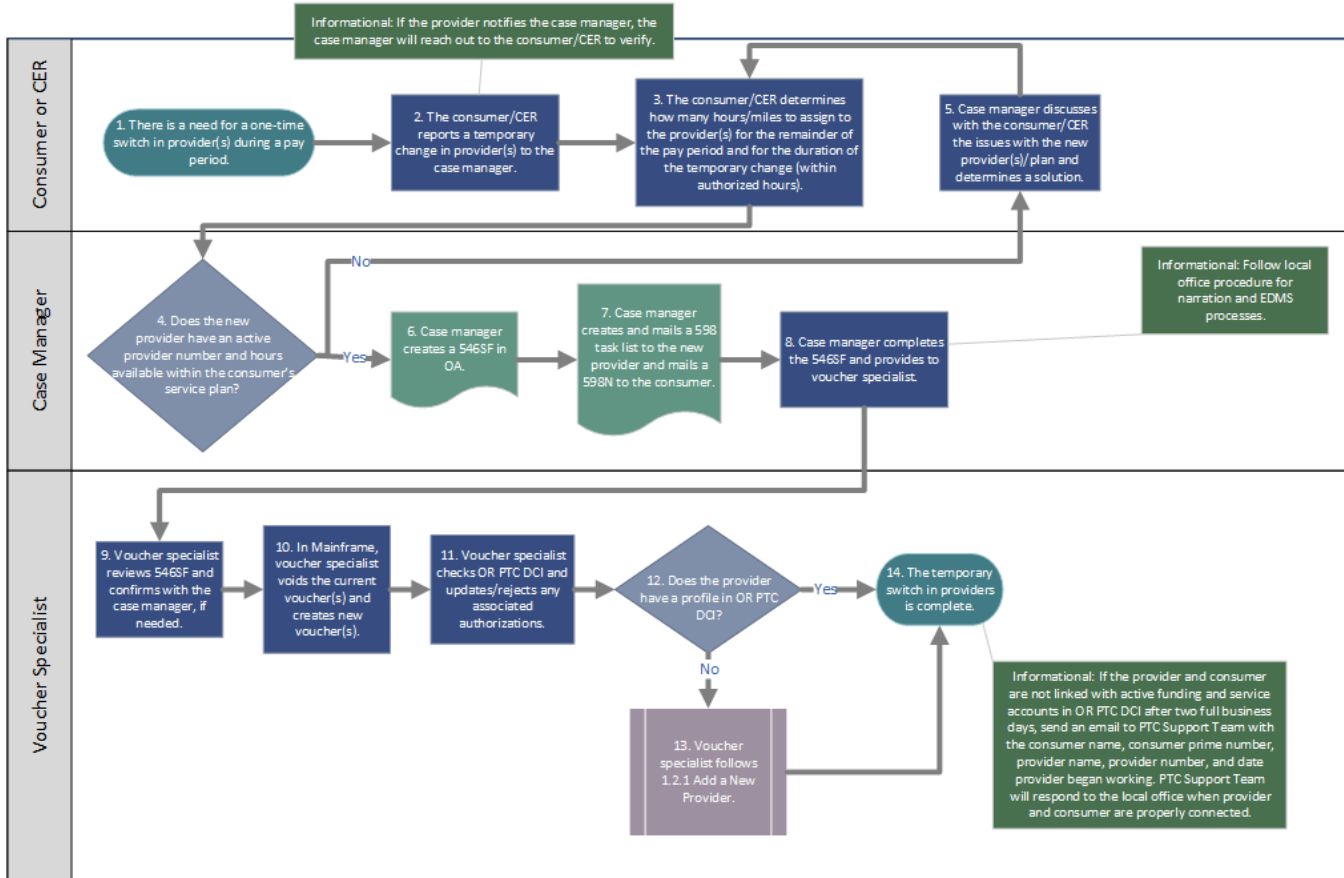# Business Process - Providers Switches During Pay Period Temporarily

PROVIDER TIME CAPTURE (PTC) PROJECT

1.1.3 Process for Staff and Consumers: Provider Switches During a Pay Period Temporarily

Consumer or CER

Informational: If the provider notifies the case manager, the case manager will reach out to the consumer/CER to verify.

1. There is a need for a one-time switch in provider(s) during a pay period.

2. The consumer/CER reports a temporary change in provider(s) to the case manager.

3. The consumer/CER determines how many hours/miles to assign to the provider(s) for the remainder of the pay period and for the duration of the temporary change (within authorized hours).

5. Case manager discusses with the consumer/CER the issues with the new provider(s)/plan and determines a solution.

Case Manager

4. Does the new provider have an active provider number and hours available within the consumer's service plan? — No / Yes

6. Case manager creates a 546SF in OA.

7. Case manager creates and mails a 598 task list to the new provider and mails a 598N to the consumer.

8. Case manager completes the 546SF and provides to voucher specialist.

Informational: Follow local office procedure for narration and EDMS processes.

Voucher Specialist

9. Voucher specialist reviews 546SF and confirms with the case manager, if needed.

10. In Mainframe, voucher specialist voids the current voucher(s) and creates new voucher(s).

11. Voucher specialist checks OR PTC DCI and updates/rejects any associated authorizations.

12. Does the provider have a profile in OR PTC DCI? — Yes / No

14. The temporary switch in providers is complete.

13. Voucher specialist follows 1.2.1 Add a New Provider.

Informational: If the provider and consumer are not linked with active funding and service accounts in OR PTC DCI after two full business days, send an email to PTC Support Team with the consumer name, consumer prime number, provider name, provider number, and date provider began working. PTC Support Team will respond to the local office when provider and consumer are properly connected.

Legend

Acronyms
CER = Consumer Employer Representative (Guardian profile in OR PTC DCI)
OA = Oregon ACCESS
EDMS = Electronic Document Management System

START / END | PROCESS STEP | SUB-PROC. | DECISION | STEP WITH DOCUMENT

Links + Resources

PTC Support
Team Email

Authorizations
Management
Guide

Updating an
Authorization
QRG

Explanation
of PTC Errors
in Mainframe

1.2.1 Add a
New Provider

1.1.5 Relinking
a Provider and
Consumer

Related articles

- Guide - OR PTC User Settings Guide
- Staff Learning Materials Catalog
- Guide - Time Entry Management
- Online Learning - Recovering a Forgotten Password
- Business Process - Managing Staff Profiles