

Oregon Provider Time Capture Provider Pro-Tips



Pro-Tips for Providers Using Oregon Provider Time Capture Direct Care Innovations (OR PTC DCI)

What do I need to do prior to the submission deadline?

- Check your time to make sure it is correct and within your authorized hours.
- You are responsible to enter your time and make sure it is correct and within your authorized hours.
- Before the end of the submission deadline each pay period, view all your time entries, and make any corrections in the web portal at ORPTC.Dcisoftware.com.
- See step-by-step instructions on how to correct an entry starting on page 103 of the Provider Guide.

Learn more about how to enter your time

Check out the [Learning Materials](#) page on PTC.Oregon.gov to find:

- [Provider Guide](#)
- [Mobile Web Quick Guide](#)
- [Common Time Entry Errors and Actions Needed](#)
- [Time Conversion Chart: Hours/Minutes to Decimal Time](#)
- [Watch a Video About the OR PTC DCI Mobile App for Providers](#)
- [Payroll Calendar](#)

2022 Payroll Calendars

Payroll Calendar for Homecare Workers and Personal Care Attendants

[Payroll Calendar for 09/2021 – 01/03/2024](#) (English Form DHS 5754)

[Arabic](#) | [Chinese Simplified](#) | [Chinese Traditional](#) | [Korean](#) | [Romanian](#) | [Russian](#) | [Somali](#) | [Spanish](#) | [Vietnamese](#)

What do all the different time entry statuses mean?

Status	Definition
Open	The provider clocked in but has not clocked out. A time entry in an open status means you are currently working or forgot to clock out of your last shift.
Pending	<p>A time entry is entered but has not gone through daily auto-approval or has failed a system check during the auto-approval process (e.g., time entered is more than what is authorized). This requires a review by local office staff. You can edit/correct any of your time entries in a pending status. If the time entry is no longer in a pending status, you cannot make changes.</p> <p>Homecare workers should contact the APD/AAA local office, and personal care attendants should contact the PCA Program Team to resolve this type of entry before the submission deadline.</p>
Unverified	A staff member edited/entered time on behalf of a provider, and it needs to be verified by another staff member to proceed. Staff do this regularly, but if you notice your time entry has been in an unverified status for some time, homecare workers should contact the APD/AAA local office, and personal care attendants should contact the PCA Program Team to resolve this type of entry before the submission deadline.
Approved	A time entry has passed auto-approval or has been reviewed and approved by a staff member and is ready to be paid. If you notice a correction needs to be made to an approved entry, contact your APD/AAA local office (PCAs contact the PCA Program Team) for help from staff – they will need to reject the entry so you can create a historical time entry with the correct time.
Rejected	An entry that fails business rule(s) or is rejected because it is incorrect. Entries can be rejected by a system process, staff, or by the consumer. Rejected time entries do not count against your authorized hours.
Canceled	An approved time entry that crosses the midnight hour. Once approved, the original entry is shown as canceled and the system creates new entries for each calendar day. You will see this if you forget to clock out of your shift for 24+ hours. If you see a canceled entry, look for time entries on the same date(s) – these related time entries will show they are related to the canceled entry's punch ID. Review and correct these entries.
Batched	A time entry that has been pulled into a pending payroll batch and is waiting to be processed. If you notice a correction needs to be made to a batched entry, contact your local office (PCAs contact the PCA Program Team) for help from staff.
Processed	A time entry is complete and ready to be paid. If an entry needs to be fixed, contact your APD/AAA local office (PCAs contact the PCA Program Team) for help from staff.

Common questions and answers

<p>Where can I see my hours?</p>	<p>Total Hours Dashboard</p> <p>Your Total Hours dashboard displays the hours you have worked in the current pay week based on status (Approved, Pending, Unverified).</p> <p>When you log-in to the mobile app or web portal and clock in, you will see the time of your clock in and the hours remaining for the consumer on the Total Hours dashboard.</p>
<p>How do I create historical time entries (how do I enter time for shifts I already worked)?</p>	<ul style="list-style-type: none"> • Historical entries must be added in the web portal. The mobile app is only for clocking in and out in real-time. • Step-by-step instructions on how to enter a historical entry on the web portal start on page 96 of the Provider Guide. You can also enter historical time entries with the landline option, but it takes longer and requires consumer sign-off. Instructions for entering historical time entries with the landline option start on page 65. • Provider Guide
<p>How do I enter mileage?</p>	<ul style="list-style-type: none"> • Mileage entries must be entered into the DCI Web Portal and cannot be entered in the Mobile App. Pages 100 - 101 of the Provider Guide provide step-by-step instructions on how to enter mileage. Provider Guide
<p>How do I correct a time/mileage entry?</p>	<ul style="list-style-type: none"> • Time entry corrections must be completed in the web portal. • Step-by-step instructions on how to correct an entry start on page 103 of the Provider Guide. Provider Guide

Best Contacts for Common Questions

<h3>Homecare Workers</h3>		
Questions	Organization to contact	Phone #/Email/Website
<p>For questions related to authorized hours, correcting time entries, policies, and payments</p>	<p>APD/AAA local office</p>	<p>Find an APD or AAA office</p>
<p>OR PTC DCI help with:</p> <ul style="list-style-type: none"> • Basic system navigation • Log in assistance • System errors 	<p>Contact DCI help desk</p>	<p>1-855-565-0155 or email ORPTCSupport@dcisoftware.com</p>

Personal Care Attendants		
Questions	Organization to contact	Phone #/Email/Website
For questions related to authorized hours, correcting time entries, policies, and payments	PCA Program Team	PCA Program Team 503-945-9708 PC.20@dhsoha.state.or.us
OR PTC DCI help with: <ul style="list-style-type: none"> • Basic system navigation • Log in assistance • System errors 	Contact DCI help desk	1-855-565-0155 or email ORPTCSupport@dcisoftware.com

Oregon Home Care Commission Frequently Asked Questions Zoom meetings.

Learn answers to your questions and support with using OR PTC DCI. Language support is available for Spanish, Somali, and Arabic providers. For ASL or other languages call or email 877-624-6080 or OHCC.CustomerRelations@dhsoha.state.or.us.

Register in advance

You will find a registration link for each OHCC PTC FAQ session on the Oregon Provider Time Capture web page, <https://www.oregon.gov/DHS/APD/ORPTC/pages/index.aspx>.

After registering, you will get a confirmation email with information about joining the meeting.



You can get this document in other languages, large print, braille or a format you prefer. Contact OHCC at 877-867-0077 or email OHCC Customer Relations OHCC.CustomerRelations@dhsoha.state.or.us.