by the PTC Team and Policy, staff should note the following:

- Entries that are over authorized hours should never be manually approved unless the reason for the overage was resolved.
- Entries that exceed the authorized hours by 15 minutes or less should be edited down to be within authorized hours.
- For entries that exceed the authorized hours by more than 15 minutes, staff must check to see if additional hours were authorized to cover the overage. If not, the pending entry should be left in pending status for the provider to edit.

The email expands upon these points and provides examples of actions to take regarding pending entries.

**Email: OR PTC DCI Authorization Widget Update for Staff**

Date Sent: 2/8/23

For staff profiles, the Authorization Widget on the dashboard has been updated to pull in additional information about a consumer's authorization. The widget will now show the initial balance, remaining balance, pre-authorizations holds amount (pending entries), and current available balance of an authorization. See the email for instructions on how to use the widget.

**Email: PTC Authorization Cleanup**

Date Sent: 2/15/23

The PTC Team is working to clean up authorizations in OR PTC DCI that do not have time claimed against them. Our team may contact Case Managers and management teams to determine if authorizations, accounts, and profiles should remain active.

Important: Remember to end the ONGO when a consumer and provider pair stop working together. Then, notify PTC Support to unlink the pair.

**Email: Notify PTC Support when Consumer and Provider Change Programs**

Date Sent: 2/17/23

Staff must notify PTC Support when a consumer changes programs (e.g., from Title XIX to OPI, OPI-M, AMH Behavioral Health). This email outlines the steps that must be taken when a consumer changes programs and provides links to supporting documentation.

**Email: Invitation – PTC CEP Summit**

Date Sent: 2/28/23

The PTC Support team is hosting a CEP Summit on 3/28/23 and 3/29/23. Registration is required. See the email for more details and the registration link.

**Email: Notify PTC Support of Unlinks**

Date Sent: 3/1/23

Staff must notify PTC Support any time a provider and consumer stop working together. PTC Support will take action to unlink the pair. This helps to prevent providers from claiming time/miles after their last day worked. See the email for detailed instructions.

**Email: Daylight Savings in OR PTC DCI**

Date Sent: 3/9/23

This is the original email sent informing staff of actions to take regarding Daylight Savings in OR PTC DCI. The email is obsolete, as corrected information was sent 3/13/23.

**Email: \*\*Correction\*\* Daylight Savings in OR PTC DCI**

Date Sent: 3/13/23

Time entries that crossed Daylight Savings time at 2:00 AM on March 12<sup>th</sup> must be corrected in Mainframe to prevent overpayments. No updates need to be made to OR PTC DCI, as the system automatically corrected for

the time change. This email provides further information. [A spreadsheet of entries that need to be corrected was attached to the email.](#) However, as providers continue to make historical entries, additional entries may need to be updated in Mainframe.

**Email: OR PTC DCI - Mobile App Spinning and Offline Mode**

Date Sent: 3/15/23

The PTC Team has received reports of a “spinning” circle that occurs when some providers attempt to clock in/out. The OR PTC DCI Mobile App has an offline mode which allows users to submit 10 real-time entries in a row without a connection to a Wi-Fi or cellular network. However, if a weak signal is present the app may not convert to offline mode, causing the spinning. This email includes information on contributing factors and steps to take to mitigate the issue.

Thank you,  
Provider Time Capture (PTC) Support

Website: [PTC.Oregon.gov](http://PTC.Oregon.gov)

Email: [PTC.Support@odhsoha.oregon.gov](mailto:PTC.Support@odhsoha.oregon.gov)

