

8/17/2021 OPI Power Hour FAQ's

Question: What happens if there is lost connectivity or the cell phone battery runs out? Can the hours be captured outside of their shift?

Answer: In the event the provider loses connectivity, they can still clock out. This is called an Offline Punch and it will be uploaded once they reach service again. In the event the battery dies, the provider should clock out when they have power again and then they can go into the web portal (on a computer or their browser) and edit the entry to the actual time they stopped working.

Question: Will there be in person training? Consumers and provider want in person training.

Answer: No, there will be no in-person training. COVID has drastically impacted the ability to provide any in-person activities.

Question: Can the case managers get the packet that is being sent to HCWs?

Answer: Yes, it is available on the PTC website.

<https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/me2648a.pdf>

Question: How do consumers get a FOB?

Answer: Send an email to: PTCProject.Info@dhsoha.state.or.us to request a FOB for your consumer.

Question: Who should be requesting the FOB?

Answer: This should be a discussion between the consumer and provider. If a FOB is selected, the consumer will notify the CM who will then request a FOB from the PTC team.

Question: How does it work with a cell phone? Do both the provider and client have to have a cell phone?

Answer: No, only the provider needs a smart phone with the app installed. If the provider doesn't have a smart phone, they will need to select another EVV compliant option.

Question: How do you handle a HCW shopping for their consumer before reaching the home?

Answer: This is only possible if the HCW is using the mobile app. They will clock in when they begin work at the store.

Question: When will FOBs be mailed out?

Answer: For the statewide group, these will be mailed out later this month with an anticipated arrival before go-live (dependent on USPS.)

Question: Will local offices be providing access to a computer for those HCWs that do not have internet access in their homes because of rural areas in order to enter info into the web portal?

Answer: APD offices were provided public computers for HCWs to use. Other options may be available in your local community.

Question: How are CM's going to track the delivery of services?

Answer: CM's will be able to log into the web portal and see service delivery options in real time.

Question: How will local offices handle disputes around the hours? HCWs regularly dispute the hours that are written on the voucher.

Answer: There shouldn't be a change to the way you handle disputes or questions about the hours. The only change is that instead of looking at a paper voucher, you would be looking in the OR PTC DCI web portal.

Question: Why does the FOB need to be in the consumers home?

Answer: In order to be EVV compliant, the FOB is linked to the consumers address.

Question: Does this change also affect in-home care agencies?

Answer: No, OR PTC DCI is only affecting HCWs.

Question: Can we ask HCWs if they are vaccinated or not? Some consumers only want a HCW who is vaccinated.

Answer: Consumers can ask and a HCW can decline to answer. The consumer can decide not to hire if the HCW declines to answer.