

## eXPRS Mobile-EVV for Agency DSP Staff

# How to End an EVV Shift

(updated 10/26/2020)

**eXPRS Mobile-EVV** allows DSP Staff for Agency Providers to log their time-worked immediately when they start and stop working with individuals. **eXPRS** saves the SD billing information from EVV as a **draft** to the eXPRS website. The **draft** EVV SD billings that are created will be ready for someone else at your Agency Provider to review & submit them for payment.

**Remember**, **eXPRS Mobile-EVV** uses the term '**shift**' to mean the time you, as a DSP, work with an individual receiving services. **Shift** *does not* necessarily mean your entire day working for the Agency Provider as a DSP. These '**shifts**' in **eXPRS Mobile-EVV** create the SD billing entries that document when you worked with an individual as a DSP for the Agency.

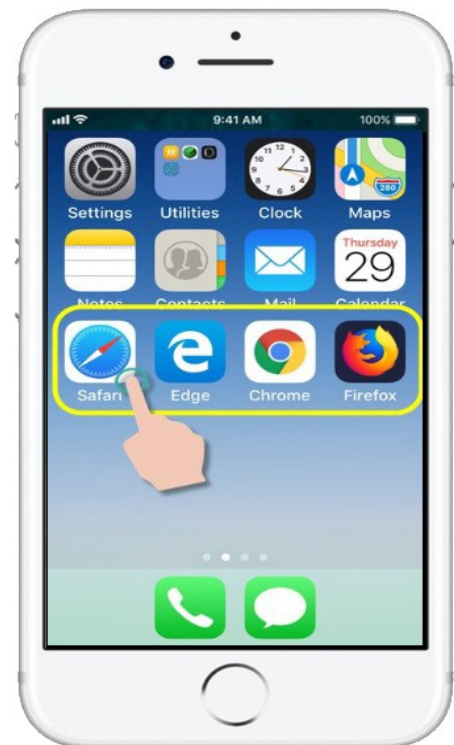
This guide will give you step-by-step instructions on how to use **eXPRS Mobile-EVV** to tell eXPRS when you are finished working with an individual(s) as a DSP for the Agency Provider, meaning to **End an EVV Shift** with that individual.

### To End a Shift working with an individual in in eXPRS Mobile-EVV:

1. When you are finished working with an individual from your Agency, use a mobile device (*smartphone or tablet*) to launch the eXPRS website (*if you have it saved*),

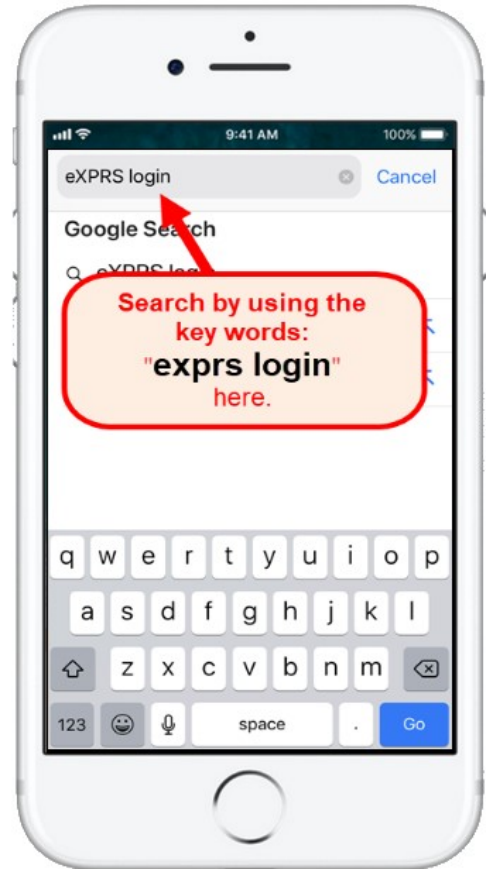
OR ... launch an internet browser (*such as Safari, Chrome, Firefox, Edge, etc.*) to search for the eXPRS website.

