OREGON PROVIDER Time Capture

Auditor Guide

OR PTC DCI

VERSION 2.2

Staff – Auditor Guide

Contents

Disclaimer

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

Common Terms and EVV

Common terms in OR PTC DCI are as follows:

- **Authorization** – An allotment of hours and miles assigned to a provider for a given pay period. An Authorization includes service period start and end dates, number of hours and miles the service plan is approved for, rate of pay, service code and the consumer and provider.
- **Consumer** – A person who receives services from a provider. Sometimes referred to as a client, recipient, service recipient, Oregonian, or participant. In OR PTC DCI, the Client profile type is used.
- **Consumer Employer Representative** – A person selected by the consumer to help with Optional Signoff on the time a provider works. In OR PTC DCI, the Guardian profile type is used.
- **Cost Center** – This is equivalent to the branch. There are two different versions of cost centers in OR PTC DCI, one ending in EU (external user) and one not (i.e. 2011-EU and 2011). The cost center ending in "-EU" is where consumers are housed. This is also where entries are created by providers. The non-EU cost center is where staff profiles are housed. Providers are housed in a default cost center.
- **Pay Period** – A pay period for a provider is a two week (14 day) time period that begins on Sunday the first week and ends on Saturday the second week.
- **Provider** – A Homecare Worker or Personal Care Attendant who provides services to consumers based on their authorization. In OR PTC DCI, the Employee profile type is used.
- **Punch Entry (Time Entry)** – An entry representing a time or mileage entry by a provider for services being performed for a consumer.
- **Roles** - Determines primary actions a user can take for a specified cost center. Staff can only be assigned one role per cost center. Roles are given over the non-EU cost centers.
- **Service Account** – Links the provider and the consumer in OR PTC DCI. The service account allows the provider to create hourly and mileage entries for the consumer.
- **Service Code** – The type of service the provider provides to the client. Each provider should only have one service code/account per consumer per program. An example of a service code name is Hourly ADL/IADL-1.

- **Signoff** – The term used to describe the optional action taken by the Consumer or Consumer Employer Representative to verify that the provider's time entry is correct. Also known as Client Portal Sign-Off.

Electronic Visit Verification (EVV)

- OR PTC DCI was implemented to comply with federal regulations in the 21st Century Cures Act called Electronic Visit Verification (EVV).
- EVV requires states to capture the following data elements when Home Health Care Services are provided:
    - **Type** of service performed;
    - **Consumer** receiving care;
    - **Provider** who is providing care to consumer;
    - **Date** of the service provided;
    - **Time** the service begins and ends; and
    - **Location** services are provided.

Provider Overview

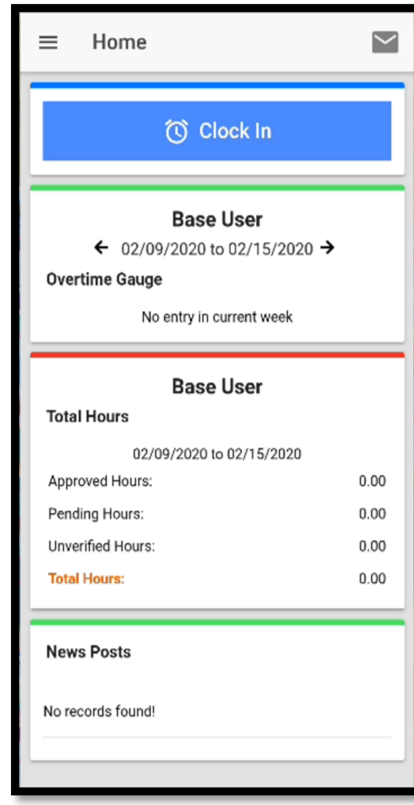
A provider enters time into OR PTC DCI using one of three EVV compliant methods:

1. Mobile App (includes optional consumer verification)
2. Landline
3. Fob

Aside from fob entries, a provider only uses the OR PTC DCI Web Portal when creating mileage entries or historical entries, or to edit an entry.

> **Note**: Historical Entries and edited entries are not EVV compliant.

Mobile App Overview



- **Clocking In**: Providers clock in from the home screen. They will select which consumer they are providing services to. The mobile app records the location of the user at clock in but does not continue to track location during the shift.
- **Clocking Out**: Providers clock out from the homescreen and attest that their time is correct. The mobile app records the location of the user at clock out.
- **Consumer Verification**: The consumer has the option to review and signoff on the punch entry submitted by the provider while clocking out.
- **Reviewing Hours**: Providers can see previous punch entries as well as how many hours they are authorized to work at the time of clock in. Additionally, the app maintains a count of hours used on a per week basis.

Mobile App Clock Out Verification

Consumers are not required to sign-off on their providers' time entries. However, the OR PTC DCI Mobile App continues to give consumers the option to sign-off on a time entry during the clock out process. The three options the provider will see during clock out are:

1. **PIN/Password** - If the consumer knows their own PIN or password, they can enter that information into the app to sign-off on the entry.
2. **Signature** - If a consumer wants to sign-off on a time entry, but doesn't know their PIN or Password, e-signature allows them to provide a signature.
3. **Portal Sign-Off** – The provider chooses this option when the consumer or consumer employer representative (CER) is unable to sign-off on the entry, chooses not to sign-off on the entry, or prefers to review the entry later via the web portal.

> **Note**: Consumer sign-off is optional and the choice to do so is up to the consumer or CER.

Landline Overview

Real time OR PTC DCI Landline is an EVV compliant way to clock in and out at the beginning and end of the provider's shift.

- The consumer must have their landline phone number added as the primary phone on their profile to use the OR PTC DCI Landline option.

- Real time OR PTC DCI Landline EVV requires the provider to call at the start of the shift and call again at the end of the shift.
- This does not record the location because it is assumed this call is made from the consumer's home.

Note: This is the method we suggest for providers who might struggle with technology.

Fob Overview

The OR PTC DCI Fob is another EVV compliant method that can be used in the consumer's home.

- The fob is a small device that must be kept in the consumer's home.
- The provider presses a button and must write down the six-digit code. There is an optional paper timesheet that can be used to track these codes with the start and end times of the shift.
- Before the grace period ends for the pay period, providers are responsible for recording time entries in the web portal, by entering the six-digit number to verify the time/location.

Historical Entries

- If a provider needs to record a time after the service has been completed and they did not use a fob, they need to create a historical entry.
- These entries are completed via the web portal and are not EVV compliant.
- Historical entries can also be completed via the landline option and are not EVV compliant.

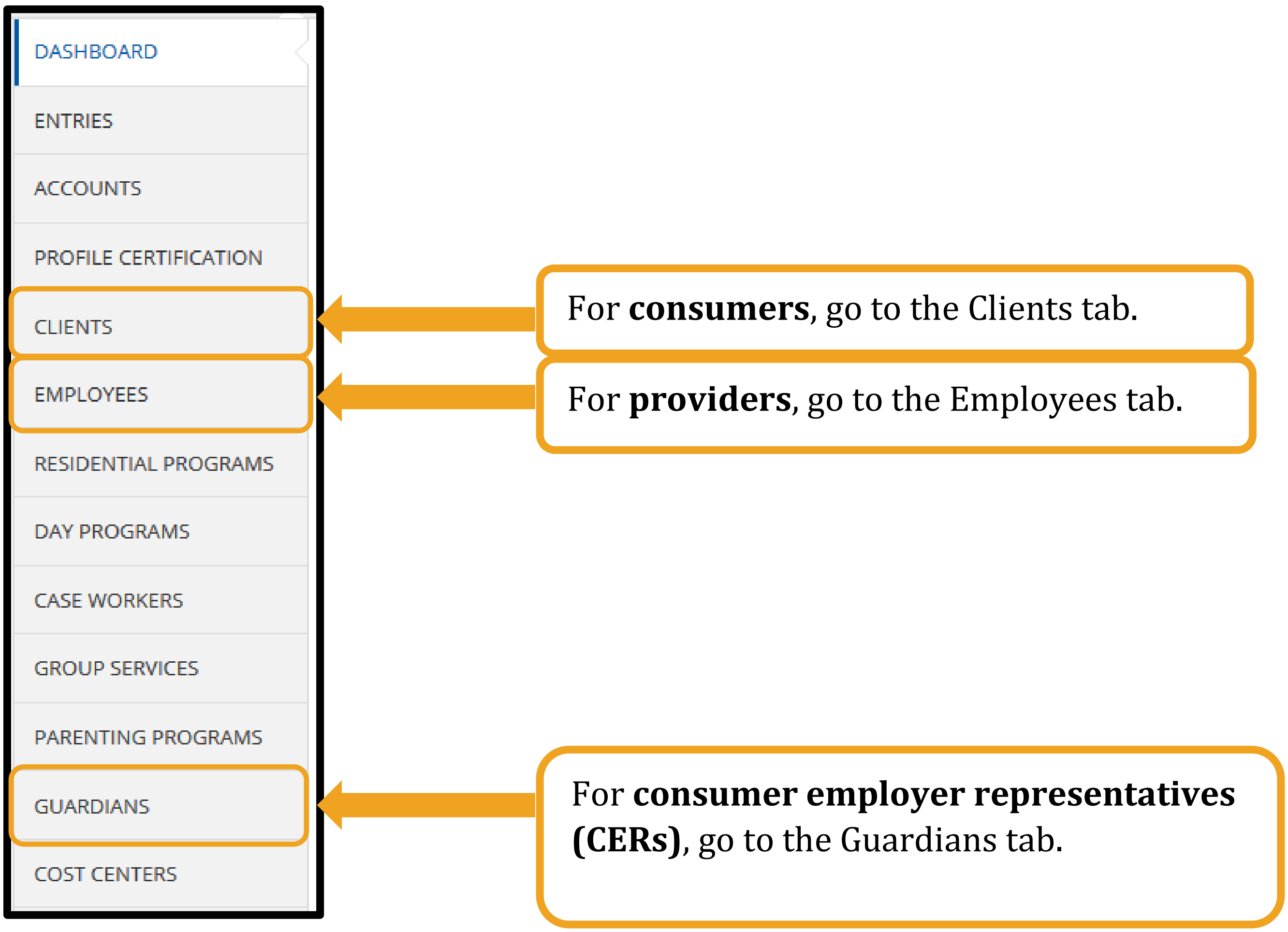
Auditor Role in OR PTC DCI

If you have the auditor role in OR PTC DCI you can:

- View employees and employee details (providers);
- View clients and client details (consumers);
- View punch entries and punch details;
- Run reports;
- View events; and
- Access to Help Center materials (on the right side of the navigation bar next to your profile name).

