

Provider Time Capture (PTC)

Staff Webinar: Attestation Changes

Date: 9/13/22 & 9/14/22

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Agenda & Training Goals

- **Agenda**
 - Introduction / Welcome / Learning Agreements
 - Attestation Update:
 - Mobile App
 - Web Portal
 - Landline
 - Communications Plan
 - Q&A Session
- **About this webinar:**
 - This webinar will focus **specifically** on the upcoming attestation changes.
 - Any other questions regarding PTC or other related topics should be emailed to the PTC Support Team.
 - **PTC.Support@odhsoha.oregon.gov**



Learning Agreements

- Please keep yourself muted
- Raise your virtual hand if you would like to speak
- Be mindful / respectful of others
- Limit distractions
- Have fun! 😊



Attestation Update

- **Why?**
 - The PTC Team has been working with the Department of Justice (DOJ) to include new language in OR PTC DCI regarding Medicaid fraud to meet DOJ standards.
 - This update will help ensure that Medicaid funds are being used appropriately. Adding the attestation is a DOJ requirement.
- **What?**
 - Upon logging in, providers will see the attestation News Post.
 - Providers will check a box when creating an hourly entry affirming that their time is correct, that they are following the rules of the program, and that they understand that falsifying information may be considered Medicaid fraud.
- **When will the change take effect?**
 - The weekend of 9/23/2022.



Mobile App

When providers log in to the Mobile App, they'll see a **new** News Post.

They will need to click OK to get to the dashboard.

Message :

By clicking "OK", I affirm that the reported start and end times accurately represents the times that I provided services/supports for the consumer-employer, I have only performed the tasks which are according to the consumer-employer's task list, and I am following the rules in accordance with the program I am enrolled in. I acknowledge that falsifying this information may be considered Medicaid fraud. I understand that when I clock out, I will check a box affirming my time is correct and falsifying information may be

Created Date: Jun 23, 2022 11:06:39 AM

Ok

Mobile App

When clocking out, instead of seeing a list of tasks, the provider will see the attestation statement and will be required to click the check box to save their time entry.

Before:

Clock Out

Clock Out Time: 10:06 AM (MT)

Add Notes

Add Attachment

- ☐ Ambulation
- ☐ Housekeeping
- ☐ Shopping
- ☐ Bathing
- ☐ Laundry

After:

Clock Out

Clock Out Time: 03:47 PM (PT)

Add Notes

Add Attachment

- ☒ Time is correct. Falsifying may be Medicaid fraud

Confirm Clock Out

Web Portal – Fob & Historical Entries

- Providers will see the same News Post every time they log in to the Web Portal.

Subject - Provider Attestation

Message:

By clicking "OK", I affirm that the reported start and end times accurately represents the times that I provided services/supports for the consumer-employer, I have only performed the tasks which are according to the consumer-employer's task list, and I am following the rules in accordance with the program I am enrolled in. I acknowledge that falsifying this information may be considered Medicaid fraud. I understand that when I clock out, I will check a box affirming my time is correct and falsifying information may be considered Medicaid fraud.

- When providers submit **fob** or **historical entries**, they will see the attestation statement and will be required to click the check box to save the time entry.

Statements: *

☒ Time is correct. Falsifying may be Medicaid fraud

Landline

- When clocking in/out using a landline, the provider will hear a new statement.

By entering my PIN, I affirm that the reported start and end times accurately represents the times that I provided services/supports for the consumer-employer, I have only performed the tasks which are according to the consumer-employer's task list, and I am following the rules in accordance with the program I am enrolled in. I acknowledge that falsifying this information may be considered Medicaid fraud. I understand that when I clock out, I will check a box affirming my time is correct and falsifying information may be considered Medicaid fraud.



The statement will also apply to historical landline entries

Landline – Prompts – *Clocking In*

To clock in at the start of their shift:

1. **Dial** the OR PTC DCI Phone Number for their language.
2. Follow the prompts to **select their language**.
3. When prompted, **enter** the last four digits of their social security number.
4. *After the attestation message, they will be prompted to enter their four-digit PIN (By default, the PIN is the last four digits of their primary phone).*
5. **Press 1** for Hourly.
6. The system reads the names of consumers associated with the landline phone number from which they are calling. **Select** the correct Consumer.
7. **Press 1** for real time.
8. **Press 1** to confirm the service code. (Example: Hourly ADL/IADL-1)
9. The system will read how many hours are left on the current authorization. To continue, **Press 1**. Otherwise, **Press 2** to end the call.
10. **Press 1** to save the entry.

Landline – Prompts – Clocking Out

To clock out at the end of their shift:

1. **Dial** the OR PTC DCI Phone Number for their language.
2. Follow the prompts to **select their language**.
3. When prompted, **enter** the last four digits of their social security number.
4. *After the attestation message, they will be prompted to **enter** their PIN*
5. The system will state, “There is an open punch with this consumer, would you like to close it?” **Press 1** to close the entry.
6. The recording will say, "There are no active EVV locations for this client, would you like to continue?" **Press 1** to continue.
7. *They will now hear: “Canned statements are linked to this service code. Please select at least one canned statement. For ‘Time is correct. Falsifying may be Medicaid fraud,’ please select 1 for yes and 2 for no.” They must press Yes (1) for this attestation.*
8. They will hear: “To open new punch, press 1, or press 2 to disconnect.” **Press 2** to end the call.

Communications Plan

- How will this change be communicated to providers?
 - All providers (HCWs and PCAs) who have an active profile in DCI will receive a letter in the mail before the change occurs.
 - See transmittal [APD-IM-22-087](#) for more information.
 - This letter will be linked on the landing page of PTC.Oregon.gov in Arabic, English, Russian, Simplified Chinese, Somali, Spanish and Vietnamese, if staff need to reference translated material.
 - The PTC Team has communicated information about this change to OHCC and SEIU, so that they can be prepared to answer questions from providers who contact them.

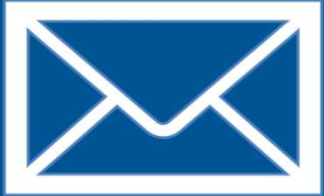
Q&A Session

We've designated the last portion of our time together to be a Q&A session with questions about the upcoming attestation changes.

If we cannot answer your question in the meeting, we will research a response and get back to you.



Resources



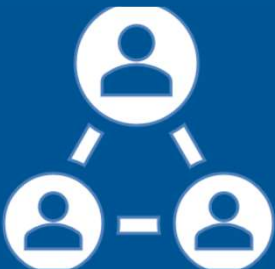
PTC Project Email

- **PTC.Support@odhsoha.oregon.gov**
- The PTC Project Team will be monitoring emails on a daily basis.



PTC Project Website

- **PTC.Oregon.gov**
- Will include events, project updates, FAQs and more.



Local Office

- Staff able to answer questions.