



# Staff - Authorization Management Guide

OR PTC DCI  
VERSION 2.2

# Staff – Authorization Management Guide



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## Disclaimer

The content found in this document is intended for staff using the OR PTC DCI system.

## Authorizations

### Authorizations Overview

An authorization in OR PTC DCI is like a voucher in Mainframe. It is an entry in OR PTC DCI representing an allotment of units from a funding source to provide a service to a consumer. An authorization is for one service code, consumer, and provider combination.

Authorizations set up by ONGO in the Mainframe will be sent over to OR PTC DCI every two weeks. You can find the ONGO dates on the HCW Payroll Calendar. These are the dates the authorization will be pushed to OR PTC DCI for a given pay period. New authorizations are created in OR PTC DCI in real time as they are created in the Mainframe.

### Components Needed for Provider Time Entry

OR PTC DCI requires the following data elements to be in place before a provider can enter time for services provided to a consumer:

- **Funding Account:** A funding account links a service code to a consumer.
- **Service Account:** A service account links a provider to a specific consumer and service code. This allows the provider to create hourly and mileage entries for the consumer.
- **Authorization:** Authorizations are like “deposits” into the funding account. The authorization contains the same information as the old paper voucher: date the authorization starts and ends, number of hours and miles the service plan is approved for, and provider.

A consumer needs a separate funding account, authorization, and service account for each type of service (hours or miles) and each provider.

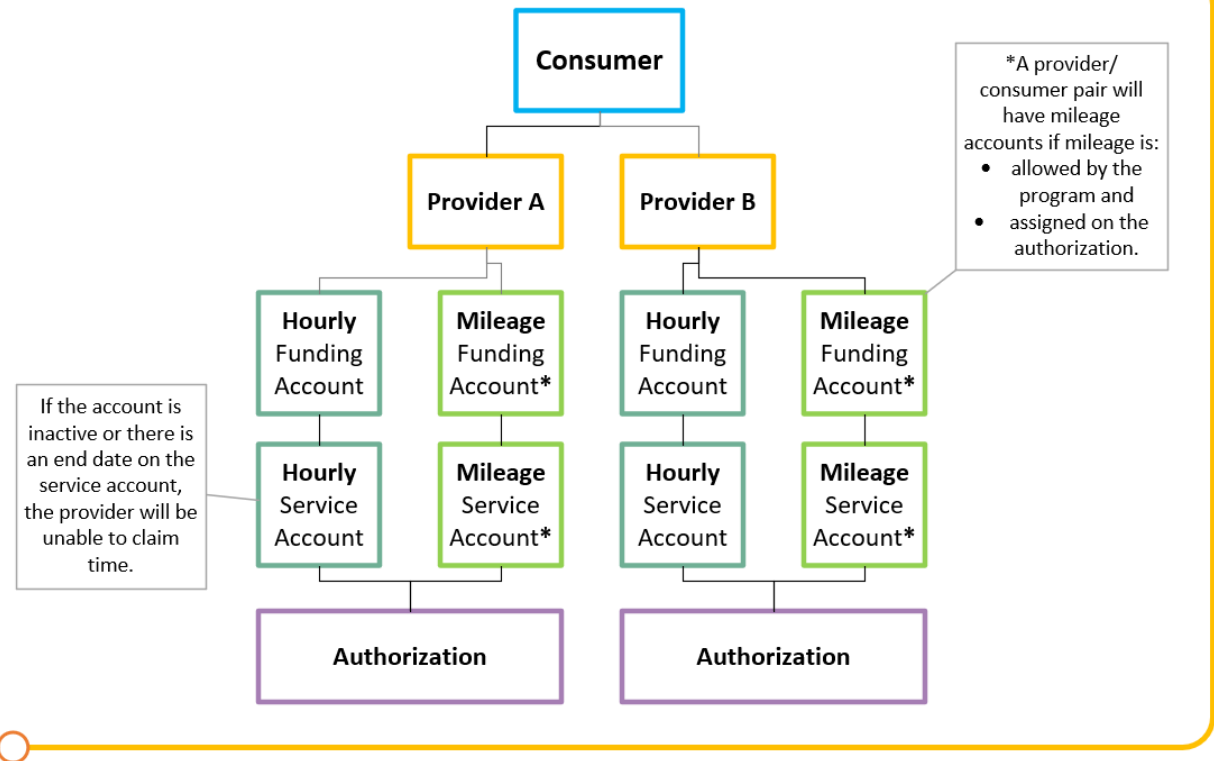
Only the PTC Support Team will create and edit funding and service accounts in OR PTC DCI.