Looking Up a User

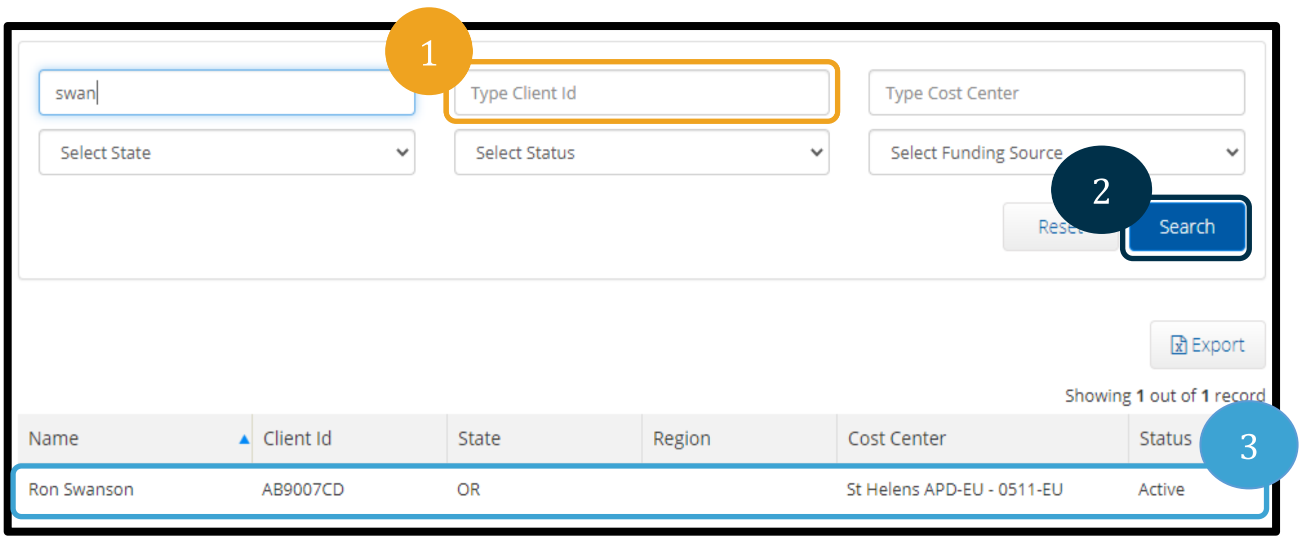
Start your search by clicking the relevant tab from the right-hand side of the screen.

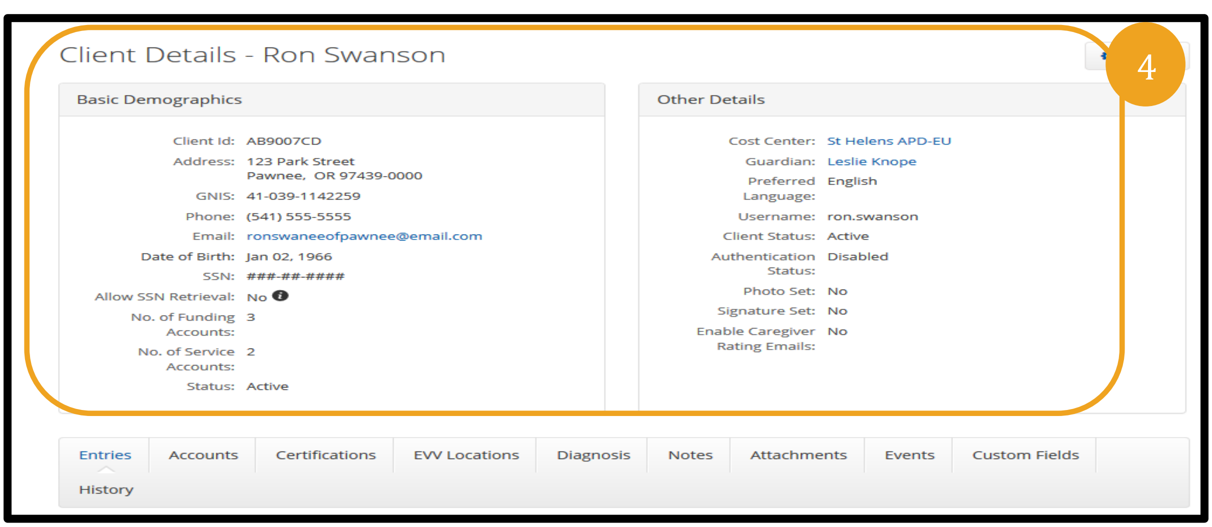


Once you have clicked on the appropriate tab to find your user:

1. Begin typing the name of the user you're searching for. You can also search via the Profile ID to ensure you are getting the correct person.
    a. For consumers, the Profile Id is their prime number.
    b. For providers, the Profile Id is their UniID. This can be found in Mainframe on the PRV8 screen.
    c. For CERs, the Profile Id is the prime number of their associated consumer with a "1" at the end (Ex. ABCDEFGH1). If they have more than one consumer, their Profile ID is based on the prime of the first consumer they were assigned.
2. Click Search.
3. You will see your search result at the bottom. Click on the correct search result to go to the user's profile.

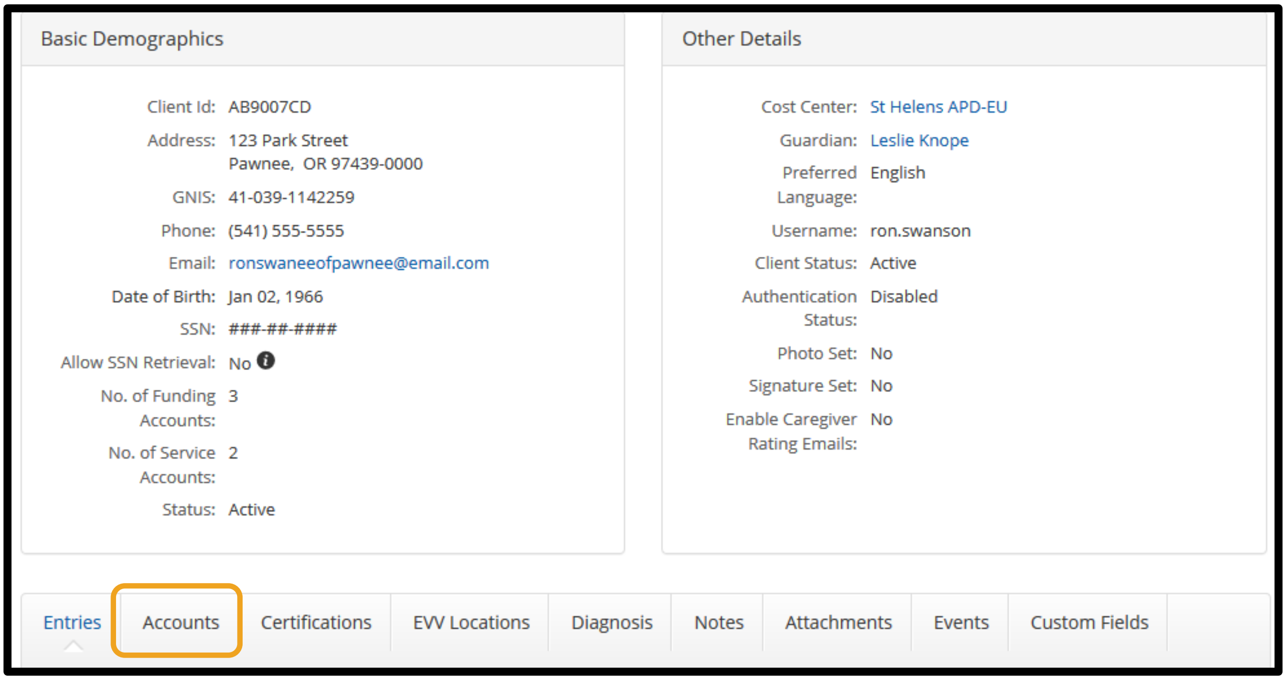
4. The profile details page will display.



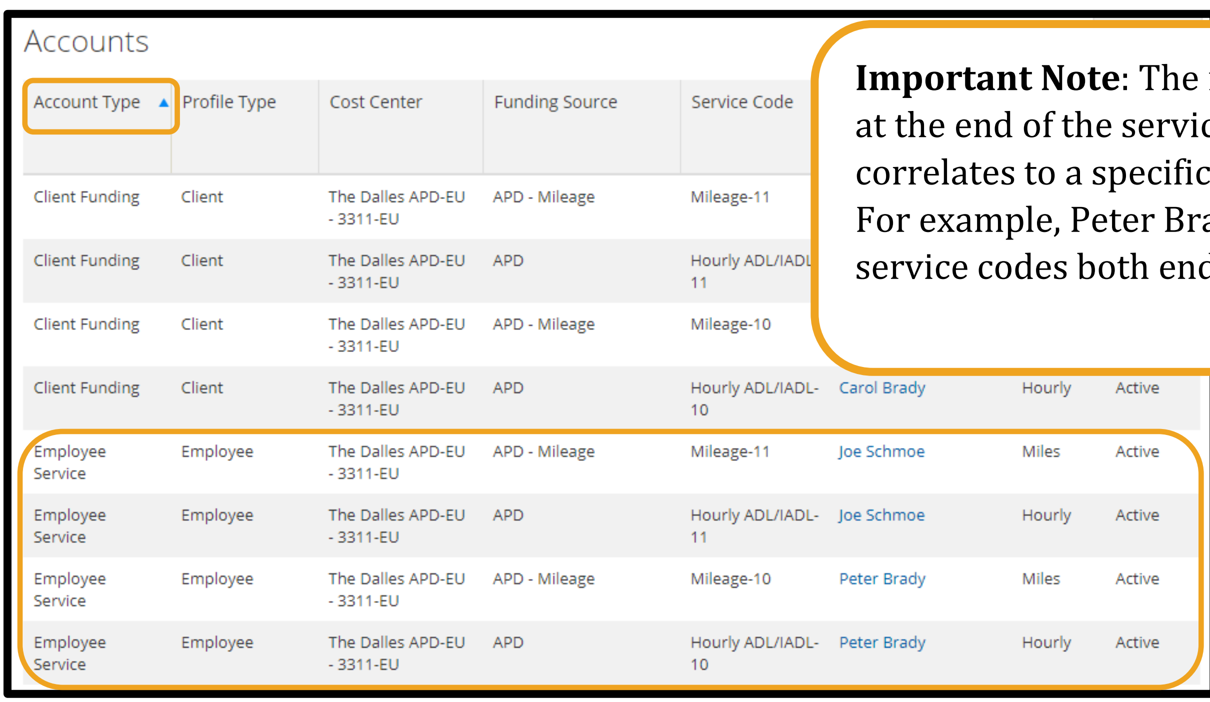


Identifying Consumer/Provider Pairings

You can find the names of the providers connected to a consumer based on Service Accounts. From the Client Details page, click on the Accounts tab (it is located in the middle of the page).



