Business Process - Provider Switches During Pay Period Permanently

PROVIDER TIME CAPTURE (PTC) PROJECT 1.1.2 Process for Staff and Consumers: Provider Switches During Pay Period Permanently Consumer o permanent change in provider(s) to the case nager. *Could switch hours prorated hours/miles to assign to the new provider(s) for the remainder of pay period & ongoing (within authorized hours). with the consumer/CER the issues with the new provider(s)/plan and Manager manager ends service plan with previous provider(s) and opens a new Case manager completes the 546N or 546PC and provides to voucher specialist. service plan for the 11. In Mainframe, voucher specialist ends the current ONGO(s) and voids the current voucher(s) for the 12. Voucher specialist checks OR PTC DCI and Voucher Specialist and confirms with the case manager, if needed. previous provider then creates new voucher(s) updates/rejects any associated vith the new authorizatio



Links + Resources



PTC Support Team Email



Authorizations Management Guide



Updating an Authorization QRG



Explanation of PTC Errors in Mainframe





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