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Below is an illustration of the components which gives providers the ability to enter their time.

## A Complete Consumer / Provider Relationship



## How Authorizations are Created

### When the consumer and provider are linked in OR PTC DCI

- The consumer and provider are already linked in OR PTC DCI, authorizations will pull over 8 days prior to the start of the new pay period.
- The voucher is set up via the ONGO, then the ONGO creates new, future vouchers every two weeks.
- If a voucher is created manually in Mainframe, the authorization is sent in real time to OR PTC DCI.

### When the consumer and provider are not linked in OR PTC DCI

- The consumer and provider are a new pairing. The voucher and ONGO are created in Mainframe. The new vouchers create a notification to the PTC Support Team and new profiles, service and funding accounts and links are created for the consumer and provider via a daily import. The new authorizations are pulled over that match the vouchers that were created in Mainframe.

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## Viewing Authorizations

Users with a Supervisor role can view authorization information from multiple sources:

**Note:** Full authorization information includes items such as the voucher number, initial balance, remaining balance, start and end dates, etc. Local office staff with supervisor roles can only see full authorization information in Authorization Entry Report.

## Viewing Authorizations - Authorizations Widget

The first way is by using the Authorizations Widget on the Home Screen.

Type in the client (consumer's) name and a date. Click Search to see all authorizations this consumer has that contain the specific date you entered.

The screenshot shows the DCIS software interface. The top navigation bar includes 'HOME', 'AUTHORIZATION', and 'REPORTS'. The user is logged in as 'sally.brown'. The 'Authorizations' widget is highlighted with an orange border. It contains a search form with the following fields and buttons:

- Client Name: Type Client Name (with a 'Search' button)
- Date: 02/10/2023 (with a 'Search' button)

Below the search form, the widget displays 'Authorization for Client: Scooby Doo' and a table of authorization records:

Service Code	Start Date	End Date	Initial Balance	Remaining Balance	Pre Authorizations Holds	Current Available Ba
Hourly ADL/IADL-1	01/29/2023	02/11/2023	20.00	0.50	0.00	0.50
Mileage-1	01/29/2023	02/11/2023	10.00	10.00	5.00	5.00

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## Viewing Authorizations – From the Consumer’s Profile

The second way is from the consumer’s profile.

**NOTE:** The only thing a local office member will be able to see in this method is that the auth has been created and no other details.

1. From the consumer’s Client Details page, scroll down until you see the Entries.
2. From the Select Type dropdown, select Authorization.
3. Optional: Enter From and To dates for which the authorizations shown will start and end.
4. Click Search.
5. This will show all authorizations for this consumer in the system if no dates were entered. If dates were entered, it will show all authorizations within those dates. You can use the service code to determine which provider the authorization is for.

The screenshot displays the 'Client Details - Scooby Doo' page. The sidebar menu on the left includes: ENTRIES, ACCOUNTS, PROFILE CERTIFICATION, CLIENTS (highlighted), EMPLOYEES, RESIDENTIAL PROGRAMS, DAY PROGRAMS, CASE WORKERS, GROUP SERVICES, PARENTING PROGRAMS, GUARDIANS, COST CENTERS, and PENDING ENTRIES (72). The main content area shows 'Basic Demographics' for the client, including Client ID, Address, GNI, Phone, Email, Date of Birth, SSN, and Allow SSN Retrieval. Below this, there are fields for 'No. of Funding Accounts' and 'No. of Service Accounts'. A 'Search' button is highlighted with a blue circle and the number 4. The 'Entries' tab is selected in the top navigation bar, and the 'Select Type' dropdown is open, showing 'Authorization' selected, highlighted with a blue circle and the number 2. The search filters include 'From (MM/DD/YYYY)', 'To (MM/DD/YYYY)', 'Type Service Code', 'Type Employee Name', 'Select Account Type', and 'Select Status'. The search results table shows two records:

Id	Service Date	Type	Service Code	Cost Center	Employee /Program Name	Ref.	Amount	Unit Type	Status
1099	Aug 29, 2021	Authorization	Mileage-1	Hermiston APD-EU - 3013-EU			0.00	Miles	Approved
1097	Aug 29, 2021	Authorization	Hourly ADL/IAD L-1	Hermiston APD-EU - 3013-EU			0.00	Hourly	Approved

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## Viewing Authorizations – Authorization Entries Report

The third way is by viewing the Authorization Entries Report:

1. Click the Reports tab.
2. Select Authorization Entries Report from Authorization Reports.
3. Enter Search information, **check Include Ended Authorizations**, and Click Search.
4. Review the results below.

