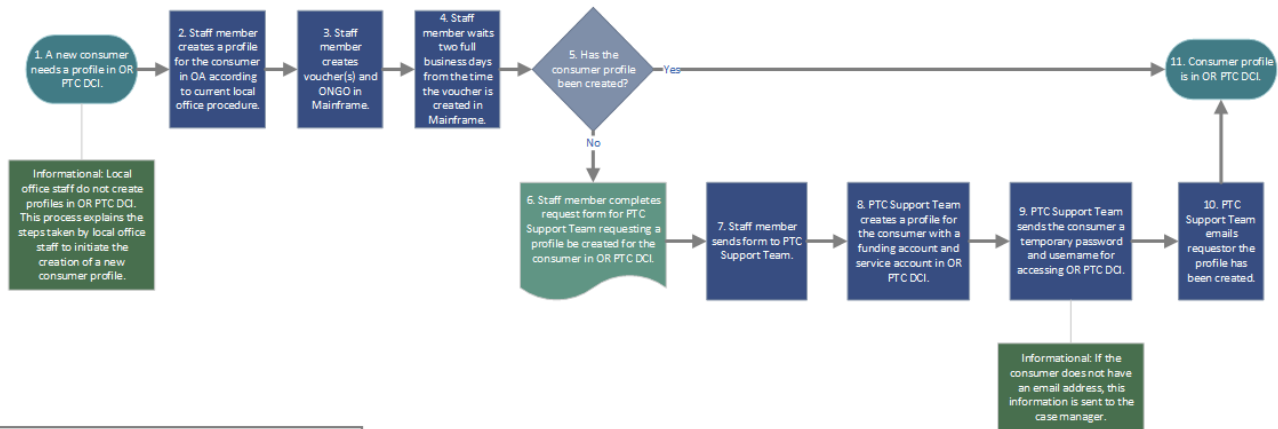


Business Process - Add a New Consumer

PROVIDER TIME CAPTURE (PTC) PROJECT

1.3.1 Process for Staff: Add a New Consumer



Legend

Acronyms

OA = Oregon ACCESS

START / END

PROCESS STEP

DECISION

STEP WITH DOCUMENT

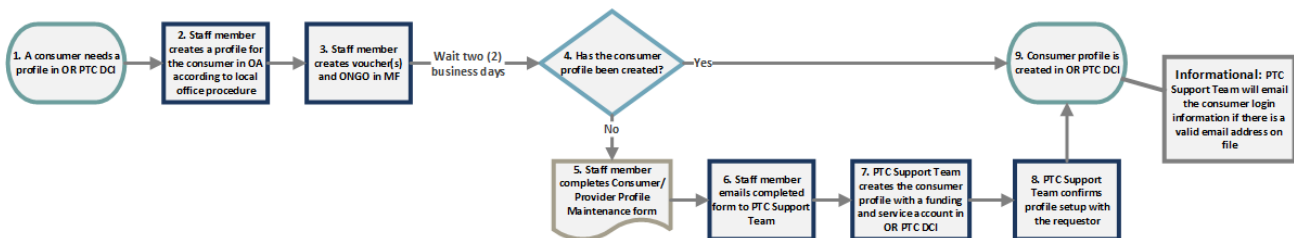
Note: This process will not be changing as a result of Phase 2A implementation, however, the process will be updated to align with Phase 2A templates and materials. See below for a sneak peek at the associated Phase 2A process.

Phase 2A Sneak Peek



3.1 Add a New Consumer

PTC.Oregon.Gov



Legend

CER = Consumer Employer Representative

CM = Case Manager

MF = Mainframe (DHR)

OA = Oregon Access

VS = Voucher Specialist

START / END

PROCESS STEP

SUB-PROC.

DECISION

REF

STEP WITH DOCUMENT

Note: This process is not changing as a result of Phase 2A implementation, however, the process was updated to align with Phase 2A templates and materials. Phase 2A processes will be effective **July 22, 2024**.

Note this process outlines process steps as they directly relate to and impact OR PTC DCI. If you have any questions regarding accompanying local office processes or procedures, please refer to your local office leadership, the CEP Manual, or Staff Tools page.

Links + Resources



**PTC Support
Team Email**



**Consumer/Provider
Profile Maintenance Form**



**Profile
Management
Guide**

Related articles

- [Business Process - Over and Underpayments](#)
- [Staff Learning Materials Catalog](#)
- [QRG - Resetting Passwords in OR PTC DCI](#)
- [Guide - Profile Management](#)
- [QRG - Profile Requests for OR PTC DCI](#)