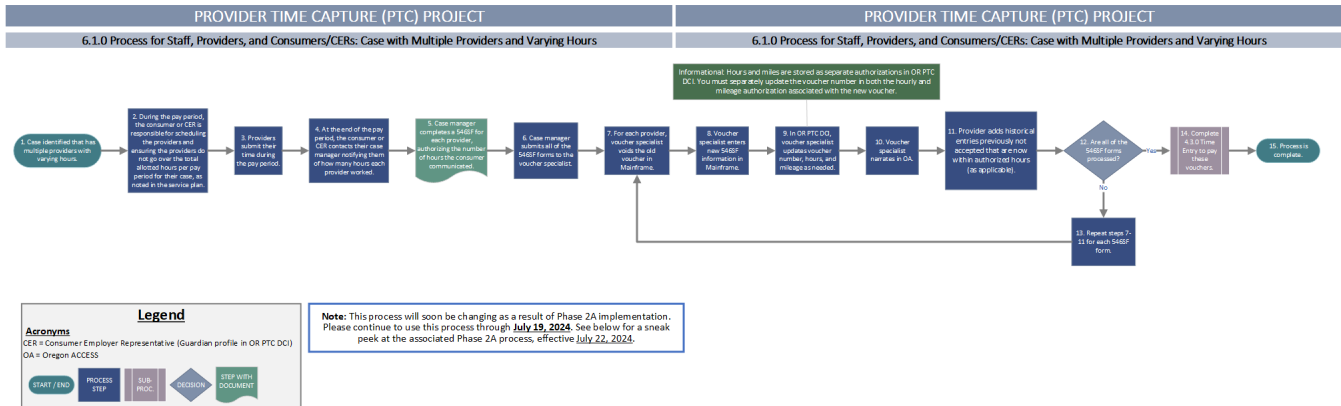
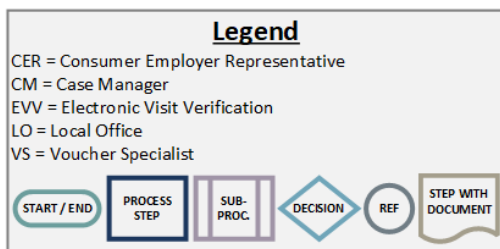
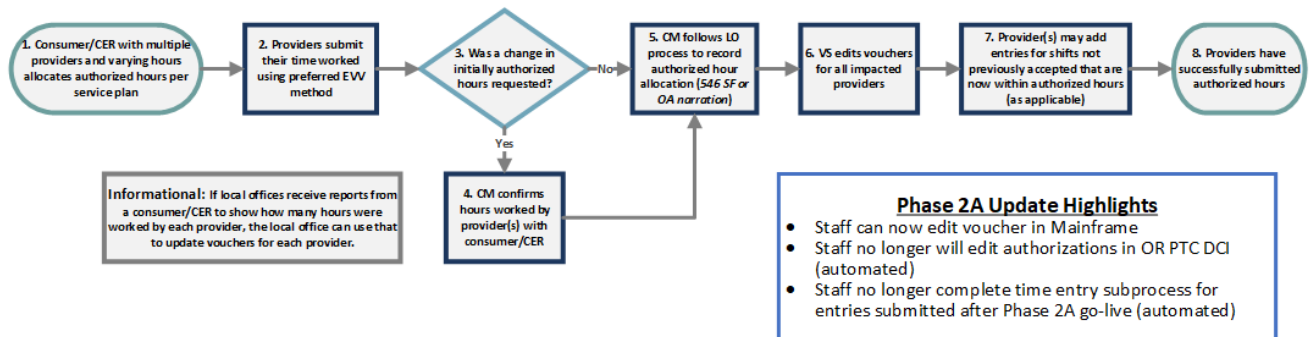
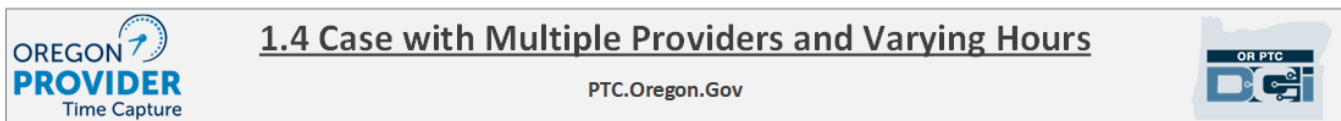


# Business Process - Case with Multiple Providers and Varying Hours



## Phase 2A Sneak Peek



**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.

**Fobs are the recommended EVV compliant method for consumers with multiple providers and varying hours**

**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**



**Authorizations  
Management  
Guide**



**Updating an  
Authorization  
QRG**



**Explanation  
of PTC Errors  
in Mainframe**



**4.3.0  
Time Entry**

#### 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](#)