The screenshot shows the 'Authorization Reports - Authorization Entries Report' page. Callout 1 points to the 'REPORTS' tab in the top navigation. Callout 2 points to the 'AUTHORIZATION REPORTS' menu item in the left sidebar. Callout 3 points to the search filters, specifically highlighting the 'Include Ended Authorizations' checkbox with a red arrow. Callout 4 points to the 'Download' button at the bottom right of the table.

Authori...	Client Name	Service Code	Cost Center	Region	Authorization I...	Authorization I...	Auth...
1099	Scooby Doo	Mileage-1	3013-EU		VoucherNumber	HCWProviderNu...	
1097	Scooby Doo	Hourly ADL/IA...	3013-EU		VoucherNumber	HCWProviderNu...	

## Splitting Vouchers

You may need to split a voucher if the number of hours a provider is authorized for a given consumer changes in the middle of a pay period. To split a voucher, follow the steps outlined below:

1. If the provider has already entered time/miles into OR PTC DCI for the entire pay period, the local office staff will need to cancel the necessary time/miles punches that will need to go on the second voucher after it has been created.
2. Edit the original voucher in Mainframe to reflect the new end date and hours and mileage for the first voucher. This new information will automatically update in the authorization in OR PTC DCI.
3. Create the new voucher in Mainframe for the second half of the pay period to reflect the start date, end date and hours and mileage. Again this will automatically create the new authorization in OR PTC DCI.

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4. Local office staff will then re-enter the time and/or mileage punches that they cancelled in step one in OR PTC DCI on behalf of the provider. **Note: use reason code Staff-other.**

**Note:** Make sure the prorated hours/miles on these two vouchers are properly divided and reflect entries already made by the provider if applicable. See the [Time Entry Management Guide](#) for further instruction on adding new entries to OR PTC DCI.

5. Confirm the authorization information has properly been updated/created in OR PTC DCI and ensure both vouchers/authorizations match between Mainframe and OR PTC DCI.
6. Confirm that the entries that needed to be re-entered for the second voucher have the correct times and hours/miles that need to be claimed. Then have another local office staff member verify the Unverified punches. These newly created punches will then go through auto approval.

## What if an authorization was made in error but there are already entries in the system against the authorization?

- The local office staff will cancel the invalid time punches in OR PTC DCI for that authorization.
- Then void the voucher in Mainframe.

## What if an authorization needs a new end date and prorated hours, but there is already time claimed on the authorization past the new end date?

- The local office will need to cancel the invalid time punches in OR PTC DCI up to the new end date.
- Then edit the voucher in Mainframe to reflect the new end date and prorated hours.

## Funding and Service Accounts

### Who Creates the Funding and Service Accounts?

The PTC Support Team creates all funding and service accounts.

- Mainframe sends authorizations to OR PTC DCI through an automated interface.
  - If the consumer and provider both have profiles in OR PTC DCI, the local office creates vouchers in Mainframe. Then Mainframe will send the authorizations to OR PTC DCI automatically and create the funding and service accounts.
  - If the consumer and provider are not yet linked in OR PTC DCI **and** either the consumer or provider or both do not have a profile in OR PTC DCI. The PTC Support



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Team will create any needed profiles and link them in OR PTC DCI. This process of creating new profiles can take up to two business days. Then the PTC Support Team will resend the vouchers from Mainframe to OR PTC DCI and the system will create the service and funding accounts automatically.

- If it has been more than two business days (the day you created the voucher does not count as a business day) and you notice the consumer still does not have funding and service accounts and/or a profile for the consumer or provider or both, complete the [Consumer/Provider Profile Maintenance Form](#) and email it to the PTC Support Team at [PTC.Support@odhsoha.oregon.gov](mailto:PTC.Support@odhsoha.oregon.gov).
- If it has been more than two business days (the day you created the voucher does not count as a business day) and you notice the consumer still does not have funding or services accounts and the consumer does have a profile.
  - Check to see if the provider was previously linked to the consumer and the service and funding accounts have been unlinked/inactivated. See the [Unlinking and Relinking Guide](#) for further instruction on how to find this information.
  - If the the consumer and provider had been linked previously send a request to relink to [PTC.Support@odhsoha.oregon.gov](mailto:PTC.Support@odhsoha.oregon.gov).
  - If the consumer and provider were never previously linked and you still do not see the provider linked to the consumer after the two business days. Email the [Consumer/Provider Profile Maintenance Form](#) with Consumer information part 1 and Provider information part 1 filled out to the PTC Support Team at [PTC.Support@odhsoha.oregon.gov](mailto:PTC.Support@odhsoha.oregon.gov) asking for the funding account to be created.