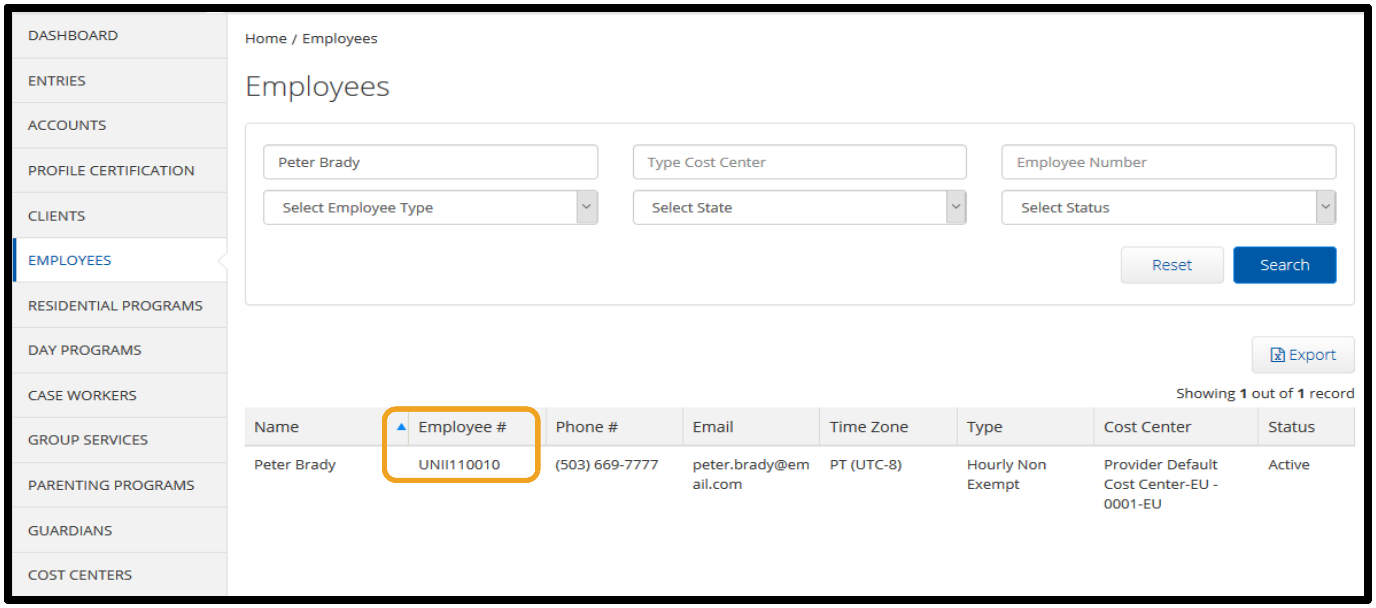
In the **Account Type** column, you can select to show results by Client Funding or Employee Service. To determine the provider, see **Employee Service**.



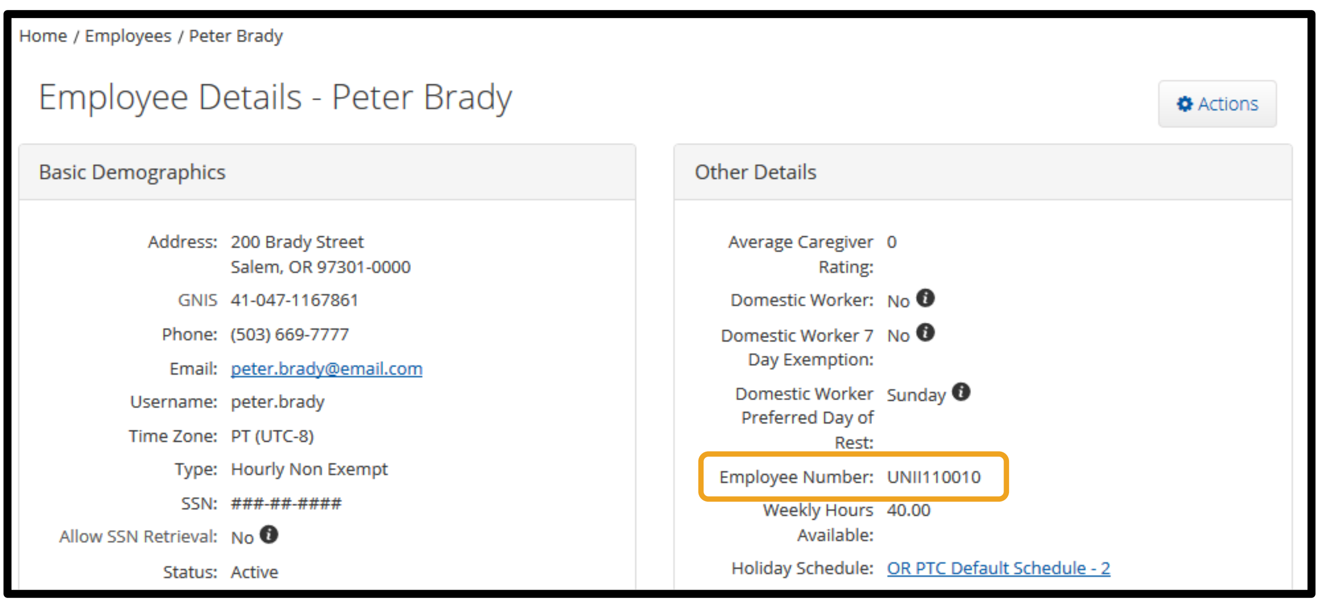
Important Note: The number at the end of the service code correlates to a specific Provider. For example, Peter Brady's service codes both end in -10.

Finding the Provider's UniID on the Provider Profile

The UniID is found in the Employee Number field of the provider's profile. You will see this before clicking on your search result.



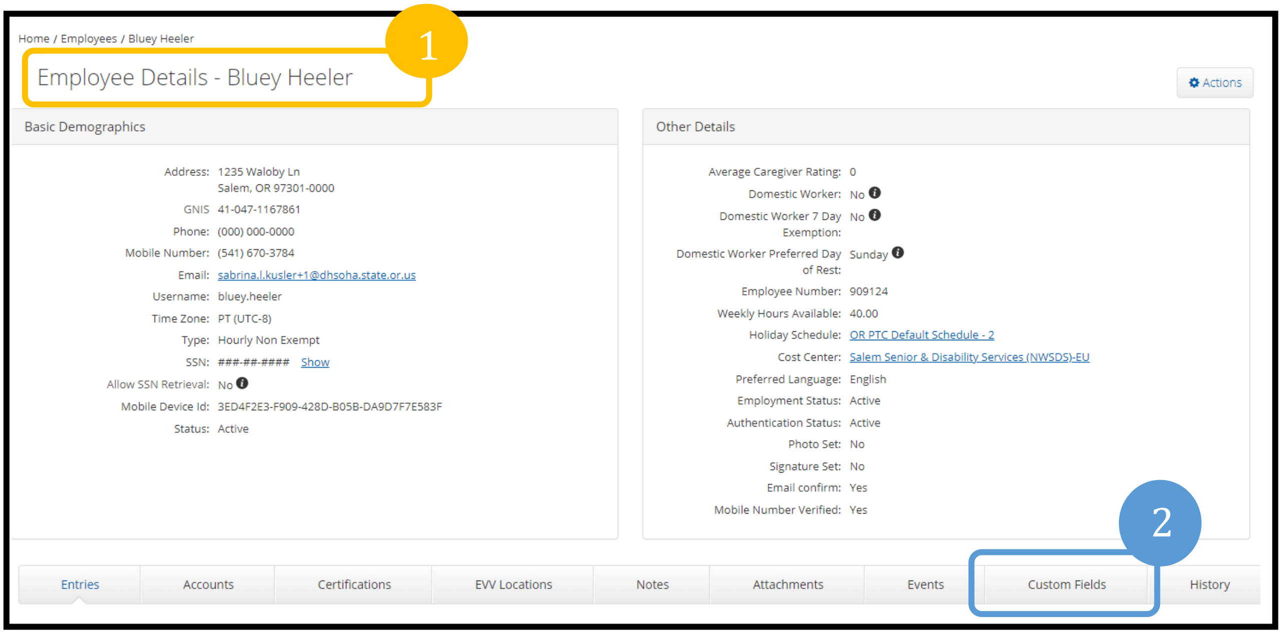
After clicking on your search result, you can also find the UniID in the Employee Number field on the Employee Details page.



