QRG - Provider and Consumer Resources

Providers and Consumers - ...k Reference Guide v2.0.pdf

This guide is for all *providers* and *consumers* using the OR PTC DCI system, including both AAA/APD and HSD programs.

Support Resources:

If you need help completing a task in OR PTC DCI, we have support for you! Please see the table below for detailed support avenues to assist with troubleshooting and support.

NOTE: When contacting one of the resources below, remember to include your full name, prime number or provider number, and details about your issue or question.

Support Need	Support to contact	Phone Number/Email/Website
- Basic System navigation assistance - Verbal walkthrough - Password Reset - Resource guides via email - System Troubleshooting and Technical Assistance (ex: unable to log in, app keeps spinning, frozen app) - Verbal walkthrough - Unlocking accounts	DCI Help Desk (Available 24/7, except on Holidays) *The DCI Help Desk **cannot** make any changes to a user's profile or entries. For those actions, please see the supports below for information on who to contact.*	**Phone:** 1-855-565-0155 **Email:** ORPTCSupport@dcisoftware.com

Resources • Provider Guides ○ Alternative Language Guides • Quick Guides • Training Videos • Quick Reference Guides • User Guides	OR PTC DCI Help Center *This is the **online** support page with all OR PTC DCI learning materials, including all translated materials.*	**Website:** https://dciconfluenceprod.dcisoftware.com/display/ORPD/Oregon+PTC+DCI **Provider Learning Materials Catalog:** https://dciconfluenceprod.dcisoftware.com/display/ORPD/Provider+Learning+Materials+Catalog

Videos for OR PTC DCI:
 	
• How to:
  ○ Login
  ○ Record Mileage
  ○ Use Landline Option
  ○ Use Fob Option
• Which device option is right for me?
• Orientation
	PTC YouTube Channel	https://www.youtube.com/playlist?list=PLsrX1nc_gB0q9-yrLelqNe-_MXEd9pNAK

• Authorization Questions • Entry Corrections -Pending, Unverified, Open, Approved statuses • Exceptions - for consumers only • Getting Started • Number of hours authorized • Payment Issues • Service Plan or Task List • Unlocking Account • Updates to contact information	Local Office – *For **Homecare Workers (HCWs)** only*	**Area Agency on Aging or Aging and People with Disabilities Offices (Homecare Workers):** https://www.oregon.gov/odhs/providers-partners/orptc/Pages/default.aspx **Oregon Home Care Commission Provider Resource Page:** https://www.oregon.gov/odhs/providers-partners/homecare-workforce/pages/default.aspx
• Entry Corrections -Pending, Unverified, Open, Approved statuses • Getting Started • Payment Issues • Unlocking Account	PCA Program Team – *For **Personal Care Attendants (PCAs)** only*	**Phone:** 1-503-945-9708 **Email:** PC.20@odhsoha.oregon.gov **Oregon Home Care Commission Provider Resource Page:** https://www.oregon.gov/odhs/providers-partners/homecare-workforce/pages/default.aspx
• Authorization Questions (# of hours) • Service Plan or Task List • Exceptions for clients only • Updates to contact information	Comagine *For **Personal Care Attendants (PCAs)** only*	**Phone:** 1-888-416-3184 **Email:** ORBHSupport@comagine.org
• New to OR PTC DCI • Miscellaneous PTC questions • Unlocking Account	PTC Support	**Email:** PTC.Support@odhsoha.oregon.gov **Website**: PTC.Oregon.gov
Customer Relations Questions and Comments Provider PTC Pro-Tips	Oregon Home Care Commission (OHCC)	**OHCC Comment Submission Portal:** Submit a request online Provider Pro-Tips: English|Español | | | | | Af Soomaali | Ting Vit **Website:** https://www.oregon.gov/odhs/agency/pages/ohcc.aspx

	SEIU Member Assistance Center	**Phone:** 1-844-503-7348
- Grievances - Late Payment Penalty Requests - Collective Bargaining Agreement - Oregon Saves		**Email:** contact@seiu503.org
Member Benefits - Medical, dental, vision - Paid time off - Employee assistance program - Required orientations - Core and refresher trainings	Carewell Training and Benefits	**Website:** https://www.carewellseiu503.org/

Accessing the OR PTC DCI Help Center via Web Portal

When you are logged into the OR PTC DCI Web Portal, click on the "Help" link in the top right corner and the DCI Help Center will open on a new tab. Search by keyword to find the resource you're looking for or you can call the DCI Help Desk at: 1-855-565-0155.

Guidance

The PTC Support Team has made several resources to help you use OR PTC DCI.

Resources can be found on the DCI Help Center by following this link OR PTC DCI Help Center. You can find a list of resources in the Learning Catalogs on the PTC Website under the "Learning Materials" section of the webpage.

Learning resources for providers and consumers consist of:

Type of Resource	Description
Computer Based Trainings (CBTs) for Providers Computer Based Trainings (CBTs) for Consumers	These are online interactive training modules. You will click through different steps while listening to a narrator.
Guides for Providers Guides for Consumers	These are step-by-step guides that walk you through different tasks you can do in the system.
Quick Reference Guides for Providers Quick Reference Guides for Consumers	These guides give a quick review of different tasks you can do in the system.
Videos for Providers Videos for Consumers	These are how-to videos that walk you through how to do different tasks in the system.

Related articles

- Guide - OR PTC User Settings Guide
- QRG - How to Use a Fob
- Download the Common Entry Errors and Business Rule Violations Tip Sheet
- Download the OR PTC DCI Provider Guide
- Take a Course on Adding a Fob Entry to the OR PTC DCI Web Portal