**Note:** Please do not notify the PTC Support Team until waiting two business days after the voucher was created in Mainframe (this step is completed after creating the service plan). Please include the voucher number and voucher creation date on the [Consumer/Provider Profile Maintenance Form](#).

## When are Funding and Service Accounts Created?

Funding and Service accounts must exist in OR PTC DCI for every consumer, provider, and service code combination.

New funding and service accounts must be created when:

- A new consumer is approved for services and has selected a provider.
- An existing consumer is receiving a new service.
- A consumer has hired a new provider in addition to their current provider(s), even for a temporary change.

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- See Business Processes [1.1](#) and [1.2](#) for Permanent and Temporary Switch in Providers During Pay Period.

**Note:** If profiles, authorizations and funding/service accounts are not set up by the time the provider starts working, the provider may need to create historical time entries.

## Common Funding And Service Account Edits

**The PTC Support Team will complete all Funding and Service Account edits.**

Edits to a funding or service accounts are needed for the following reasons:

- Consumer changes providers:
  - The service account will be edited to have an end date of the provider's last day worked. Once 365 days have passed from the end date given the account will be inactivated.
  - If it was confirmed by the local office that they have claimed all hours/miles for this consumer. The funding and service accounts will be edited to change the account status to inactive.
- Consumer is no longer receiving services or has moved into a facility:
  - The service account will be edited to have an end date of the provider's last day worked. Once 365 days have passed from the end date given the account will be inactivated.
  - If it was confirmed by the local office that they have claimed all hours/miles for this consumer. The funding and service accounts will be edited to change the account status to inactive.
- Provider resumes working with a consumer:
  - The service account will be edited to have the end date removed and the account be activated again.
  - The funding account will be edited to change the account status to active again, if it was in inactive status.

**NOTE:** For further instruction to find the above information, see the [Unlinking and Relinking Guide](#).

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To request an update to a Funding or Service Account, email the PTC Support Team at [PTC.Support@odhsoha.oregon.gov](mailto:PTC.Support@odhsoha.oregon.gov). The local office will **never** edit a funding or service accounts.

## Indicators a Funding Account and Service Account are not set up

If a consumer or provider say any of the following, you should check to ensure that the consumer or provider or both have profiles created in OR PTC DCI and that funding account and service accounts exist for the pairing:

- The provider tries to clock in and does not see the consumer on their client list.
- The provider or consumer cannot log into OR PTC DCI.

## Multiple Providers

If a consumer has multiple providers, the consumer will have multiple authorizations with the same service code, except for the number at the end of the service code.

**Note:** If you have a consumer with multiple providers that have varying hours, you must update the voucher with each hours change per the business process. For more information, see [Business Process 1.4 Case with Multiple Providers and Varying Hours](#).

For example, as shown in the image below. Betty Boop has two different providers that will provide the same services.

Notice that there are two different hourly service codes in the Service Code field: Hourly ADL/IADL- 1 and Hourly ADL/IADL-2. The 1 and 2 distinguish which provider that service code is associated with, this is used in the Authorizations Widget in lieu of the provider's name.

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Accounts Showing 4 out of 4 records

Account Type	Profile Type	Cost Center	Funding Source	Service Code	Employee/ Client/ Program Name/ Vendor Name	Unit	Status
Client Funding	Client	St Helens APD-EU - 0511-EU	APD	Hourly ADL/IADL- 2	Betty Boop	Hourly	Active
Client Funding	Client	St Helens APD-EU - 0511-EU	APD	Hourly ADL/IADL- 1	Betty Boop	Hourly	Active
Employee Service	Employee	St Helens APD-EU - 0511-EU	APD	Hourly ADL/IADL- 2	Phoebe Buffay	Hourly	Active
Employee Service	Employee	St Helens APD-EU - 0511-EU	APD	Hourly ADL/IADL- 1	Cookie Monster	Hourly	Active