

Staff Resources Quick Reference Guide

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

Support Resources:

If you need help completing a task in OR PTC DCI, we have support for you! Please see the tables below for detailed support avenues to assist with troubleshooting and guidance.

Type of Resource	Description
Business Processes	These are diagrams intended to provide clear guidance on statewide processes related to PTC.
Computer Based Trainings (CBTs)	These are online modules intended to allow users a more engaging training experience as users click through the operations as the trainer is narrating the steps.
Guides	These are comprehensive documents intended to help guide users through system tasks they might experience infrequently.
Quick Reference Guides	These are short documents intended to help guide users through common system tasks they will experience regularly.
Video	Training video intended to help walk users through common processes they would need to use the system.

NOTE: When contacting one of the identified support resources below, remember to include the full name of the associated user, prime number/provider number (and UNI-ID if possible)/OR number/P number as applicable, and any additional applicable case information needed for the support person to assist you.

There is a separate *Resources Quick Reference Guide* for providers and consumers on the [OR PTC DCI Help Center](#) webpage offering specific guidance related to their roles. Providers and consumers should be referred to that 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 any changes to a user’s profile or entries.

The DCI Help Desk is not a resource for staff members. Staff should reach out to PTC.Support@odhsosha.oregon.gov for help.



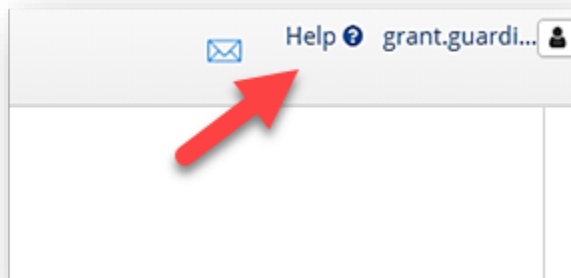
Support Need	Support to contact	Email/Website
<ul style="list-style-type: none"> • Authorization Errors/Accidental Rejections • Branch Transfers • Business Rule Failures – Unknown Failure • Consumer Passing Away • Deactivating and Reactivating profiles • New Staff Profile Creation • New to OR PTC DCI and Getting Started • New, lost, broken or malfunctioning fobs • New User Forms • Payroll Batch Issues • Report OR PTC DCI issues (Auto calculation mistakes, bugs/glitches on cases, etc.) • Unlinking and Relinking Consumer and Provider Pairings • Unlocking Staff Accounts • Updates to Staff Roles or Permissions • Miscellaneous PTC Questions or Comments 	<p>PTC Support</p>	<p>Email: ptc.support@odhsoha.oregon.gov Website: PTC.Oregon.gov</p> <p>APD Staff Tools – PTC Page: http://www.dhs.state.or.us/spd/tools/cm/PTC/index.htm</p>
<p>Resources</p> <ul style="list-style-type: none"> • Alternative Language Guides • Business Processes • Consumer Employer Representative Guides • Consumer Guides • Provider Guides • Quick Reference Guides • Staff Guides • Training Videos • User Guides 	<p>OR PTC DCI Help Center <i>*This is the online support page with all OR PTC DCI learning materials, including all translated materials.</i></p>	<p>Website: https://dciconfluenceprod.dcisoftware.com/display/ORPD/Oregon+PTC+DCI</p> <p>Staff Learning Materials Catalog: https://dciconfluenceprod.dcisoftware.com/display/ORPD/Staff+Learning+Materials+Catalog</p>
<p>Staff Training Video</p>	<p>PTC YouTube Channel</p>	<p>https://www.youtube.com/watch?v=wD9Bfqay90c</p>

Support Need	Support to contact	Email/Website
Provider Certifications OHCC Staff Directory	Oregon Home Care Commission	Email: certifications.OHCC@odhsoha.oregon.gov Link to OHCC Staff Directory: https://www.oregon.gov/odhs/agency/Pages/ohcc-staff.aspx
HCW Enrollment HCW Payment Adjustments	Provider Relations Unit	Email: HCW.Enrollment@odhsoha.oregon.gov Email: APD.CEPpayments@odhsoha.oregon.gov
HCW Terminations HCW Fraud	HCW Policy Analyst	Email: HCW.Terminations@odhsoha.oregon.gov
APD/AAA Policy Questions	APD Medicaid Policy	Email: APD.MedicaidPolicy@odhsoha.oregon.gov
OHA/HSD Policy Questions	HSD Policy	Email: PC.20@odhsoha.oregon.gov

The OIS Service Desk has been provided with basic information on OR PTC DCI, but for streamlined assistance, please contact PTC Support for any issues related to OR PTC DCI.

Accessing the OR PTC DCI Help Center via Web Portal

Once logged into the OR PTC DCI system, click on the “Help” link in the top right corner and the DCI Help Center will open on a new tab. Search by keyword to find the resource you’re looking for.



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 [OR PTC DCI Help Center](#). 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.