This guide uses Safari in its examples.



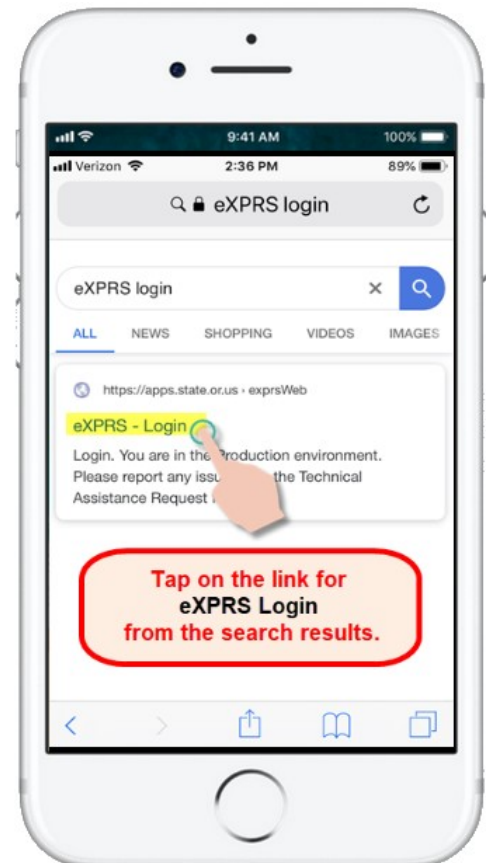
2. If searching, in the browser app you have opened, enter the key words '**exprs login**' in the search window, like shown here.

Then tap **GO** to search



3. From your search results, tap on the link for **eXPRS - Login** to go to the eXPRS website.

→ **REMEMBER!!** – eXPRS Mobile-EVV is not an app that you download to the device. It is the eXPRS website that has been configured to be used on a mobile device.

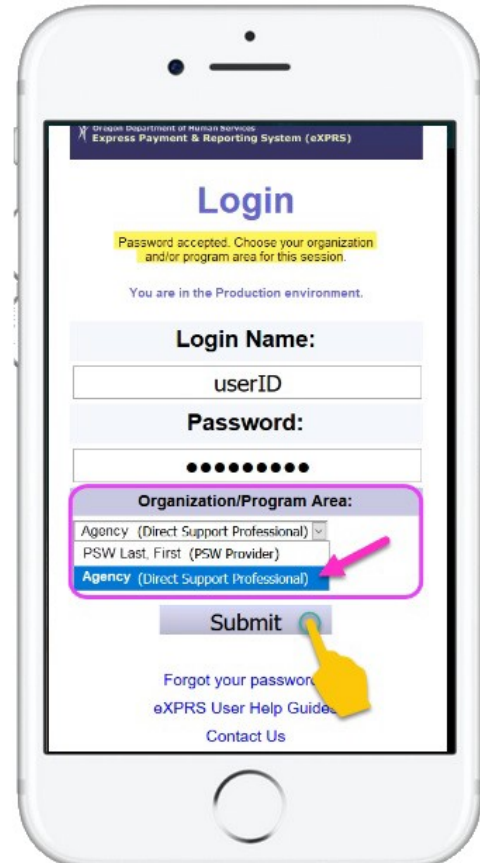


4. When you are at the **eXPRS Mobile-EVV** login page, enter your **eXPRS Login Name & Password**, then tap **SUBMIT** to log in.



