Staff- Cases with Multiple Providers and Varying Hours

Purpose: To guide staff in the management of cases with multiple providers and varying hours as they relate to Mainframe and OR PTC DCI.

Outcome: Staff can successfully navigate the steps to be taken in Mainframe and OR PTC DCI in cases with multiple providers and varying hours.

Why is the fob method the best EVV compliant method to use in these cases?

Recommending a fob to consumers with multiple providers and varying hours will give the providers an EVV compliant method to claim their time. Fob entries can be entered into OR PTC DCI at the end of the pay period and before the state submission deadline. This gives the local offices the ability to update vouchers at the end of a pay period before the providers enter their fob codes to maintain EVV compliance.

Entries made on the mobile app or landline will be auto rejected once the provider exceeds their initial authorized balance, which makes the fob a better option when the authorization does not have adequate hours until the end of the pay period.

Communication between the consumer/CER and the case manager

- The case manager (CM) communicates with the consumer/consumer-employer rep (CER), who will decide how many hours and miles each provider on the service plan will be authorized for per pay period.
- CM approves the service plan that was authorized by the consumer/CER and allocates the authorized hours/miles to all working providers.
- 546 paperwork is then routed to local office staff members who will create vouchers and ONGOs in Mainframe.
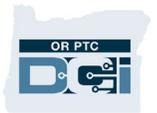
- Once vouchers are created in Mainframe, they will automatically be updated in OR PTC DCI as authorizations.

NOTE: Case managers should assign/divide hours as closely to hours scheduled to be worked as possible. For example, please do not assign only one hour to a provider that routinely works 20 hours or more a pay period.

There was a change in the provider's hours/miles for a pay period.

- Providers A and B were out sick and provider C covered their shifts. However, provider C was unable to enter the extra hours they worked because the authorization in PTC had not been updated yet.
- CM confirms with the consumer/CER how many hours providers A and B who were out sick normally work, and how many hours in total provider C worked to cover their shifts for the pay period.
- CM follows the local offices process to record the change in authorized hours for all providers affected via a 546SF or other necessary forms and narrates the change for the pay period in Oregon Access.
- The necessary paperwork is then routed to the staff member who will make edits to the existing vouchers in Mainframe.
  - Edits to existing vouchers in Mainframe will automatically be updated in OR PTC DCI.
- Provider C is now able to enter those extra shifts into PTC as historical entries.
  - If the changes to authorized hours for providers A, B and C were updated before the deadline for providers to submit their time in OR PTC DCI. Provider C will be paid on time for those extra shifts.
  - If the changes to authorized hours for the providers were not updated until after the deadline for providers to submit their time in OR PTC DCI. This could potentially mean provider C will be paid late for the extra shifts (due to not being able to claim their time
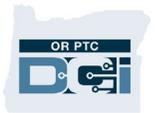
in OR PTC DCI). Therefore, resulting in provider C being eligible for a late payment penalty fee.

- What if providers A and/or B claimed more hours than the consumer has reported to the case manager?
    - The edits to the vouchers in mainframe will fail with an error "Claimed hours exceed requested initial balance."
    - The CM will need to contact the consumer and providers and verify what hours/miles each provider should be claiming.
    - Local office staff will either cancel/reject incorrect entries in OR PTC DCI and/or submit a new 546SF.
    - Local office staff will then edit the vouchers in Mainframe and the authorizations will automatically be updated in OR PTC DCI.

Please see the scenario below where the fob method for EVV compliance is recommended.

Fob method

- A consumer has 120 authorized hours in their service plan and has hired four providers (providers; A, B, C and D) to work these hours. Each provider has been assigned 30 hours per pay period. However, their hours vary nearly each pay period due to illness, childcare issues, transportation issues, etc.
- The consumer/CER informed the case manager the providers were having difficulty claiming time they worked over their originally authorized 30 hours, before the deadline to submit their time. These issues have resulted in delayed payments to the providers. Therefore, the case manager recommended a fob for the consumer, so the providers could more easily create EVV compliant entries without getting errors in OR PTC DCI. The consumer/CER agreed. The case manager requested a fob for the consumer from the PTC Support Team, and the fob was mailed to the consumer.
- The next pay period, provider A was out sick for two shifts totaling four hours missed for the pay period. Provider B was also out sick for two shifts totaling four hours missed for the pay period.
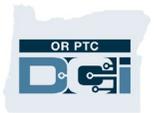
- Provider C was able to step in and work all four two-hour shifts, totaling eight extra hours worked for the pay period. The covering provider was able to clock in and out for the extra shifts by pushing the button on the fob at clock in and clock out and writing down the fob codes and start and end times.
- The case manager was notified of this change by the consumer/CER and made the temporary change in hours by filling out the 546SF or other necessary forms for temporary changes. The case manager decreased the hours for providers A and B who were out by four hours each and increased the covering provider C's hours by eight. The case manager communicated this change to the local office staff member who edits the vouchers.
- The local office staff member edited the vouchers in Mainframe to match the paperwork submitted, and the authorizations were automatically updated in OR PTC DCI. At the end of the pay period, all providers entered their clock in/out codes from the fob into the web portal and all providers were paid on time for the correct number of hours and were EVV compliant.