

Correcting or Adding an EVV Shift or Other Billing Manually

Overview

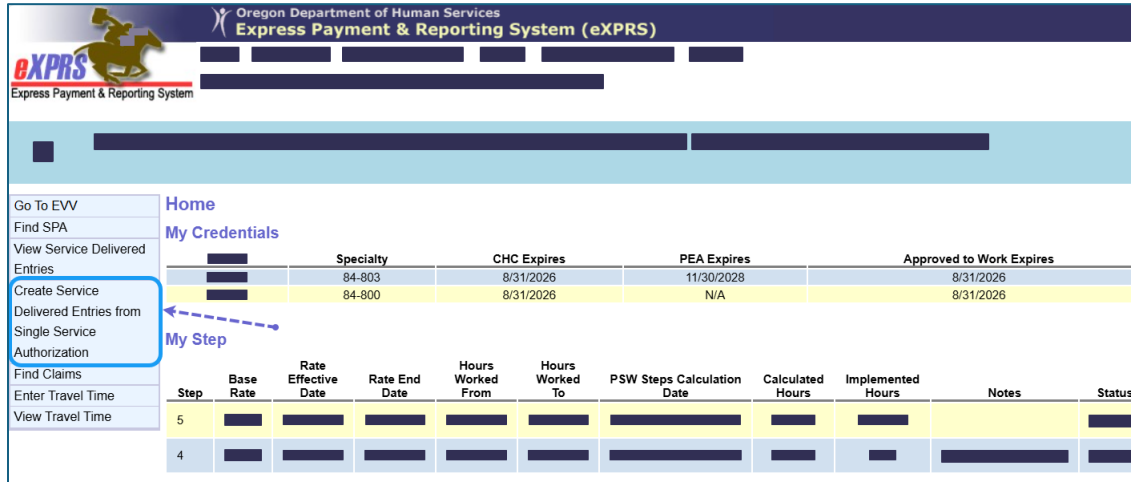
After creating draft Service Delivered Billing Entries (SDs) as a PSW in eXPRS Mobile-EVV, you can review and edit them in the eXPRS Desktop site. You can also enter an SD manually using the eXPRS Desktop site if needed.

Please keep the following points in mind:

- Non-EVV services such as Mileage or Job Coaching do not require the use of EVV. SDs for these services are always created using the eXPRS Desktop.
- PSWs with an EVV Exception will create SDs using the eXPRS Desktop. There will be no Reason dropdowns enabled for PSW providers who have an approved EVV Exception.
- At payroll time, PSWs must:
 - Use eXPRS Desktop to submit their SDs for payment
 - Print timesheets & get their employer's signatures
 - Send signed timesheets to the CME by the payroll due dates

Correcting a Draft EVV Service Delivered Billing Entry

1) Log into the eXPRS Desktop site and select **Create Service Delivered Entries from Single Service Authorization**

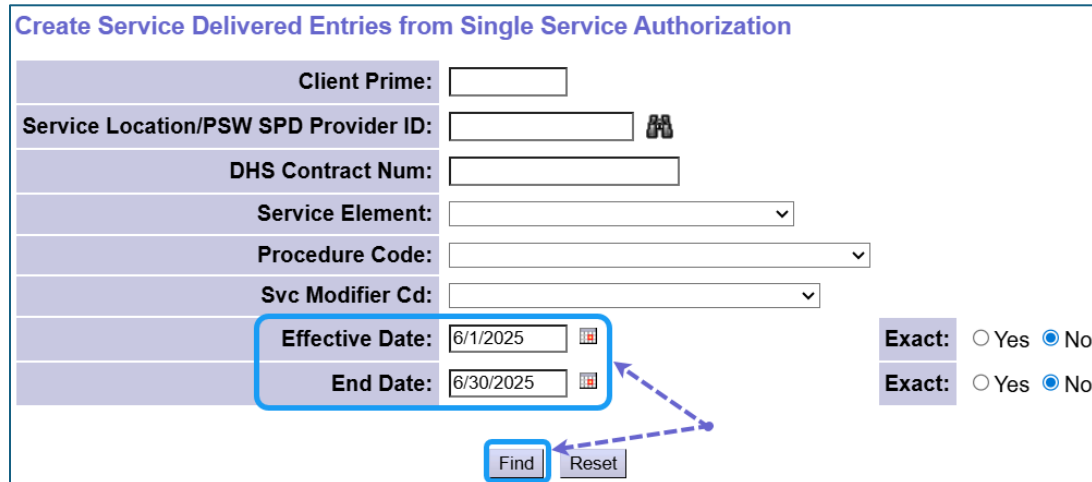


The screenshot shows the eXPRS Desktop interface. On the left sidebar, the menu items are: Go To EVV, Find SPA, View Service Delivered Entries, Create Service Delivered Entries from Single Service Authorization (highlighted with a blue box and a dashed arrow pointing to the 'My Step' section), Find Claims, Enter Travel Time, and View Travel Time. The main content area shows a table with columns: Specialty, CHC Expires, PEA Expires, and Approved to Work Expires. Below this, there is a 'My Step' section with a table showing steps 5 and 4. Step 5 is highlighted in yellow.