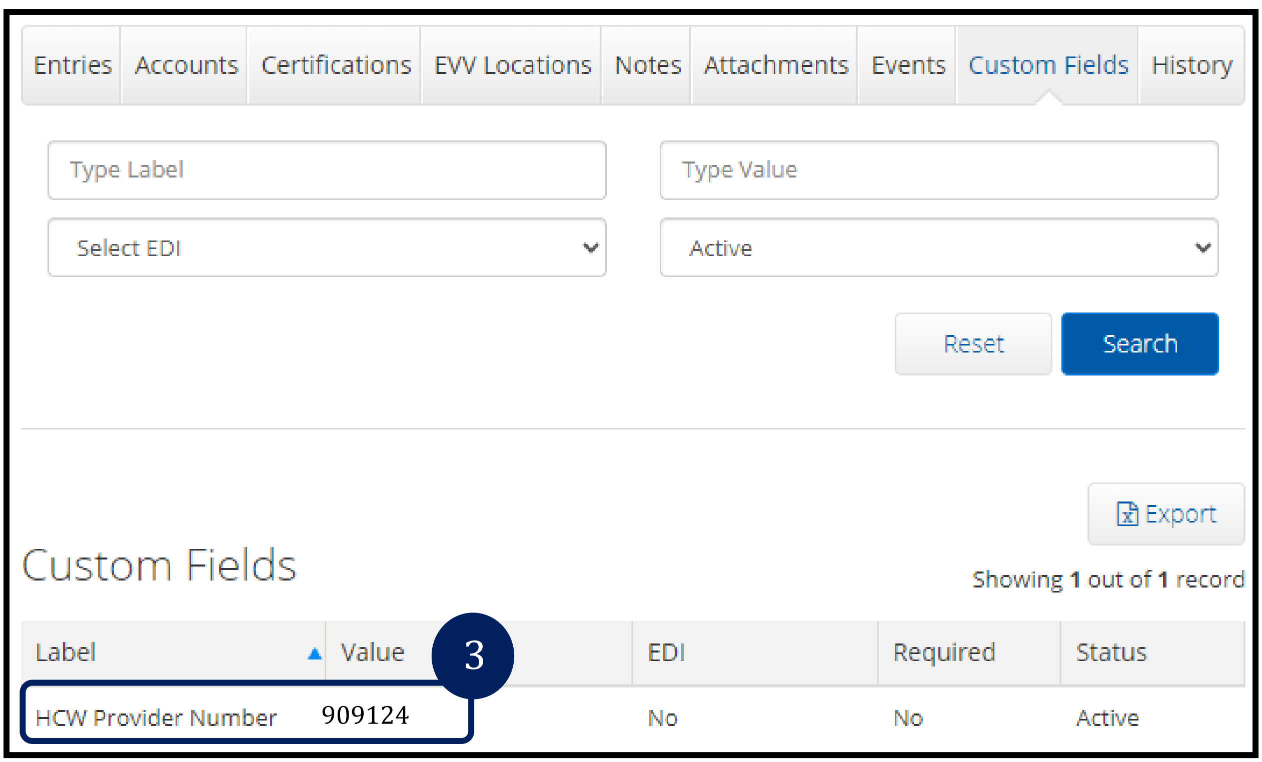
For how to find the UniID in Mainframe, see [How to Find a UniID Number].

Finding the Provider Number on the Provider's Profile

1. Go to the Employee Details page.
2. Once there, scroll down to Custom Fields and click on that tab.



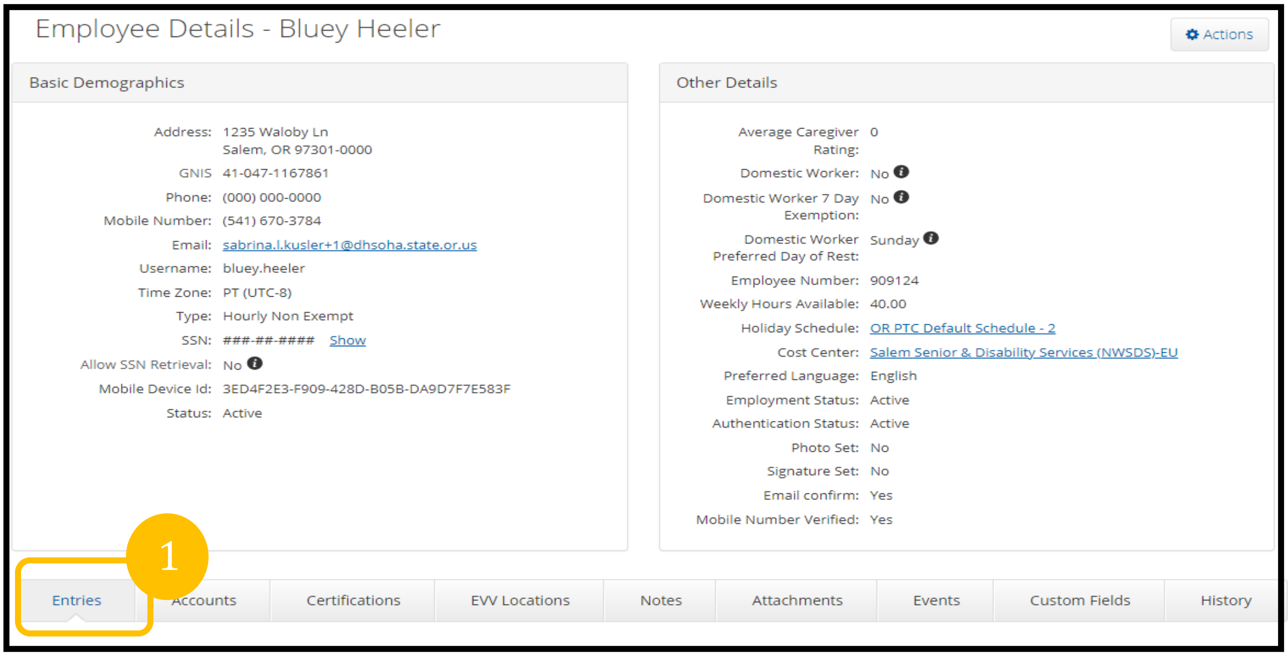
3. You will find the HCW Provider Number and/or PCA Provider Number listed here.



Entries and Entry Status Breakdown

How to View Entries

1. From a provider's profile, click the Entries tab.


Employee Details - Bluey Heeler
Actions

Basic Demographics

Address: 1235 Waloby Ln
Salem, OR 97301-0000
GNIS 41-047-1167861
Phone: (000) 000-0000
Mobile Number: (541) 670-3784
Email: sabrina.l.kusler+1@dhsoha.state.or.us
Username: bluey.heeler
Time Zone: PT (UTC-8)
Type: Hourly Non Exempt
SSN: ###-##-#### Show
Allow SSN Retrieval: No
Mobile Device Id: 3ED4F2E3-F909-428D-B05B-DA9D7F7E583F
Status: Active

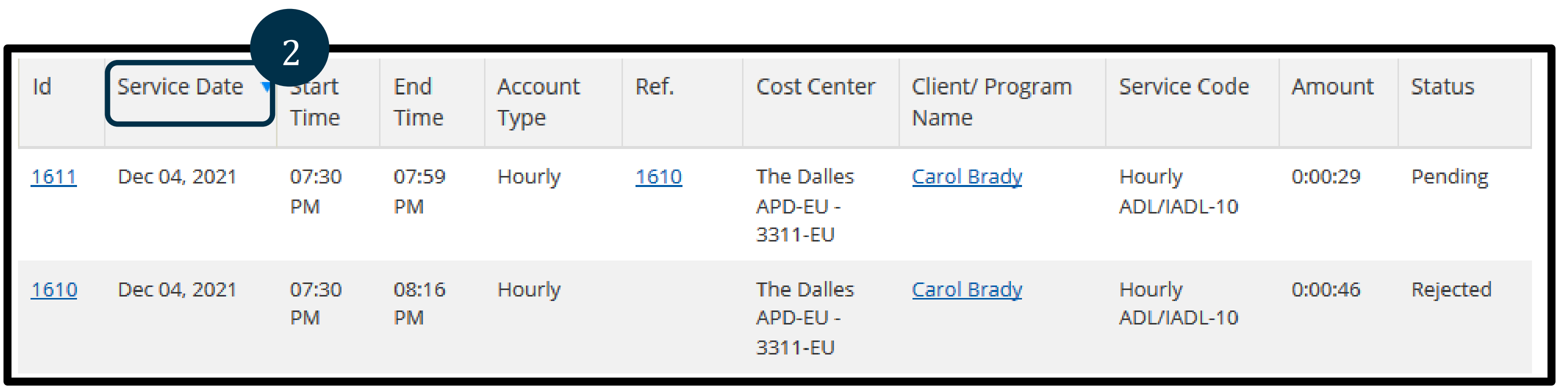
Other Details

Average Caregiver Rating: 0
Domestic Worker: No
Domestic Worker 7 Day Exemption: No
Domestic Worker Preferred Day of Rest: Sunday
Employee Number: 909124
Weekly Hours Available: 40.00
Holiday Schedule: OR PTC Default Schedule - 2
Cost Center: Salem Senior & Disability Services (NWSDS)-EU
Preferred Language: English
Employment Status: Active
Authentication Status: Active
Photo Set: No
Signature Set: No
Email confirm: Yes
Mobile Number Verified: Yes

1

Entries | Accounts | Certifications | EVV Locations | Notes | Attachments | Events | Custom Fields | History

2. Sort entries according to date the services were performed by clicking the Service Date column. This will make finding specific entries easier. There are also search filters to help identify entries within a specific pay period or in a specific status.


2

Id	Service Date	Start Time	End Time	Account Type	Ref.	Cost Center	Client/ Program Name	Service Code	Amount	Status
1611	Dec 04, 2021	07:30 PM	07:59 PM	Hourly	1610	The Dalles APD-EU - 3311-EU	Carol Brady	Hourly ADL/IADL-10	0:00:29	Pending
1610	Dec 04, 2021	07:30 PM	08:16 PM	Hourly		The Dalles APD-EU - 3311-EU	Carol Brady	Hourly ADL/IADL-10	0:00:46	Rejected

