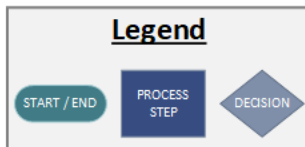
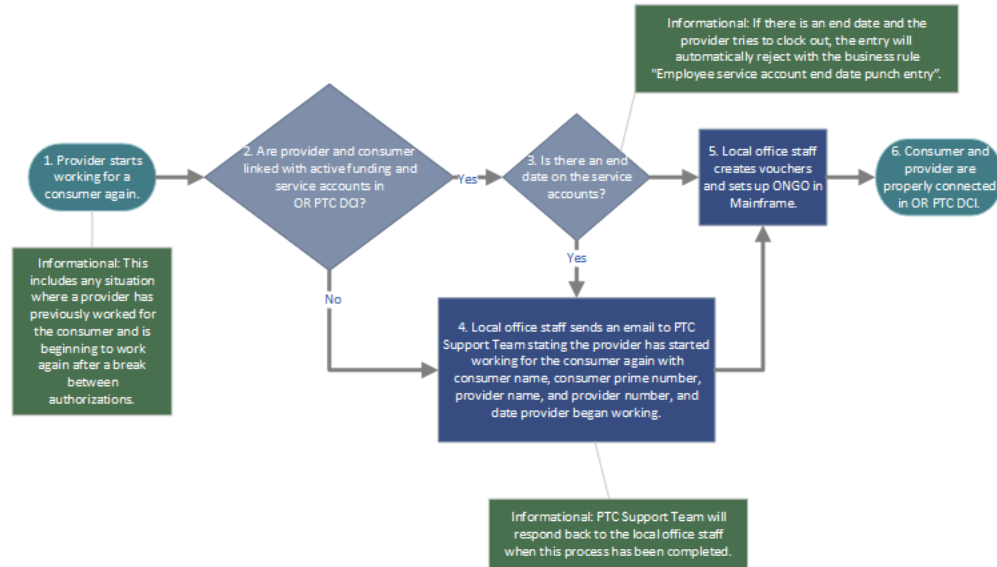


Business Process - Relinking a Provider and Consumer

PROVIDER TIME CAPTURE (PTC) PROJECT

1.1.5 Process for Staff: Relinking a Provider and Consumer



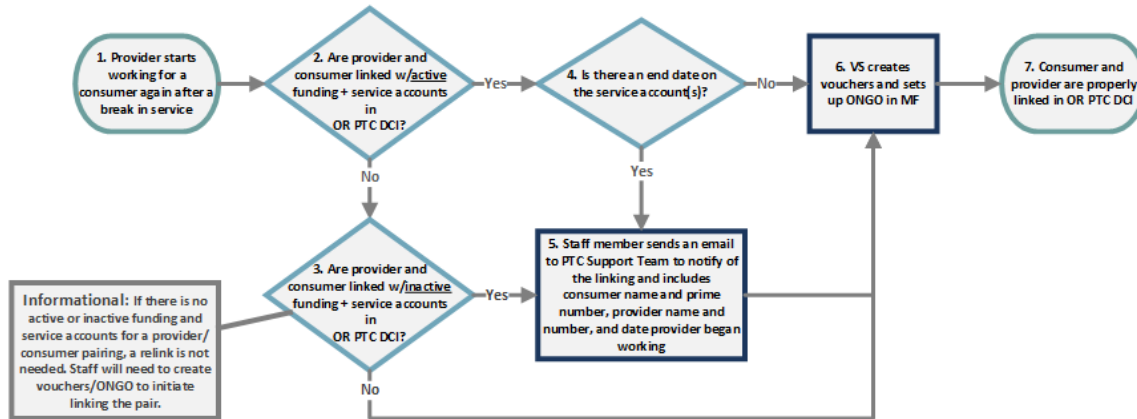
Note: This process will soon be changing as a result of Phase 2A implementation. Please continue to use this process through **July 19, 2024**. See below for a sneak peek at the associated Phase 2A process, effective **July 22, 2024**.

Phase 2A Sneak Peek



1.6 Relinking a Provider and 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 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



Authorizations Management Guide



Updating an Authorization QRG



Explanation of PTC Errors In Mainframe



APD-IM-22-049

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](#)