Specialty	CHC Expires	PEA Expires	Approved to Work Expires
84-803	8/31/2026	11/30/2028	8/31/2026
84-800	8/31/2026	N/A	8/31/2026

Step	Base Rate	Rate Effective Date	Rate End Date	Hours Worked From	Hours Worked To	PSW Steps Calculation Date	Calculated Hours	Implemented Hours	Notes	Status
5										
4										

2) Enter search criteria and then select **Find**.



The screenshot shows the 'Create Service Delivered Entries from Single Service Authorization' form. The form contains several input fields: Client Prime, Service Location/PSW SPD Provider ID, DHS Contract Num, Service Element, Procedure Code, Svc Modifier Cd, Effective Date (6/1/2025), and End Date (6/30/2025). The 'Effective Date' and 'End Date' fields are highlighted with a blue box and a dashed arrow pointing to the 'Find' button. The 'Find' button is also highlighted with a blue box. To the right of the form, there are two 'Exact' checkboxes, both set to 'No'.

Create Service Delivered Entries from Single Service Authorization

Client Prime:

Service Location/PSW SPD Provider ID:

DHS Contract Num:

Service Element:

Procedure Code:

Svc Modifier Cd:

Effective Date:

End Date:

Exact: ☐ Yes ☒ No

Exact: ☐ Yes ☒ No

Find

3) From the results, click the dollar sign (\$) next to the authorization for the SDs you need to correct.

Name		Service Location/PSW				
[Redacted]		[Redacted]				
SPA#	Proc Code	Modifier	Rate	Begin	End	
137	OR526 - Attendant Care, home or comm	NA - Not Applicable	Fixed	6/1/2025	6/30/2025	\$
[Redacted]						
SPA#	Proc Code	Modifier	Rate	Begin	End	
119	OR004 - Comm Transp, Mileage	WE - Community	Fixed	2/1/2025	6/30/2025	\$
119	OR526 - Attendant Care, home or comm	NA - Not Applicable	Fixed	2/1/2025	6/30/2025	\$

4) On the **Service Delivered by Service Authorization** page, edit your draft SDs as needed. In our example, we are modifying the **End Date/Time**. As a result, we also need to select an **End Time Change Reason** from the dropdown menu, then click **Save All**.

Service Delivered By Service Authorization

Update an existing or add a new Date Time Entry Line

Provider:

Client Name:

CM Organization:

Service: SE149/OR526 - Attendant Care, home or comm/NA - Not Applicable

Rate: Fixed

Dates: 6/1/2025 - 6/30/2025

Client Prime:

Review Req: Yes

Print

Select	Begin Date/Time	End Date/Time	Total Service Billed Time	Units	Group	Status	Start Time Change Reason	End Time Change Reason	Support Professional	Start Location	End Location
<input type="checkbox"/>	06/30/2025 05:14 PM PDT	06/30/2025 09:21 PM PDT	0:07			<input checked="" type="checkbox"/> Draft	Reason	Mistakenly clocked ou			
<input type="checkbox"/>						<input type="checkbox"/> Draft	Reason	Reason			

0:07

Cancel Changes

For items checked above

Submit

Delete

End Time Change Reason

Mistakenly clocked out
Forgot to clock out at the end of shift
No internet service to clock out
Mistakenly clocked out
Created Manually Due to Data Entry Error
SPA not in place at time of service
Exception granted
eXPRS Was Unavailable

Save All



After the save completes, the Draft SD will have the updated information:

Service Delivered By Service Authorization
Update an existing or add a new Date Time Entry Line

Provider: [REDACTED] **Dates:** 6/1/2025 - 6/30/2025
Client Name: [REDACTED] **Client Prime:** [REDACTED]
CM Organization: [REDACTED]
Service: SE149/OR526 - Attendant Care, home or comm/NA - Not Applicable
Rate: Fixed **Review Req:** Yes
SPA ID: [REDACTED]

[Print](#)

Select	Begin Date/Time	End Date/Time	Total Service Time	Billed Units	Group	Status	Start Time Change Reason	End Time Change Reason	Direct Support Professional	Start Location	End Location
<input type="checkbox"/>	06/30/2025 05:14 PM PDT	06/30/2025 09:21 PM PDT	0:07			<input checked="" type="checkbox"/> Draft	Reason	(Mistakenly clocked ou			
<input type="checkbox"/>						<input type="checkbox"/> Draft	Reason				

0:07 [Cancel Changes](#) [Save All](#)

Entering an EVV Service Delivered Billing Entry

- Follow Steps #1-3. Then, on the **Service Delivered by Service Authorization** page, enter information into each of the following fields and select **Save All**:
 - Begin Date/Time:** Enter the time the shift began.
 - End Date/Time:** Enter the time the shift ended.
 - Group:** If this SD is part of a group service, select the Checkbox. Otherwise, leave blank.
 - Start Time Change Reason:** Select the reason this SD is being created manually.

