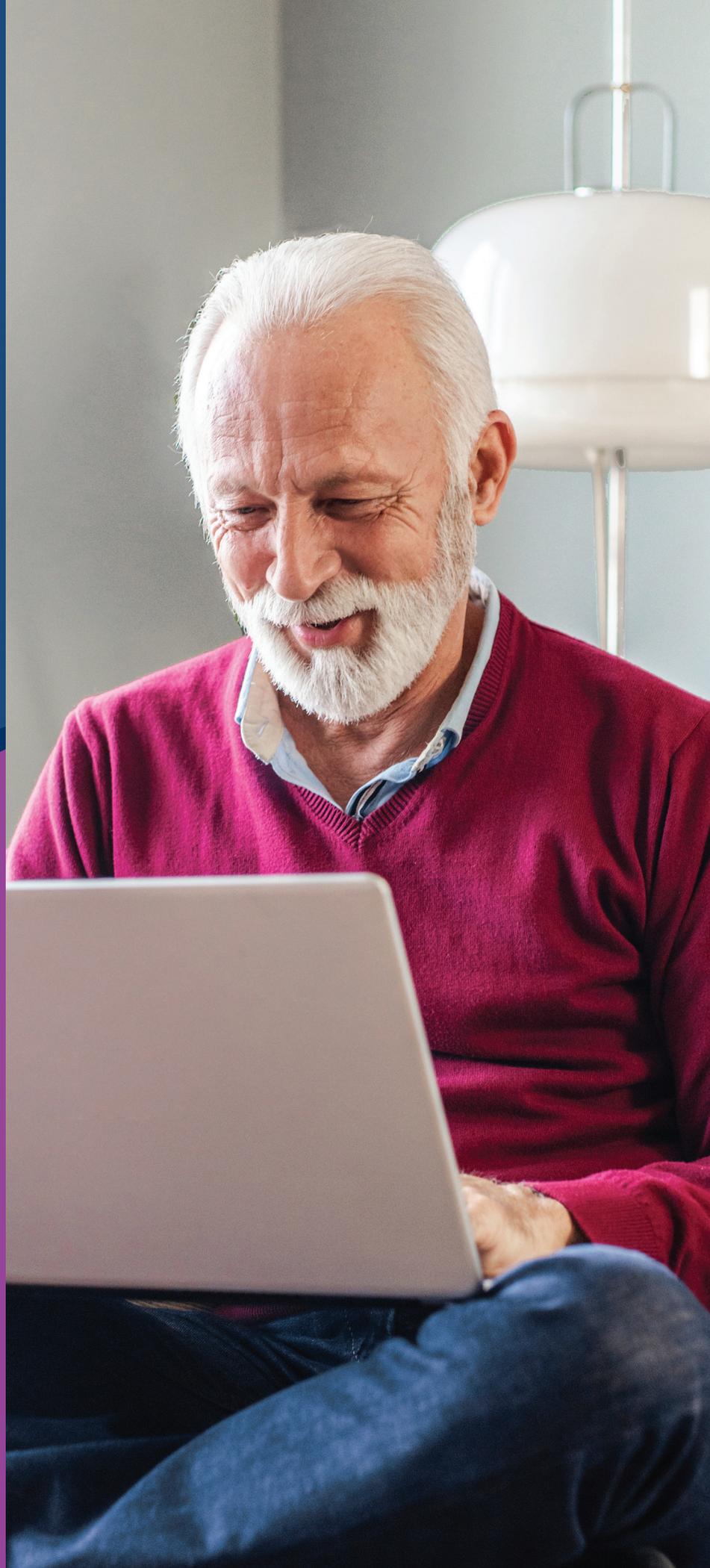


Provider Time Capture

Support Guide

This guide is for consumers, consumer-employer representatives, homecare workers and personal care attendants. It includes information about:

- How to start using the new time keeping system called **OR PTC DCI** (Oregon Provider Time Capture Direct Care Innovations), and
- Who to contact if you need help.





Overview

- OR PTC DCI stands for Oregon Provider Time Capture Direct Care Innovations. It is an electronic system that will replace paper vouchers for in-home services.
- As a part of the 21st Century Cures Act, the federal government requires that certain information is gathered electronically when personal care services are provided. This requirement is called Electronic Visit Verification or EVV.
- OR PTC DCI captures the following information to meet federal rules:
 - Type of service
 - Consumer receiving the service
 - Provider giving the service
 - Date of the service
 - Location of the service, and
 - Time the service starts and ends
- There are different OR PTC DCI options to choose from to capture time worked. Providers and consumers should work together to find the method that works best for them. You may use multiple methods if needed.

