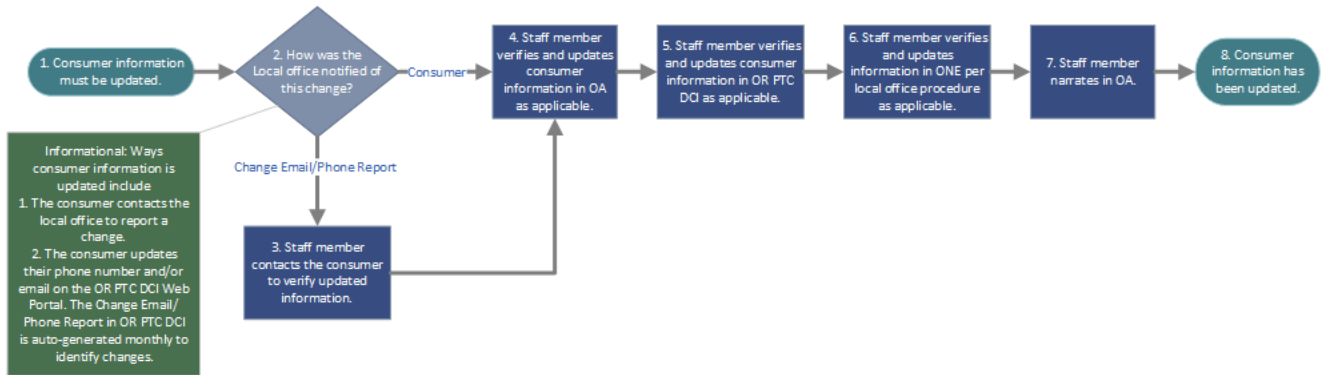


Business Process - Update Consumer Information

PROVIDER TIME CAPTURE (PTC) PROJECT

1.3.2 Process for Staff and Consumers: Update Consumer Information



Legend

Acronyms

OA = Oregon ACCESS

START / END

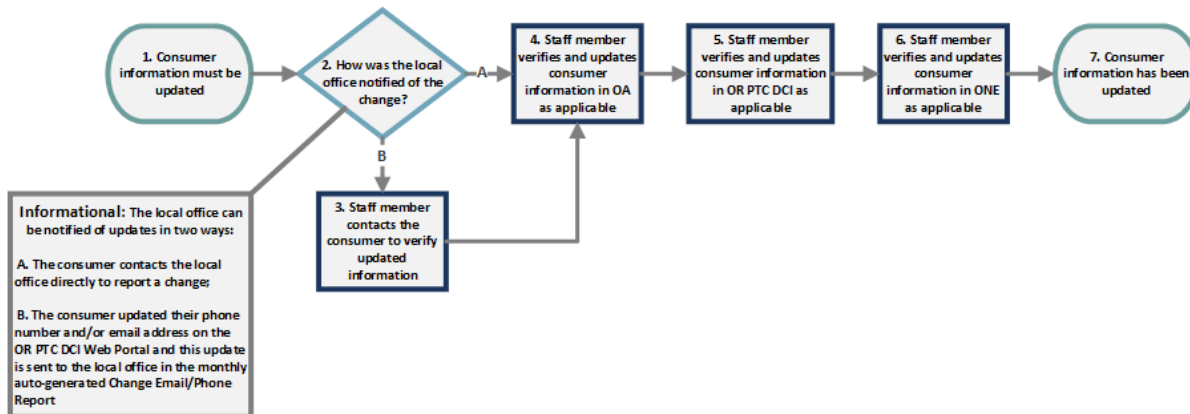
PROCESS STEP

DECISION

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.

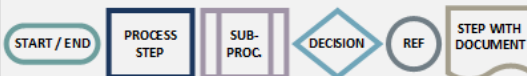
Phase 2A Sneak Peek

3.2 Update Consumer Information



Legend

CER = Consumer Employer Representative
CM = Case Manager
MF = Mainframe (DHR)
OA = Oregon Access
VS = Voucher Specialist



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



Profile
Management
Guide



APD-IM-22-032

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](#)