

Welcome Support Guide

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

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

Contents

Overview.....	2
Choose a timekeeping option	3
OR PTC DCI mobile app	3
OR PTC DCI Landline	3
OR PTC DCI fob	4
Need help?	5

Overview

- OR PTC DCI stands for Oregon Provider Time Capture Direct Care Innovations. This electronic timekeeping system replaced paper vouchers in September 2021.
- As part of the 21st Century Cures Act, the federal government requires 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 the federal EVV requirements:
 - Type of service
 - Consumer receiving the service
 - Provider giving the service
 - Date of the service
 - Location of the services, 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, but you will need to stick with one method at a time during your shift. For example, if you clock in with the Mobile App, you'll need to clock out with the Mobile App.

Choose a timekeeping option

OR PTC DCI mobile app

This free mobile application is the most popular choice. Providers can use the mobile app daily to clock in, clock out, view hours and write notes. In the mobile app, consumers are not required to take any actions, but can do so if desired. Consumers have the option of signing off using a PIN/password or e-signature, or they can take no action.

The mobile app is accessible for people with disabilities and is available in English, Spanish, Russian, Simplified Chinese, Vietnamese, Arabic and Somali (more languages will be added over time). 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 mobile app icon:



OR PTC DCI Landline

If the provider does not have a smart phone or smart device, and the consumer has a landline phone, OR PTC DCI Landline is a good option. 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 writes these codes daily on a sheet of paper, then enters them electronically into the OR PTC DCI web portal at orptc.dcisoftware.com before the end of the pay period. For consumers, no action is needed when using the fob. If a fob device is needed the consumer or provider must reach out to the consumer's case manager to submit a fob request.

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 will need to document their fob codes and dates and times worked. You can find a recommended fob timesheet to record this information on the PTC website, ptc.oregon.gov, in the Learning Materials section. This timesheet is available in various languages. Note: Fob timesheets are for your records only and cannot be turned into the local office. You must enter your shift

information and fob codes into the web portal in order to be paid for the time worked.

If you received a fob that does not work or is malfunctioning, please contact ptc.support@odhs.oregon.gov or your local office.

Refer to the [Quick Reference Guide-How to Use a Fob](#) to learn more about how to use the fob.

Image of a fob device:



Need help?

The [Provider Learning Materials Catalog](#) has many learning resources for providers including the [Provider Guide](#), several Quick Reference Guides (QRGs), online learning, and videos.

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 soon.

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.

Translated Provider Learning Materials Catalog:

- [عربي \(Arabic\)](#)
- [简体中文 \(Simplified Chinese\)](#)
- [繁體中文 \(Traditional Chinese\)](#)
- [فارسی \(Farsi\)](#)

- [ខ្មែរ \(Khmer-Cambodian\)](#)
- [한국어 \(Korean\)](#)
- [ພາສາລາວ \(Lao\)](#)
- [नेपाली \(Nepali\)](#)
- [Română \(Romanian\)](#)
- [Русский \(Russian\)](#)
- [Soomaali \(Somali\)](#)
- [Español \(Spanish\)](#)
- [Tiếng Việt \(Vietnamese\)](#)

Support for Homecare Workers (HCWs)

Homecare Workers are in-home care providers whose services are authorized through the Oregon Department of Human Services (ODHS).

[Contact your local ODHS office](#) if you have questions about service plans, tasks, authorized hours, policies, contact information updates or just getting started as a new provider or consumer.

Contact Oregon Home Care Commission for customer relations questions and comments using the online [OHCC Comment Submission Form](#).

Support for Personal Care Attendants

Personal Care Attendants are behavioral health in-home care providers whose services are authorized through the Oregon Health Authority (OHA).

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@odhs.oregon.gov.

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.

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.)

PTC Time Capture support

Email ptc.support@odhs.oregon.gov if you are unable to get the help you need from one of the other resources.

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact Aging and People with Disabilities at apd.ltss@odhs.oregon.gov or 503-945-5600. We accept all relay calls.