Entry Statuses

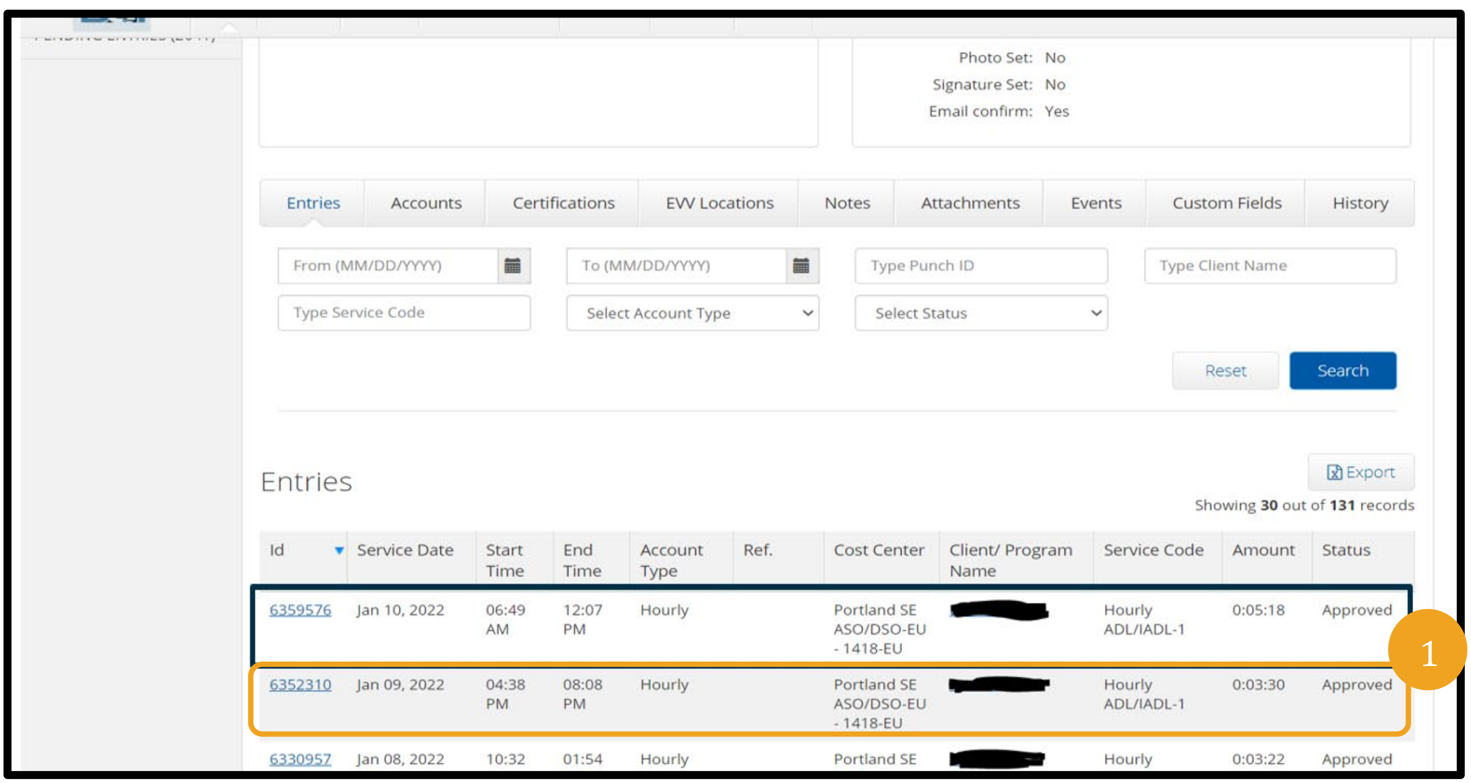
Status	Description
Open	An active entry (clock in has occurred but not clock out).
Unverified	An entry that was created/edited on behalf of a provider by a staff member.

	These entries must be verified by the provider or another staff member to initiate the approval process.
Pending	An entry that has been successfully saved and is waiting for review (through the automated approval process).
Approved	An entry that has been approved by either auto approval or a staff member and is eligible to be batched for payment.
Batched	An approved entry that was pulled into a pending payroll batch.
Processed	An approved entry that was pulled into a processed payroll batch.
Rejected	An entry that will not be paid. An entry can be marked as rejected upon clock out if certain business rules are failed or manually by the provider, consumer, CER, or staff while in a pending status.

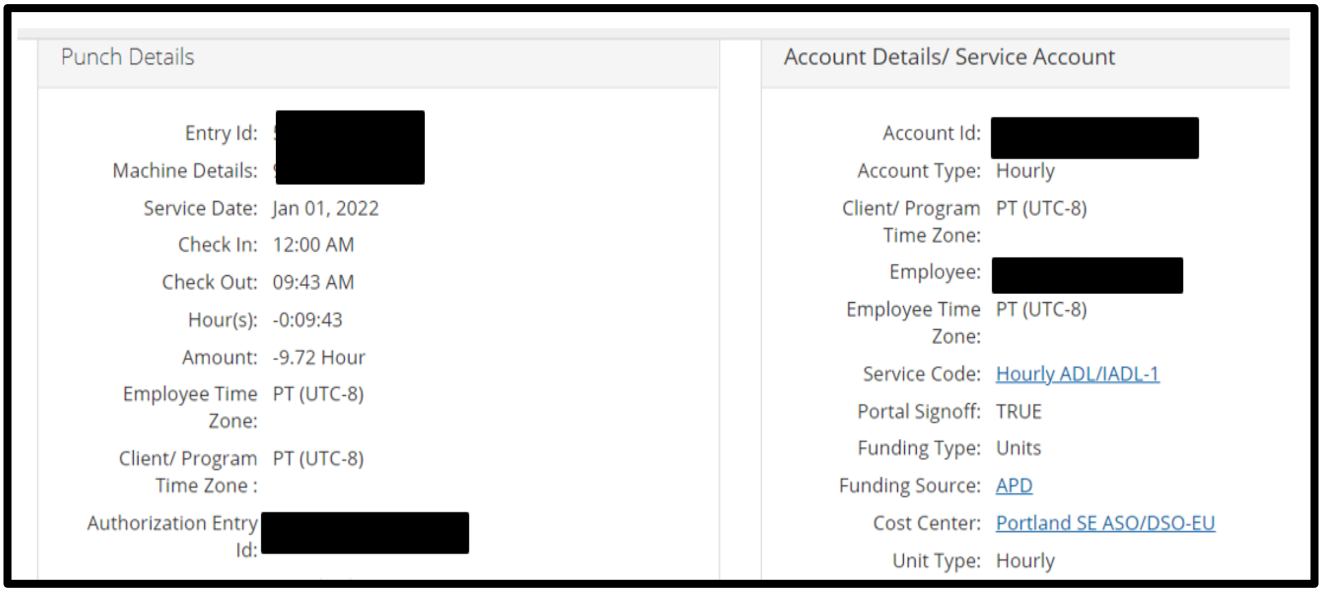
Useful Features for Auditors in Provider Profiles

Additional Features in Provider Profile - Map/GPS

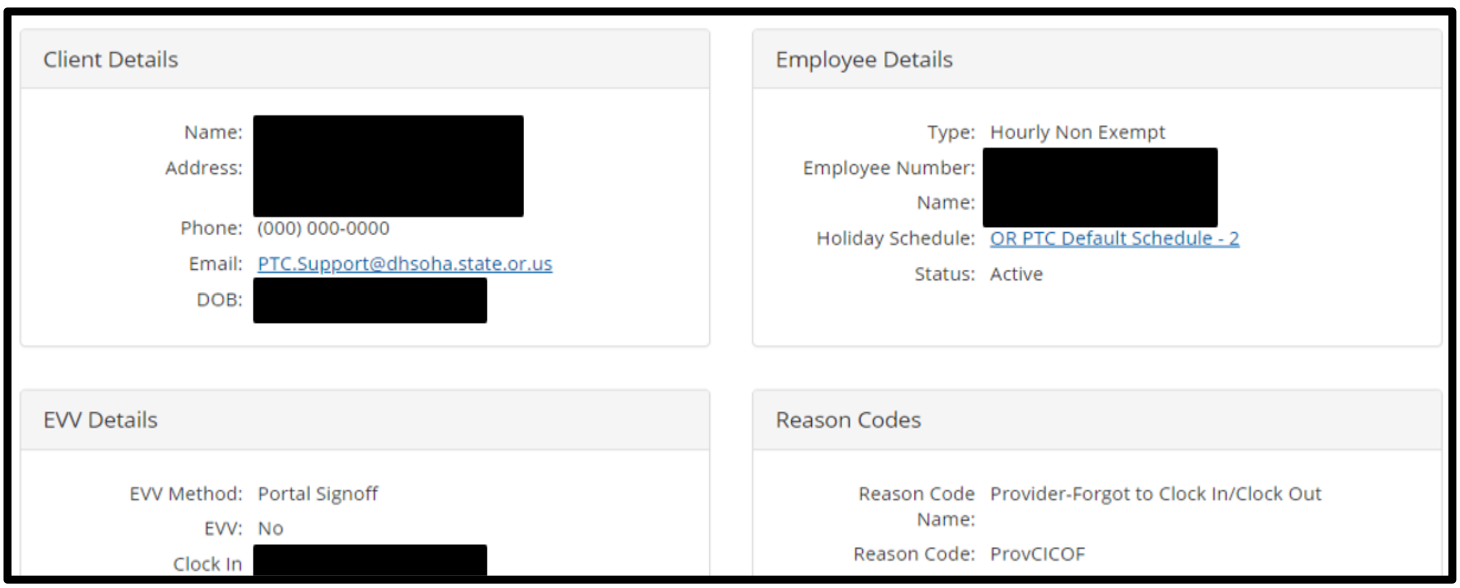
1. From the provider's profile, scroll down to see the Entries tab and click the punch entry you'd like to investigate.



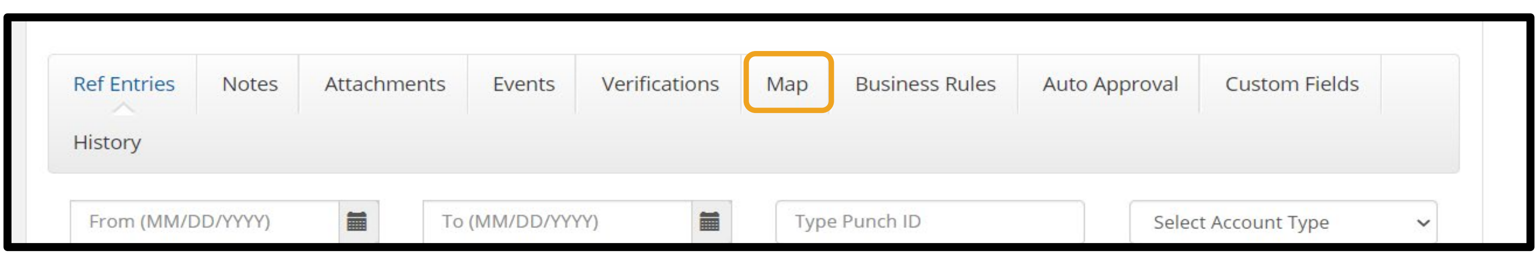
2. After clicking on the entry, you will be taken to the Punch Details page.