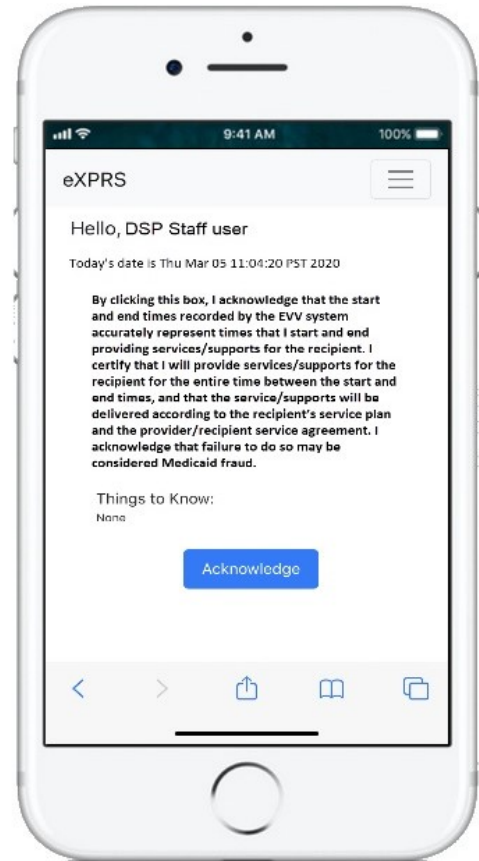
If you also work as a PSW, be sure to select the correct user type – **Direct Support Professional** – for the Agency you work for from the **Organization/Program Area** dropdown.

Tap **SUBMIT** again to complete your log in.



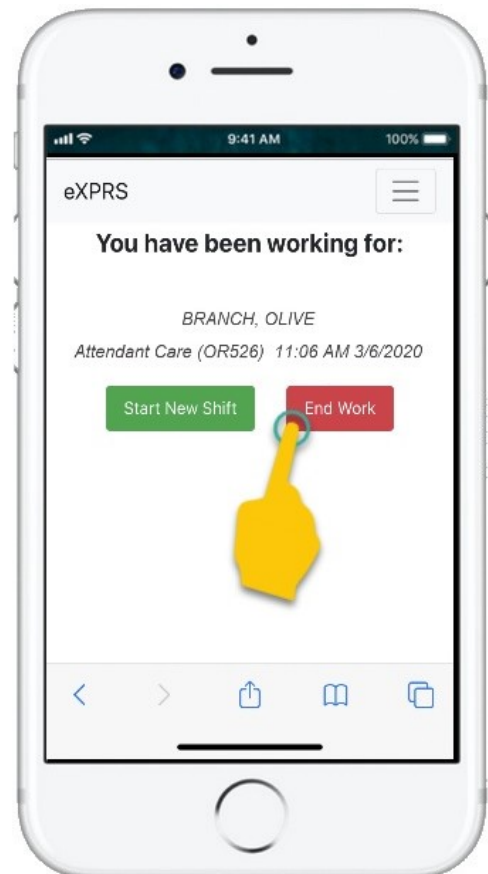
5. Once you have successfully logged in you will see a message screen.

Please read the message & then tap on **Acknowledge** to continue.



6. You will now see the EVV '**Dashboard**' screen with the open SD billing entries, or EVV '**shift(s)**', you currently have running.

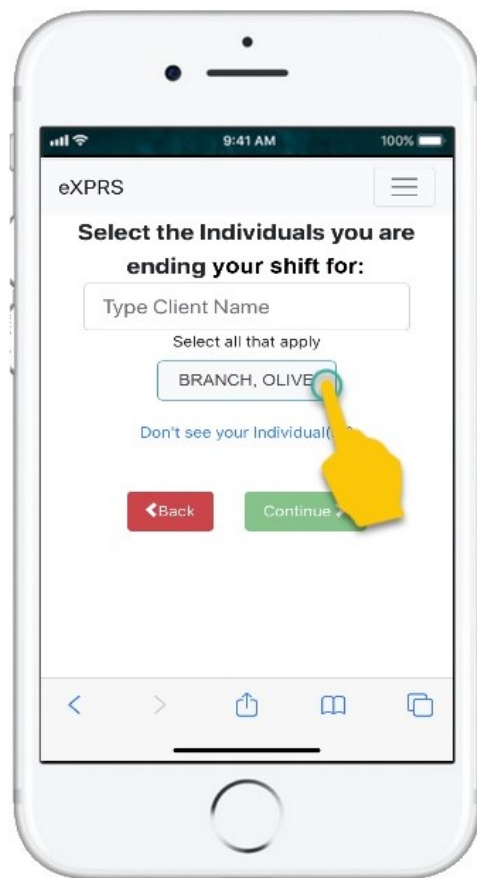
To tell eXPRS you are finished working with an individual and to close the SD billing entry, tap on the **END WORK** button.