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Here is a brief explanation of each timekeeping option:



OR PTC DCI mobile app

This free mobile application is the most popular choice for providers who have an Android or Apple smart device. Providers can use the mobile app daily to clock in, clock out, view hours and write notes.

The mobile app requires no action from consumers. However, if desired, they can sign off on time using a PIN, password or e-signature in the app or through a web portal. The mobile app is accessible for people with disabilities and is available in English, Spanish, Russian, Simplified Chinese, Vietnamese, Arabic and Somali.

The mobile app also has an offline mode so providers can clock in and out without an internet connection. Providers can create up to 10 entries for up to 5 days in a row without a cellular data or WiFi connection.

Search for OR PTC DCI in the Apple App Store or on Google Play for Android.



OR PTC DCI landline

This option is ideal for consumers who have little or no internet access, but do have a landline phone. The provider uses the consumer's landline phone to enter their time by following the phone prompts. This can be used for real-time entries or to enter time for previous days.

Note: *To use this option, the consumer's landline phone number must match the landline phone number ODHS/OHA has on file for that consumer.*

OR PTC DCI landline phone numbers:

- English and Spanish:
844-856-9560
- English and Vietnamese:
833-640-1295
- English and Russian:
844-334-7318
- English and Mandarin:
844-331-0241
- English and Arabic:
844-311-4160



OR PTC DCI fob

If the consumer does not have a landline phone, and no one has access to a smart device, providers can track time using the fob. The fob is a small device that is always kept in the consumer's home where services are provided.

The fob generates 6-digit codes called "tokens" at the start and end of each shift. The provider records these codes daily on the OR PTC DCI fob timesheet, then enters them into the OR PTC DCI web portal at <https://orptc.dcisoftware.com/> before the end of the pay period. For consumers, no action is needed.

Refer to your training or orientation materials for more information on how to use each OR PTC DCI option. You can also find more information on OR PTC DCI options at [PTC.Oregon.gov](https://www.oregon.gov/PTC/Oregongov) under the Learning Materials section.

Logging into OR PTC DCI

Before logging into OR PTC DCI, the following must be complete:

For consumers

- You must be approved for in-home services.
- Your case manager must set up your service plan.
- You must select a provider or providers.
- If these three things are complete, your account will already be created for you in OR PTC DCI.
- If you are going to use the mobile app or web portal for optional sign off, you must have a valid email address on file.

For consumer-employer representatives

- You must be selected by the consumer.
- You must complete all required paperwork for consumer-employer representative responsibilities.
- If these things are complete, your account will already be created for you in OR PTC DCI.

For providers

- You must complete required homecare worker or personal care attendant orientations.
- A consumer must select you to provide their care.
- The consumer's case manager must create the service plan and provide a task list.
- If these three things are complete, your account will already be created for you in OR PTC DCI.
- If you are not currently working for a consumer, an OR PTC DCI account will be created for you once you are approved to work for a specific individual.

Visit [PTC.Oregon.gov](https://www.ptc.oregon.gov) for orientation materials, reference guides and other helpful resources.

Login information:

You can log into OR PTC DCI when you receive this guide, but you will not be able to create time entries until Sept. 12. If you attempt to create time entries before Sept. 12, you will receive an error.



OR PTC DCI mobile app and OR PTC DCI web portal

Username: firstname.lastname

(Example: john.smith)

Your username will usually be your first and last name. Some usernames may be slightly different if there is another user with the same name. If you need to confirm your username, please contact your local office.

Temporary password: ORptc2021!

Use this temporary password the first time you log in, then change the password to a secure password of your choice. When changing your password, keep the following password rules in mind. Your password:

- Must have at least 10 characters
- Must have one uppercase letter, one lowercase letter, one number and one special character
- Cannot have more than two repeated characters in a row
- Cannot have more than two repeated characters from your username

Example: If your username is john.smith, JSmith175qw4! would not work as a password because it uses at least 3 letters in a row from your username.



You must change your OR PTC DCI password every 60 days, and you cannot use any of your last 24 passwords.

Temporary PIN

A PIN will be assigned to all users based on the last four digits of their phone number. If there is no phone number on file, the default PIN is 0000. This PIN is used to login or sign off on time in the mobile app or landline.