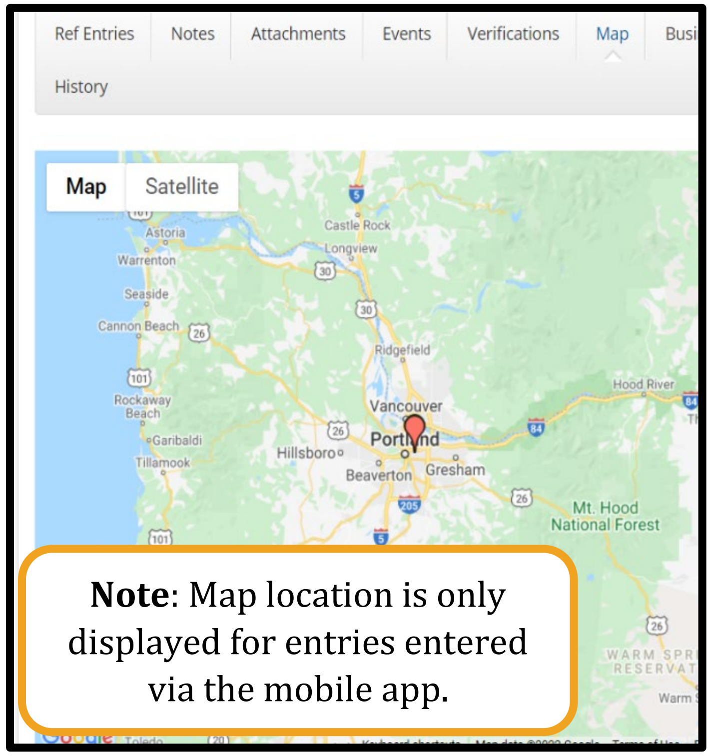
3. Scroll down to see Client Details, Employee Details, EVV Details and Reason Codes.



4. Continue scrolling down until you see a row of tabs. Click Map.

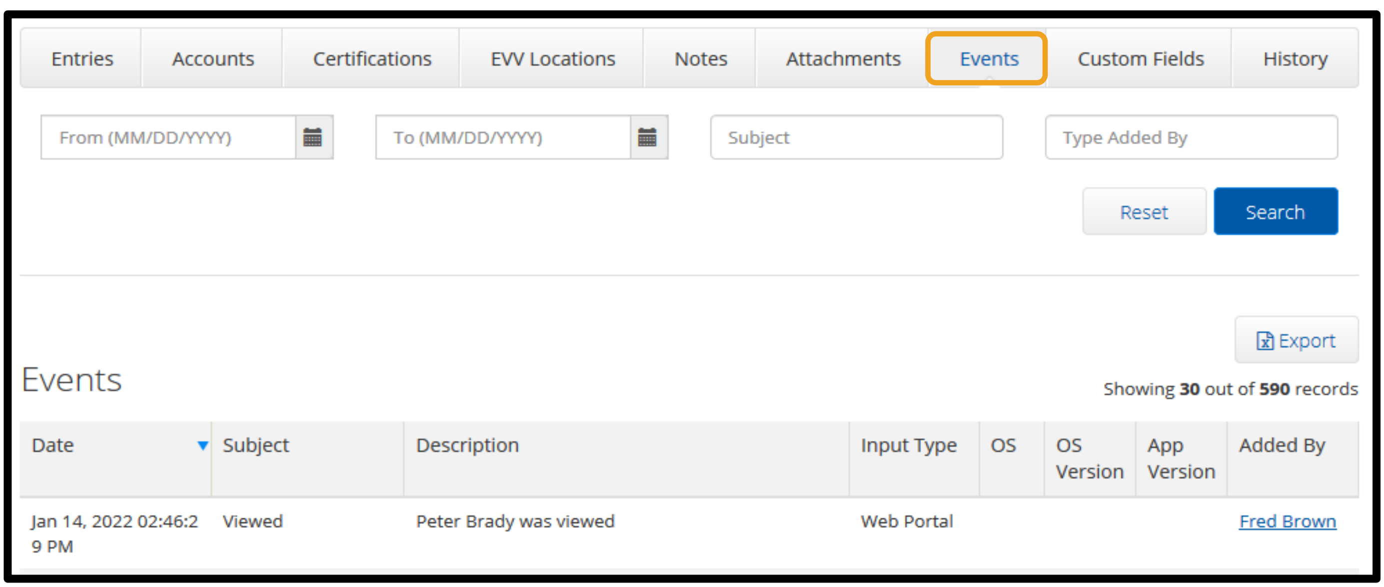


5. This will show you the start and end locations listed on the right. These indicate exactly where the provider clocked in and out from.
    a. If it is the same location, you will have one location pin on top of the second. You can see the start and end locations listed off to the right of the map.
    b. If there are two locations and you only see one on the map, you can click the plus sign to zoom in on the map so that you can see the start and finish locations.
    c. This allows you to verify if the provider recorded their time from the correct location.



Additional Features in Provider Profile- Events Tab

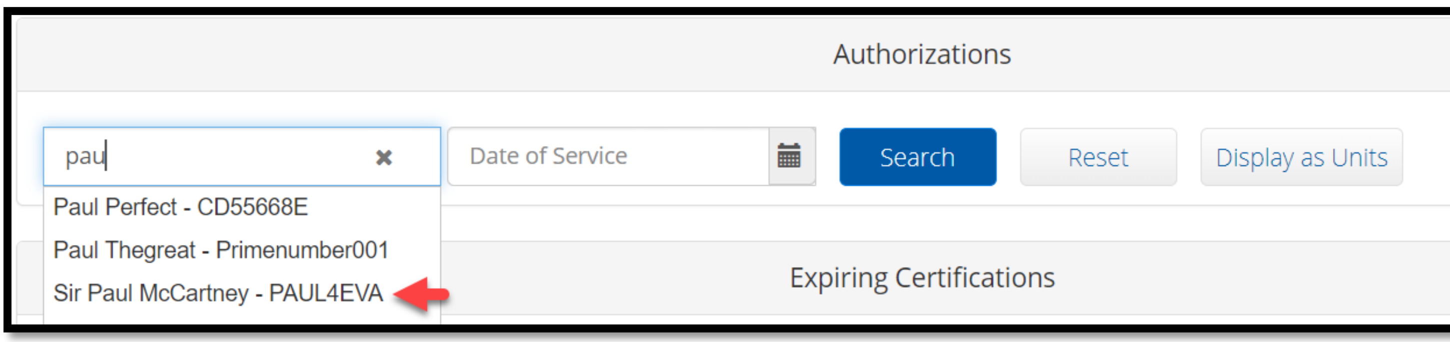
The Events tab displays a log of all activity with the displayed time entry or user profile. Access this by navigating to either the entry or provider's profile. Scroll down to the row of tabs and click Events.



Using the Authorizations Widget

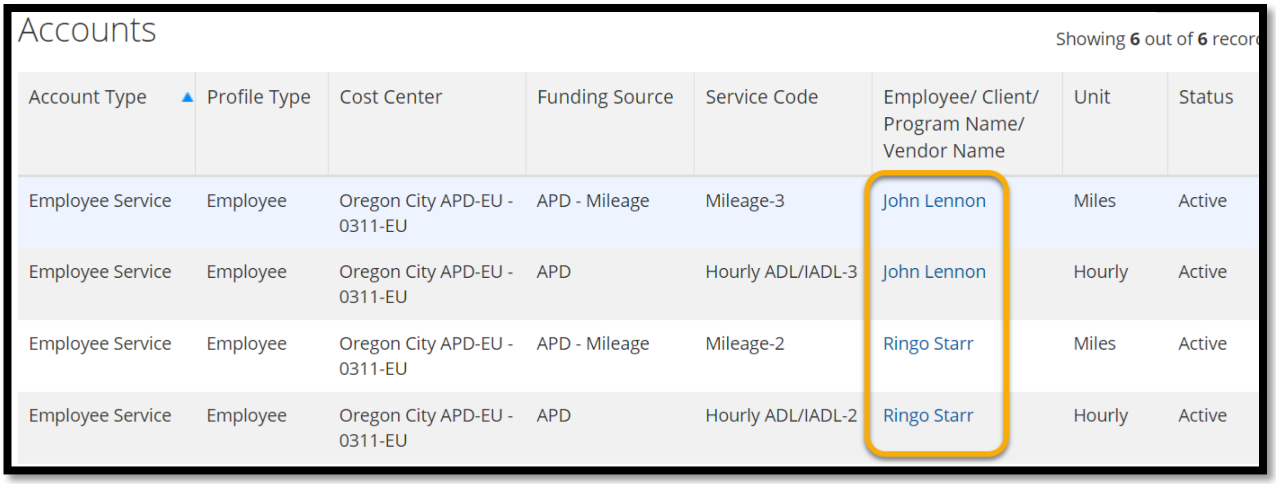
The authorizations widget shows allows the user to view the authorizations and hours assigned in OR PTC DCI for a consumer and their provider. To use the authorizations widget:

1) Log into OR PTC DCI and click OK on any News Posts. You are now on the OR PTC DCI dashboard.
2) Scroll down, and under the Authorizations header, begin to type the consumer's name in the Client Name field. After typing the first three letters of the consumer's first or last name, a list of consumers who have those three letters in their name will appear in a dropdown menu with their prime number. You must click the name of the correct consumer to select it.



3) In the Date of Service field, enter any date within the pay period in question. The widget will pull up the authorization information for that pay period. If this field is left blank, the widget will pull up information for the current pay period.
4) Click Search. All the hourly and mileage authorizations for the consumer and applicable pay period will appear. If multiple providers are authorized to work for the consumer in a certain pay period, multiple rows with multiple service codes will appear.

Note: The authorizations widget does not display provider names. To find out which service code is assigned to a provider, navigate to the consumer's Client Details page, and click on the Accounts tab. For the Employee Service account type, the Employee Name will display next to the service codes they are associated with.