Service Delivered By Service Authorization

Provider: [Redacted] Dates: 6/1/2025 - 6/30/2025

Client Name: [Redacted]

CM Organization: [Redacted]

Service: SE149/OR526 - Attendant Care, home or comm/NA - Not Applicable

Rate: Fixed Review Req: Yes

SPA ID: [Redacted]

Print

Select	Begin Date/Time	End Date/Time	Total Service Time	Billed Units	Group	Status	Start Time Change Reason	End Time Change Reason	Direct Support Professional	Start Location	End Location
<input type="checkbox"/>	06/30/2025 05:14 PM PDT	06/30/2025 09:21 PM PDT	4.07		<input checked="" type="checkbox"/>	Draft	Reason	Mistakenly clocked ou		[Redacted]	[Redacted]
<input type="checkbox"/>	06/29/2025 10:00 AM PST	06/29/2025 06:45 PM PST	8.45		<input type="checkbox"/>	Draft	Forgot to clock in at th			[Redacted]	[Redacted]

Save All

- After saving, you can Submit SDs for payment by selecting the checkbox for the corresponding row, and then selecting **Submit**.

Service Delivered By Service Authorization

Provider: [Redacted] Dates: 6/1/2025 - 6/30/2025

Client Name: [Redacted] Client Prime: [Redacted]

CM Organization: [Redacted]

Service: SE149/OR526 - Attendant Care, home or comm/NA - Not Applicable

Rate: Fixed Review Req: Yes

SPA ID: [Redacted]


Print


Select	Begin Date/Time	End Date/Time	Total Service Time	Billed Units	Group	Status	Start Time Change Reason	End Time Change Reason	Direct Support Professional	Start Location	End Location
<input checked="" type="checkbox"/>	06/29/2025 10:00 AM PST	06/29/2025 06:45 PM PDT	8.45		<input type="checkbox"/>	Draft	Forgot to clock in at th			[Redacted]	[Redacted]
<input checked="" type="checkbox"/>	06/30/2025 05:14 PM PDT	06/30/2025 09:21 PM PDT	4.07		<input checked="" type="checkbox"/>	Draft	Reason	Mistakenly clocked ou		[Redacted]	[Redacted]
<input checked="" type="checkbox"/>					<input type="checkbox"/>	Draft	Reason				

Cancel Changes

For items checked above: **Submit** Delete

- 3) Timesheets can be printed for employer signatures, and then be submitted to the CME along with any other needed documentation¹.

 Print



eXPRS
Express Payment & Reporting System

Oregon Department of Human Services
Express Payment & Reporting System (eXPRS)

eXPRS Plan of Care - Services Delivered Form

Page 1 of 2 Date: 7/1/2025, 12:18:56 PM

Customer Name: [REDACTED]

Prime: [REDACTED]

Provider Name: [REDACTED]

Provider Num: [REDACTED]

CM Organization: [REDACTED]

SC/PA Name: _____

Service: SE149/OR526 - Attendant Care, home or comm/NA - Not Applicable

Service Delivered On:

Start Date/Time IN	End Date/Time OUT	Total Hours for Entry	Group? (yes/no)
06/29/2025 10:00 AM PDT	06/29/2025 06:45 PM PDT	8.45	No
06/30/2025 05:14 PM PDT	06/30/2025 09:21 PM PDT	4.07	Yes
		12.52	TOTAL HOURS

¹ For detailed steps, see the guide: **How to Print a Timesheet.**

Appendix A: Exceptions to Using eXPRS Mobile-EVV

Once an EVV Exception is approved, a PSW would enter SDs in the eXPRS Desktop Site. The EVV features & dropdowns will still show for the PSW in the eXPRS Desktop, but may function differently, based on the following EVV exception levels:

Global Exceptions

This exception covers all the individuals that a PSW provides services for. The PSW does not need to use eXPRS Mobile-EVV or the EVV features in the eXPRS Desktop for the dates of the approved Global exception.

- The PSW will see the eXPRS Desktop site as the default on a mobile device.
- When entering SDs in the eXPRS Desktop, the PSW is not required to select a reason from the **Start Time Change Reason** dropdown.

Individual Exceptions

This exception is specific to an individual served by the PSW. For the dates of the approved exception, the PSW does not need to use eXPRS Mobile-EVV for entering time worked for this individual client only.

- The PSW must select “**Exception Granted**” from the **Start Time Change Reason** when manually SDs for in the eXPRS Desktop for this individual.
- The PSW must use eXPRS Mobile-EVV for other individual clients they serve that do not have EVV Exceptions.