OR PTC DCI landline

- **Consumers:** Make sure the correct landline number is on file with ODHS/OHA. If your number is on file and your information is set up in OR PTC DCI, there are no other actions you need to take for the landline option.
- If you run into issues or need help, make sure to confirm you are using the same landline phone number that is on file with ODHS/OHA for the consumer.
- If your issue persists, call the DCI help desk at 1-855-565-0155 or email **ORPTCSupport@dcisoftware.com**.

Login information continued:



OR PTC DCI fob

- Consumers who requested a fob should have received one in the mail. Once received, please secure the fob in a safe place in the location where the consumer receives services. The provider should be able to easily access the fob at the start and end of their shift. Consumers do not need to take any other actions.
- Providers should make sure they have a fob timesheet to record their tokens and shift information. Fob timesheets are available on PTC.Oregon.gov in various languages. Printed copies are available in local offices.
- If you do not have a smart device or landline phone, and you did not receive a fob, please contact PTC.Support@dhsosha.state.or.us or your local office.
- If you received a fob that does not work or is malfunctioning, please contact PTC support or your local office.

Need help?

DCI help desk

Call 1-855-565-0155 or email

ORPTCSupport@dcisoftware.com

for help with:

- Basic system navigation
- Logging in, and
- System errors (frozen pages, server errors, etc.).

Provider Time Capture support

Email **PTC.Support@dhsosha.state.or.us** or call your local office for help:

- Getting started if you are new to OR PTC DCI, or
- If your fob is lost, broken or malfunctioning, or you need a new fob.

Support for personal care attendants

For personal care attendants and eligible consumers, use the contacts above for general assistance.

If you are new and need help getting started with OR PTC DCI, would like to confirm your username, or have issues related to payments, please contact 503-945-9708 or

PC.20@dhsosha.state.or.us.

If you have questions about the number of authorized hours, exceptions, service plan or tasks, contact Comagine at 888-416-3184 or **ORBHSupport@comagine.org**.

Frequently asked questions (FAQs)

Below is a list of common questions asked by providers and consumers. For the most up-to-date list of FAQs, visit [PTC.Oregon.gov](https://www.ptc.oregon.gov).

Are there exceptions to this change? Can I keep using paper vouchers?

No. Due to federal requirements, paper vouchers can no longer be used for current or future pay periods once Oregon switches to OR PTC DCI.

What if I need help deciding on the best OR PTC DCI option for me?

Contacting either the consumer's or provider's case manager is a good first step. Share the types of technology you have access to and they can help you determine which OR PTC DCI option meets your needs. You can also find resources to help you decide at [PTC.Oregon.gov](https://www.ptc.oregon.gov).

What languages and accessibility features are available with OR PTC DCI?

OR PTC DCI follows federal accessibility standards and can be used with screen readers. It is available in English, Spanish, Russian, Simplified Chinese, Vietnamese, Arabic and Somali. Additional languages will be added in 2022.

Training materials and OR PTC DCI fob timesheets are available in English, Spanish, Arabic, Farsi, Khmer, Korean, Lao, Nepali, Romanian, Russian, Simplified Chinese, Somali, Spanish, Traditional Chinese and Vietnamese.

What happens if a provider goes over their authorized hours in OR PTC DCI?

OR PTC DCI will notify providers if a time entry fails because it goes over their authorized hours. If local office staff find that a provider's time entry goes over the number of authorized hours, they will follow the normal procedure to correct the time. If there is a difference of 15 minutes or less, the local office will notify the provider that they need to fix the time entry.

Can multiple providers clock in and work for the same consumer at the same time in OR PTC DCI?

Yes, they can.

With paper vouchers, providers can write notes on the back of the vouchers to show the tasks performed. Will this be available in OR PTC DCI?

Yes, providers can capture notes with OR PTC DCI. Case managers will be able to view these notes within OR PTC DCI.

OREGON 
PROVIDER
Time Capture

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Aging and People with Disabilities
PTC Project
500 Summer St NE, E-02
Salem OR 97301-1073



You can get this document in other languages, large print, braille or a format you prefer. Please contact PTCProject.Info@dhsosha.state.or.us. You can also call your local Area Agency on Aging (AAA) or Aging and People with Disabilities (APD) office and ask to speak to the readiness coach. We accept all relay calls or you can dial 711.