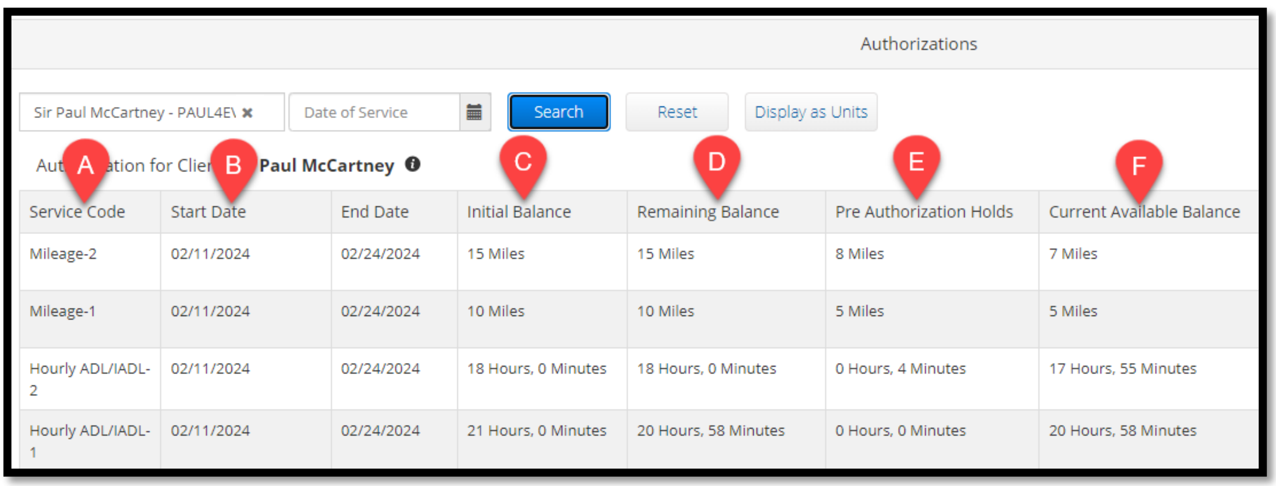
Accounts

Showing 6 out of 6 record

Account Type	Profile Type	Cost Center	Funding Source	Service Code	Employee/ Client/ Program Name/ Vendor Name	Unit	Status
Employee Service	Employee	Oregon City APD-EU - 0311-EU	APD - Mileage	Mileage-3	John Lennon	Miles	Active
Employee Service	Employee	Oregon City APD-EU - 0311-EU	APD	Hourly ADL/IADL-3	John Lennon	Hourly	Active
Employee Service	Employee	Oregon City APD-EU - 0311-EU	APD - Mileage	Mileage-2	Ringo Starr	Miles	Active
Employee Service	Employee	Oregon City APD-EU - 0311-EU	APD	Hourly ADL/IADL-2	Ringo Starr	Hourly	Active

5) The information will display in hours and minutes by default. If you would like to see the information displayed in units, click the Display as Units button.

Information that Displays on the Authorization Widget



Service Code	Start Date	End Date	Initial Balance	Remaining Balance	Pre Authorization Holds	Current Available Balance
Mileage-2	02/11/2024	02/24/2024	15 Miles	15 Miles	8 Miles	7 Miles
Mileage-1	02/11/2024	02/24/2024	10 Miles	10 Miles	5 Miles	5 Miles
Hourly ADL/IADL-2	02/11/2024	02/24/2024	18 Hours, 0 Minutes	18 Hours, 0 Minutes	0 Hours, 4 Minutes	17 Hours, 55 Minutes
Hourly ADL/IADL-1	02/11/2024	02/24/2024	21 Hours, 0 Minutes	20 Hours, 58 Minutes	0 Hours, 0 Minutes	20 Hours, 58 Minutes

A. **Service Code** – Connects the consumer and provider with type of service and a sequence number.
B. **Start Date** and **End Date** – The first and last day of the pay period.
C. **Initial Balance** – The number of hours or miles the authorization started with.

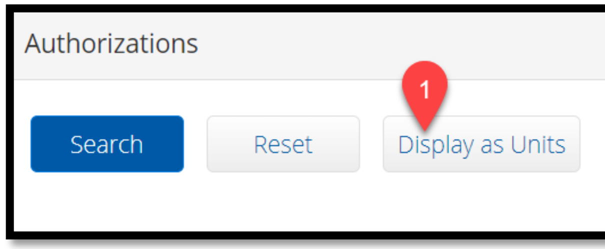
Remaining Balance – Pre Authorization Holds = *Current Available Balance*

D. **Remaining Balance** – The number of hours or miles remaining, not taking into account any pending time or miles.
E. **Pre Authorization Holds** – The number of hours or miles in a pending status.

F. **Current Available Balance** –The most accurate remaining balance, taking into account any pending time or miles. This is the current amount OR PTC DCI will allow the provider to claim on the authorization.
G. **Monthly Max, Weekly Max,** and **Daily Max** – Our Agency does not use these fields in the way the system is designed to use them. The number in these fields will always match the Initial Balance.

A Note About Rounding

There are times the authorizations widget rounds down to the nearest minute. If there is any doubt about if the number of minutes displayed on the widget is correct, take the following steps:



1. Click the Display as Units button to view the amounts on the widget in decimal format.
2. Use the Time Conversion Chart to figure out the number of minutes that corresponds with the decimal hour.

Minutes	Decimal Hours
31	.52
32	.53

   For example, if the authorizations widget shows 3.52 hours in the Current Available Balance column, the provider has 3 hours and 31 minutes remaining on their authorization.

Practical Application

Here is a practical example of how to use the authorizations widget: As a staff member, you need to figure out how many hours provider George Harrison has left for pay period 2/11-2/24/24.

1. You begin by entering the name of his consumer, Paul McCartney, in the client name field of the authorizations widget.

2. In the date field, you enter 2/16/24. Remember: you can enter any date in the date field, and it will pull the authorization information for the pay period containing that date. The following information displays:

Sir Paul McCartney - PAUL4E ✖ | 02/16/2024 | Search | Reset | Display as Units

Originally authorized hours

Pending entries

Remaining Balance - Pre Authorization Holds = Current Available Balance

Authorization for Client: **Sir Paul McCartney**

Service Code	Start Date	End Date	Initial Balance	Remaining Balance	Pre Authorization Holds	Current Available Balance
Mileage-2	02/11/2024	02/24/2024	15 Miles	7 Miles	3 Miles	4 Miles
Mileage-1	02/11/2024	02/24/2024	20 Miles	15 Miles	0 Miles	15 Miles
Hourly ADL/IADL-2	02/11/2024	02/24/2024	26 Hours, 0 Minutes	25 Hours, 55 Minutes	6 Hours, 31 Minutes	19 Hours, 24 Minutes
Hourly ADL/IADL-1	02/11/2024	02/24/2024	26 Hours, 0 Minutes	25 Hours, 58 Minutes	4 Hours, 4 Minutes	21 Hours, 54 Minutes

3. You are unsure which service code belongs to the provider. You go to the consumer's Client Details page, click on Accounts, and see that George Harrison's hourly service code is Hourly ADL/IADL-1. (See Note on page 1 for instructions.)

4. Looking at the authorizations widget, you see the Hourly ADL/IADL-1 service code has a Current Available Balance of 21 hours and 54 minutes.

Service Code	Start Date	End Date	Initial Balance	Remaining Balance	Pre Authorization Holds	Current Available Balance
Hourly ADL/IADL-1	02/11/2024	02/24/2024	26 Hours, 0 Minutes	25 Hours, 58 Minutes	4 Hours, 4 Minutes	21 Hours, 54 Minutes

References

Time Conversion Chart – A chart that lists minutes and their decimal equivalents in OR PTC DCI.

Time Entry Management Guide - Guide on pending time entries management, adjustments, over/underpayments, and historical entries.

Over Authorized Hours Errors – A guide for providers on how to avoid going over the authorized hours and how to use the authorizations widget from the provider's perspective.

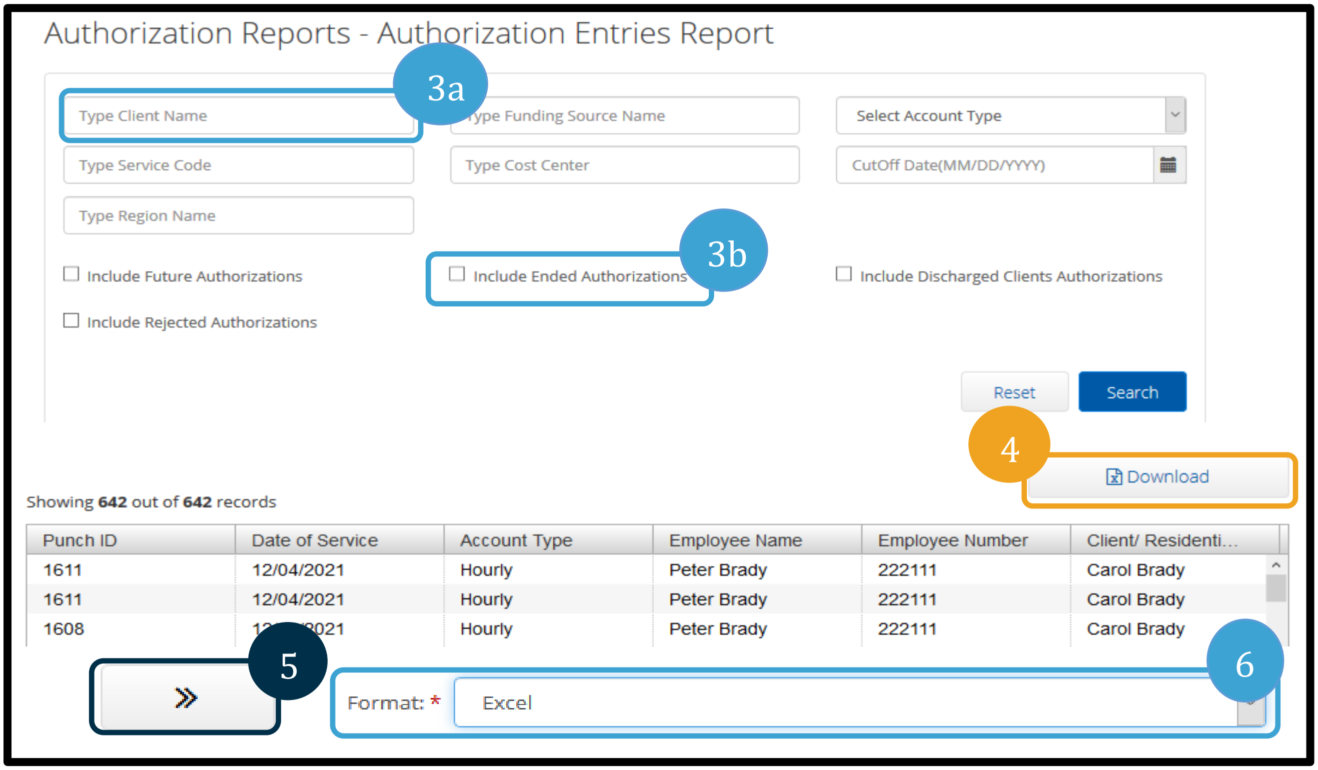
Relevant Reports and How to Create Them

Reports are a great way to see data that is not easily viewed by looking at individual profiles or entries. Some common reports you might pull include:

