

Staff – Resources Quick Reference Guide



Purpose: This guide is for all staff who work with consumers and providers using the OR PTC DCI system, including AAA/APD and HSD Programs.

Outcome: Staff know where to locate OR PTC DCI resources.

NOTE: The DCI Help Desk is not a resource for staff members. Staff should reach out to ptc.support@odhsoha.oregon.gov for help.

When contacting one of the identified support resources below, remember to include the following applicable information.

- Full name of the associated user (consumer, provider, or local office staff).
- Consumer Prime, Provider Number (and UNI-ID if possible), OR Number, or P Number.
- Any additional case information needed for the support person to assist you.

Staff Support Contact Information	Staff Support Needed
<p>PTC Support Team Email: ptc.support@odhsoha.oregon.gov</p>	<ul style="list-style-type: none">• Branch Transfers• Business Rule Failures – Unknown Failure• Consumer Passing Away• Deactivating and Reactivating Profiles• New Staff Profile Creation• New to OR PTC DCI and Getting Started• New, lost, broken or malfunctioning fobs• New User Forms

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Staff Support Contact Information	Staff Support Needed
	<ul style="list-style-type: none"> • Report OR PTC DCI issues (auto-calculation mistakes, bugs/glitches on cases, etc.) • Unlinking and Relinking Consumer/Provider Pairings • Unlocking Staff Profiles • Updates to Staff Roles • Miscellaneous PTC Questions.
<p>OR PTC DCI Website</p> <p>If you need help completing a task in OR PTC DCI, we have support for you!</p> <p>The PTC Support Team has developed several resources to help guide your journey through OR PTC DCI. There are many processes and best practices to make the system function smoothly.</p> <p>Website: PTC.Oregon.Gov</p> <p>Staff Learning Materials Catalog: https://www.oregon.gov/odhs/providers-partners/orptc/Pages/staff.aspx</p>	<p>Business Processes: Diagrams intended to provide clear guidance on statewide processes related to OR PTC DCI.</p> <p>Quick Reference Guides (QRGs): Short documents intended to help guide users through common system tasks they will experience regularly.</p> <p>Staff Guides: Comprehensive documents intended to help guide users through system tasks they might experience infrequently.</p> <p>Computer Based Trainings (CBTs): Online modules intended to allow users a more engaging training experience. Users click through the operations as the trainer is narrating the steps.</p>

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Staff Support Contact Information	Staff Support Needed
<p>Oregon Home Care Commission (OHCC)</p> <p>Email: certifications.OHCC@odhsoha.oregon.gov</p> <p>Link to OHCC Staff Directory: https://www.oregon.gov/odhs/agency/Pages/ohcc-staff.aspx</p>	<ul style="list-style-type: none"> • Provider Certifications • OHCC Staff Directory
<p>Provider Relations Unit</p> <p>Email: HCW.Enrollment@odhsoha.oregon.gov</p> <p>Email: APD.CEPpayments@odhsoha.oregon.gov</p>	<ul style="list-style-type: none"> • HCW Enrollment • HCW Payment Adjustments
<p>HCW Policy Analyst</p> <p>Email: HCW.Terminations@odhsoha.oregon.gov</p> <p>Email: Medicaid.fraud.referral@doj.state.or.us</p>	<ul style="list-style-type: none"> • HCW Terminations • HCW Fraud
<p>APD Medicaid Policy</p> <p>Email: APD.MedicaidPolicy@odhsoha.oregon.gov</p>	<p>APD/AAA Policy Questions</p>
<p>HSD Policy</p> <p>Email: PC.20@odhsoha.oregon.gov</p>	<p>OHA/HSD Policy Questions</p>

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NOTE: Providers and consumers should be referred to the [Provider and Consumer Resources Guide](#). It includes information on the DCI Help Desk and breaks down the types of questions the DCI Help Desk can answer. The DCI Help Desk **cannot** make changes to a user’s profile or entries.

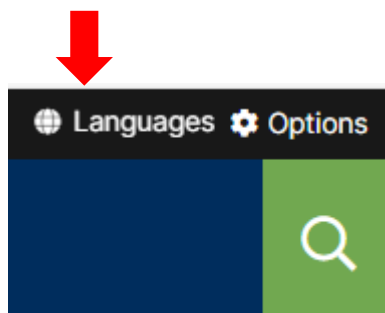
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OR PTC DCI Website

Website:

PTC.Oregon.gov

Consumers and Providers can choose an alternate language by selecting languages at the top right of the web page. See below.



Consumer/Provider Resources

- Consumer Guides
- Provider Guides
- Consumer Employer Representative Guides
- Quick Reference Guides
- Online Learning
- Alternative Language Guides

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Guidance

The PTC Support Team has developed several resources to help guide your journey through the OR PTC DCI system as there are many processes and best practices to make the system function smoothly.

Resources can be found on the DCI Help Center by following this link to the [PTC Staff Tools](#). You can find a limited list of resources in the Staff Learning Materials Catalogs on the [PTC Project Website](#) under the “AAA/APD Staff” section of the webpage.



PTC Support

- PTC.Support@odhsoha.oregon.gov
- Email box is monitored daily.



PTC Project website

- PTC.Oregon.gov
- Includes resources, FAQs and more.