

OR PTC DCI Landline Tip Sheet

OR PTC DCI Landline is an option for Consumers who have access to a landline phone and is ideal for those who live in regions that have little or no access to the internet. This option allows the Consumer to receive service while meeting the standards for electronic visit verification.

OR PTC DCI Landline Numbers

- English and Spanish: (844) 856-9560
- English and Vietnamese: (833) 640-1295
- English and Russian: (844) 334-7318
- English and Mandarin: (844) 331-0241
- English and Arabic: (844) 311-4160

Important Note:

To use the OR PTC DCI Landline option, the Provider must call from the Consumer's landline phone.

The Consumer can only use one landline phone number per service location for electronic visit verification.

How to enter a real-time punch using OR PTC DCI Landline:

1. Once the Provider is at the service location, they must call the appropriate OR PTC DCI Landline Number (above) from the Consumer's landline.
2. The Provider will select Real Time Punch when prompted.
3. The Provider will follow the prompts and make the appropriate selections.
4. When the Provider's shift ends, they must use the preferred OR PTC DCI phone number to clock out.