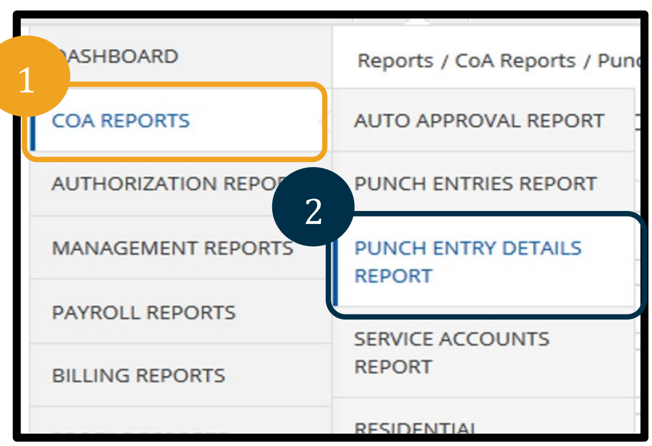
Report	Functionality
Authorization Entries Report	Displays the information relevant to the authorization, such as start and end date, hours used, and hours remaining.
Punch Entry Details Report	Displays important details about the provider, Consumer, Punch Entry Status, EVV Method, the punch ID, Service Code, who created the entry, the date the entry was created, the IP address where it was created, who approved or rejected the entry, etc. You can also view the input method and the entry type.

Authorization Entries Report

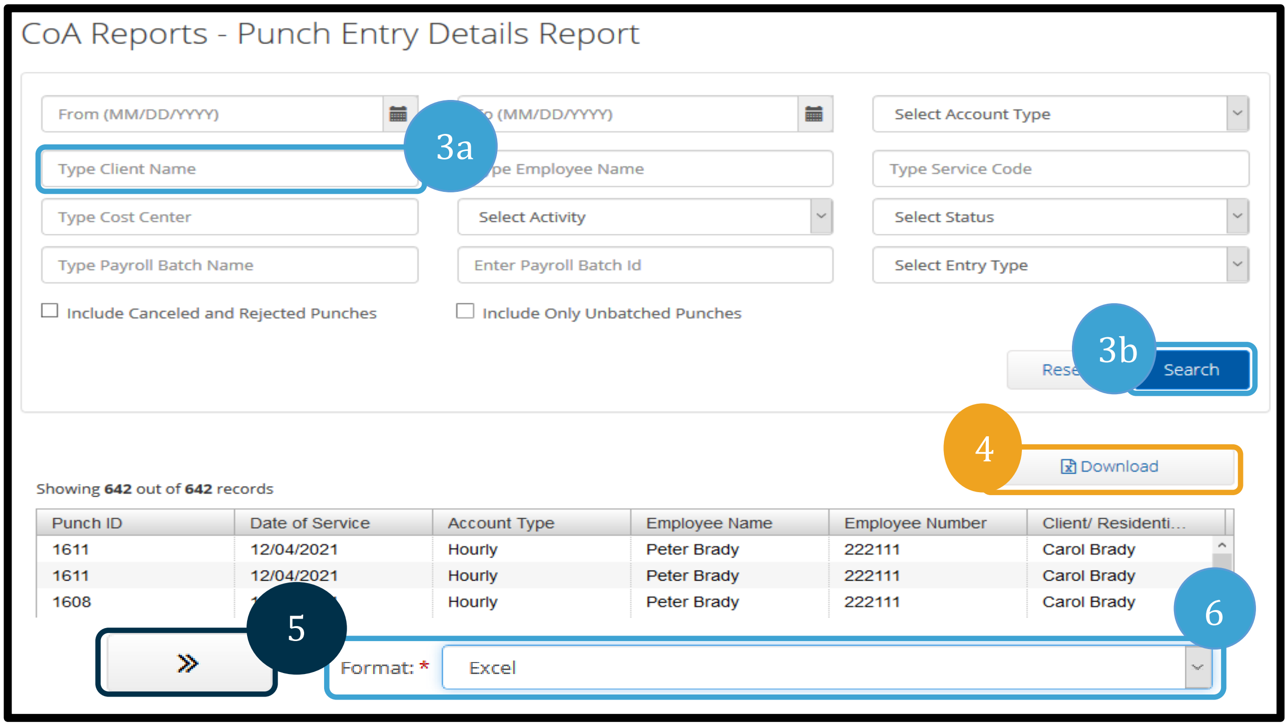
1. From the Reports Tab, click Authorization Reports.
2. Click Authorization Entries Report.
3. Refine your search with the following fields before clicking Search:
    a. **Client Name**: Enter the name of the consumer you're searching for.
    b. **Include Ended Authorizations**: Make sure this box is checked to display authorizations that are not current.
4. Click Download to view the report in Excel.
5. Click the right-facing double-arrow to select all columns, then click Next.
6. Select Excel as the format, then click Download.



Punch Entry Details Report

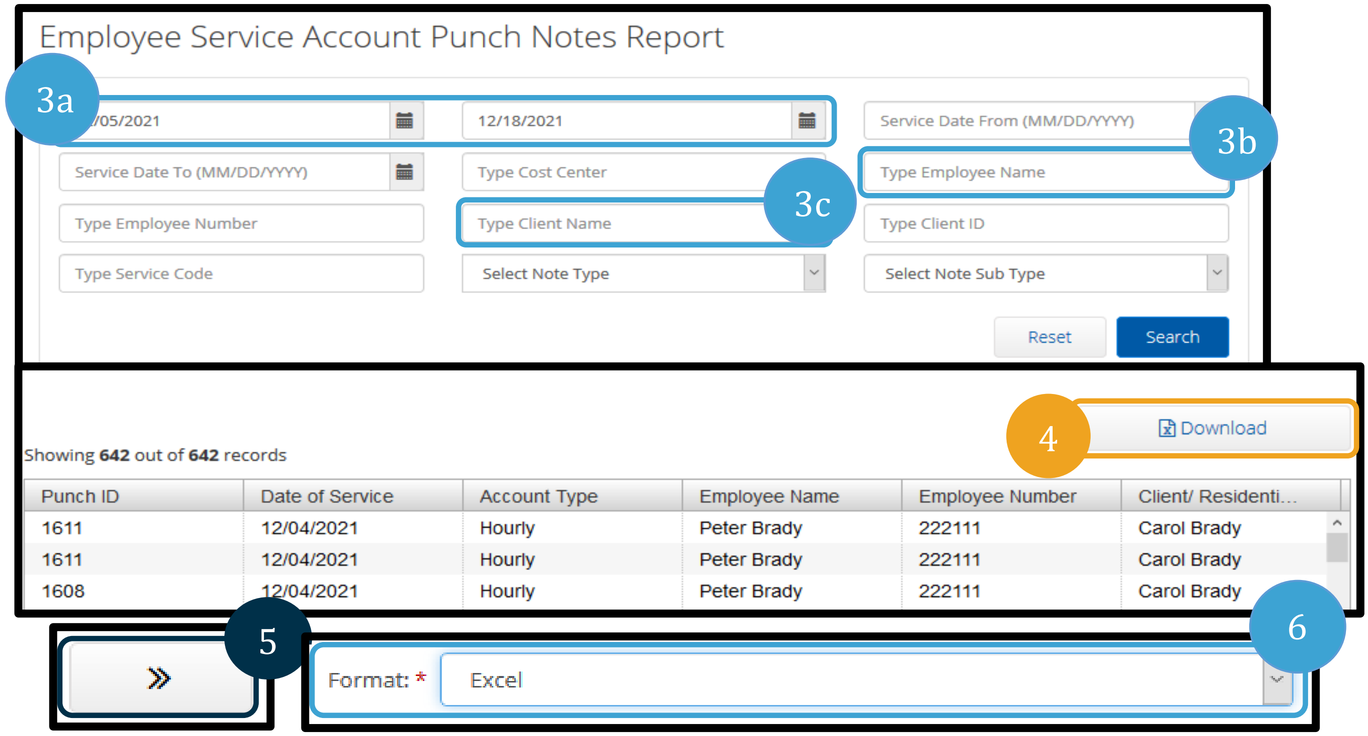


1. From the Reports tab, select COA Reports.
2. Select Punch Entry Details Report.
3. Refine your search with the following fields before clicking Search:
    a. **Client Name**: Enter the name of the Consumer you're searching for.
    b. Add any other filters you may want to refine your results.
4. Click Download so you can view the report in Excel.
5. Click the right-facing double arrow to select all columns then click Next.
6. Select Excel as the format, then click Download.



Employee Service Account Punch Notes Report

1. From the Reports tab, select Notes Report (bottom-left of the screen).
2. Select Employee Service Account Punch Notes Report.
3. Refine your search with the following fields before clicking Search:
    a. **Date Fields**: Select the date range you're researching. This will likely be a specific pay period.
    b. **Employee Name**: Enter the name of the provider you're researching.
    c. **Client Name**: Enter the name of the consumer you're researching.
4. Click Download to view the report in Excel.
5. Click the right-facing double-arrow to select all columns; then click Next.
6. Select Excel as the format, then click download.



PTC Support Resources and Contact Information

If you are stuck and need help with doing something in the OR PTC DCI, we have support for you!

PTC Support Email: PTC.Support@odhsoha.oregon.gov.

Resources can be found on the OR PTC DCI Help Center. You can find a list of resources in the Learning Catalogs on the PTC Website under Learning Materials.

The resources available consist of:

- **Quick Reference Guides (QRGs)** – These are short documents intended to help guide users through common system tasks which will be faced regularly.
- **Computer Based Trainings (CBTs)** – These are online modules intended to allow users a more engaging experience as users click through the operations as the trainer is narrating the steps.
- **Guides** – These are longer documents which cover many system functions and walk users through what the screens look like as well as the fields that will need to be filled out.

- **Business Processes** – These explain the steps to complete different tasks, including the steps within Mainframe, OA, and OR PTC DCI.

Note: Do not contact the OIS Service Desk for OR PTC DCI related issues. For streamlined assistance, please contact PTC Support at PTC.Support@odhsoha.oregon.gov for any issues related to OR PTC DCI.