

OPI Power Hour

09/21/2021

OPI Information and Updates



Presenter:

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Topics today will include:

- OR PTC DCI
- Transmittals
- OPI updates

OR PTC DCI

- Statewide as of 9/12/2021!
- Command center is live 7:00am-5:00pm PST Monday through Friday. Now through 10/15/2021. *For staff only.*

<https://www.zoomgov.com/j/1616189807?pwd=bEUyREJBWlNiUE14Z3BsdVJoRWVhbnQ09>

Virtual Support Blocks

- OR PTC DCI Virtual Support Blocks are meant to act as a virtual supplement for in person implementation support
- Your dedicated PTC Team Member will be logged into the provided Teams link for the duration of the dates/times provided to allow for virtual support and hands-on assistance with your Local Office
- During your Local Office's designated time block, users can join the support link for real-time support with the following:
 - » Account information and login support
 - » System errors or clarifications
 - » New/updated policy clarifications
 - » Business process clarifications
 - » General questions and support

OR PTC DCI Mini Trainings

Mini Training Session Topic	Times/Dates Offered	Audience
Working Pending Entries These sessions will open with a 5 minute video (click link to view) on how to work the pending entries queue effectively and efficiently. The PTC Project Team will then assist you in working your own pending entries queue.	12:00pm – 1:00pm PST on each of the following days: Tuesday, Sept. 21 Wednesday, Sept. 22 Thursday, Sept. 23	Voucher Specialists and Case Managers (or anyone that will be monitoring the Pending Entries queue).
Payroll Batch Report These sessions will open with a video detailing the basics of running the Payroll Batch Report. As a group, we will then walk through how your office should run the batch report, as well as provide a forum for sharing how your office is planning to use this report.	12:00pm – 1:00pm PST on each of the following days: Tuesday, Sept. 28 Wednesday, Sept. 29 Thursday, Sept. 30	Payroll Specialists (or anyone that will be running the report of entries that will need to be entered into DHR/mainframe)
Zoom Link for ALL Mini Training Sessions: https://www.zoomgov.com/j/1616424237?pwd=M25DaGczL2FxUnFGdVhOejJIS1lQQT09 OR dial 1-669-254-5252; Meeting ID: 161 642 4237; Passcode: 714787		

OR PTC DCI Link Cheat Sheet

- PTC Website – PTC.Oregon.Gov
- PTC Project Mailbox – PTCProject.Info@dhsola.state.or.us
- PTC Support Mailbox - PTC.Support@dhsola.state.or.us
- OR PTC DCI Web Portal – <https://orptc.dcisoftware.com/>
- DCI Help Center –
<https://dciconfluenceprod.dcisoftware.com/display/ORPD/Oregon+PTC+DCI>
- DCI Help Desk Email - ORPTCSupport@dcisoftware.com
- DCI Help Desk Phone Number - 855-565-0155 (Toll Free)
- Provider Guide – <https://www.oregon.gov/dhs/APD/ORPTC/Documents/ORPTC-DCI-Provider-Guide.pdf>
- Support Guide -
<https://sharedsystems.dhsola.state.or.us/DHSForms/Served/Me2648B.pdf>
- User Settings Guide -
<https://www.oregon.gov/dhs/APD/ORPTC/Documents/User-Settings-Guide.pdf>
- Android App link:
<https://play.google.com/store/apps/details?id=com.dcisoftware.oregondciev>
- Apple App link: <https://apps.apple.com/us/app/or-ptc-dci/id1549862083>

APD-IM-21-082 PTC Statewide Go-Live Support Guides, Critical Information and Helpful Resources

- This transmittal contains critical information for staff, including support guides for staff, login information, resources and helpful contacts.
- This transmittal also informs of an important mailer called the PTC Go-Live Support Guide that was sent to all consumers, providers and consumer employer representatives.
- Staff need to be familiar with these resources.

APD-IM-21-083 Podcast

Announcement – Required Trainings

for HCWs

- The Oregon Home Care Commission launched a new podcast series called OHCC Connections. The first five series are dedicated to sharing information about the required trainings for homecare workers, personal support workers, and personal care attendants.
- Transcripts are available in English, Arabic, Russian, Simplified Chinese, Somali, Spanish, and Vietnamese.

APD-IM-21-087 OR PTC DCI Fob

Options and Details

- This transmittal contains information focused on the OR PTC DCI fob.
- Fobs are only for Provider-Consumer pairs where the Provider does not have a smart phone/device and the Consumer does not have a landline. • The fob option should be given to those Provider-Consumer pairs only. • The fob is NOT a “back-up” for the other options.
- Ongoing Fob Requests: Please send a fob request to PTC.Support@dhsosha.state.or.us
Subject line: #secure# Fob Request
Body of email:
 - Consumer’s full name
 - Prime number
 - Mailing address
 - Consumer’s primary language choice for written materials.

APD-IM-21-089 Pay Processing Update for the CEP System

- Effective September 9, 2021, the CEP system, which is utilized for homecare worker (HCW) payments, will have daily pay processing dates after the scheduled pay processing date occurs.

OIS Service Desk

OIS SERVICE DESK

OIS.ServiceDesk@dhsoha.state.or.us

503-945-5623

- ONE/OPI error messages
- System lock-outs (start with your local RACF sub-admin if you have one)
- Oregon ACCESS errors

APD Temporary Rulemaking

OAR 411-032-0050 Pilot for Adults with Disabilities

- Immediately amending to extend the date of the OPI pilot program through June 30, 2023



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General OPI Policy Questions

OPI.Policy@dhsosha.state.or.us