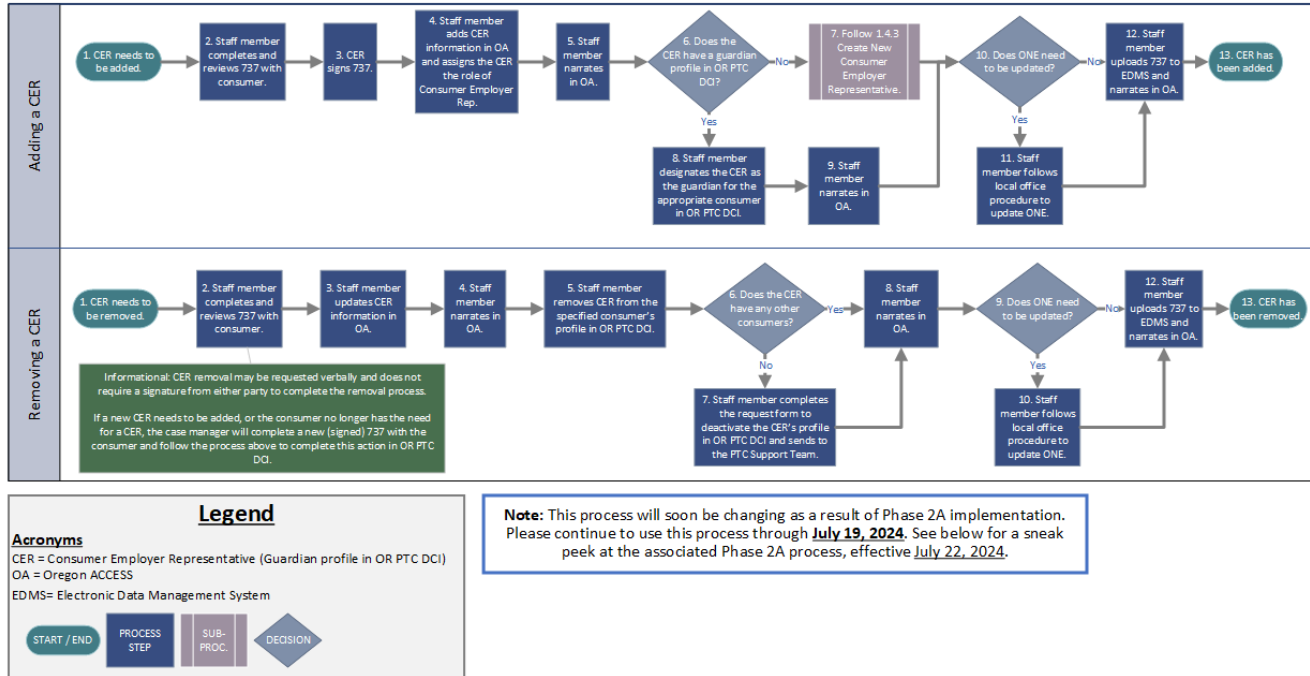


Business Process - Add or Remove Consumer Employer Representative

PROVIDER TIME CAPTURE (PTC) PROJECT

1.4.1 Process for Staff, Consumers, and CERs: Add or Remove Consumer Employer Representative

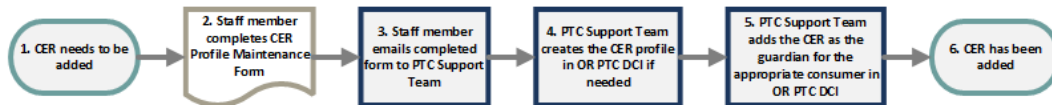


Phase 2A Sneak Peek

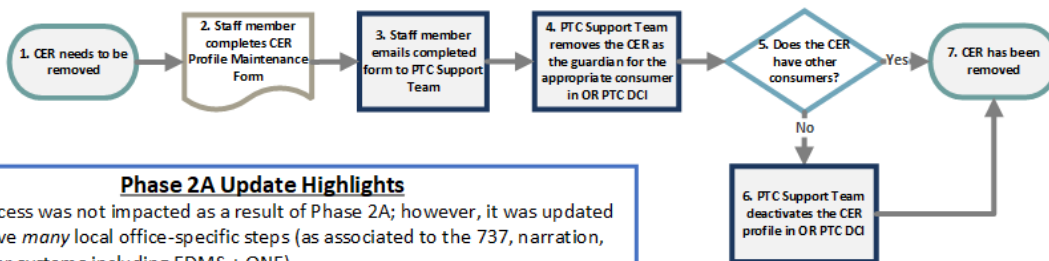
4.1 Add or Remove Consumer Employer Representative



Adding a CER



Removing a CER



Phase 2A Update Highlights

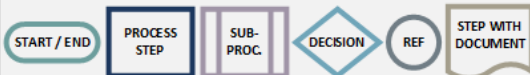
- This process was not impacted as a result of Phase 2A; however, it was updated to remove *many* local office-specific steps (as associated to the 737, narration, and other systems including EDMS + ONE)
- This process update also clarifies that the PTC Support Team and **not** local office staff add and remove CERs as guardians in OR PTC DCI

Legend

CER = Consumer Employer Representative

CM = Case Manager

VS = Voucher Specialist



Note: This process was updated as a result of Phase 2A implementation. The Phase 2A process outlined will be effective **July 22, 2024**, at which time current processes will be removed. Please continue to follow the current process above in the interim.

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



CER Profile
Maintenance Form



Profile
Management
Guide



1.4.3 Create
New Consumer
Employer
Representative

- [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](#)