7. In the next screen, tap the name(s) to select the individual(s) you are finished working with.

If you've been working with multiple individuals, you can scroll down through the list or use the quick search field to find the name of the individual(s).

You can select multiple individuals, if needed.

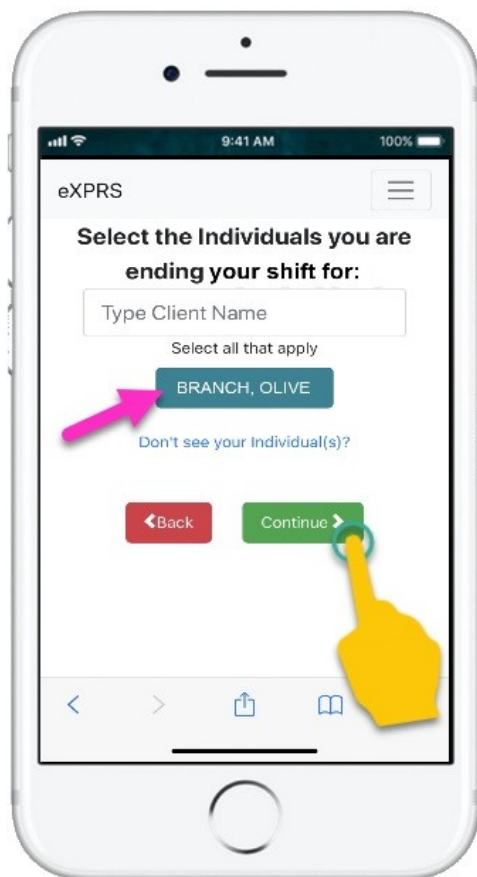


8. Once you've tapped on an individual(s) name, the button for them will turn dark when selected.

Tap on the **Continue** button to move to the next screen.

If you need to change the individual that you are closing the SD billing entry, use the **< Back** button to return to the previous screen.

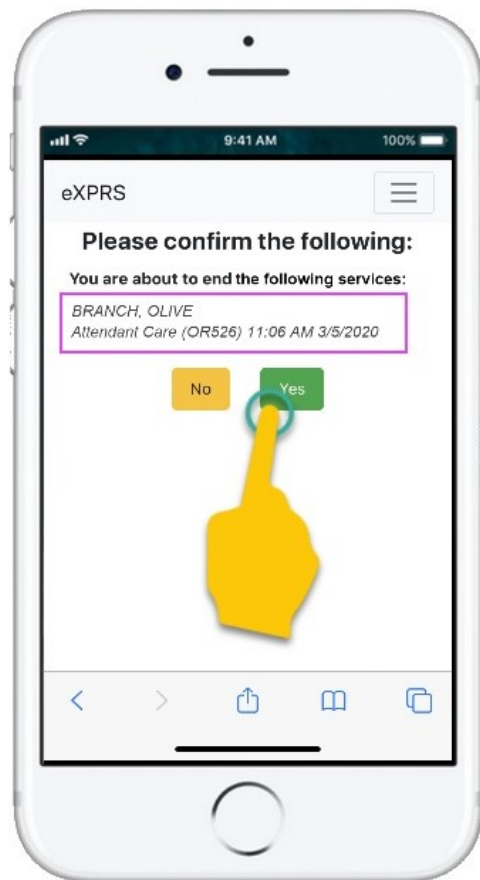
***ALWAYS use the < Back button to go back. Do not use your browser app's back button.***



9. You will now see a confirmation screen showing the selected individual(s) you've said you're finished working with & need to close their SD billing entries, meaning end their EVV '*shift(s)*' in eXPRS.

Tap the **YES** button to tell eXPRS you are finished.

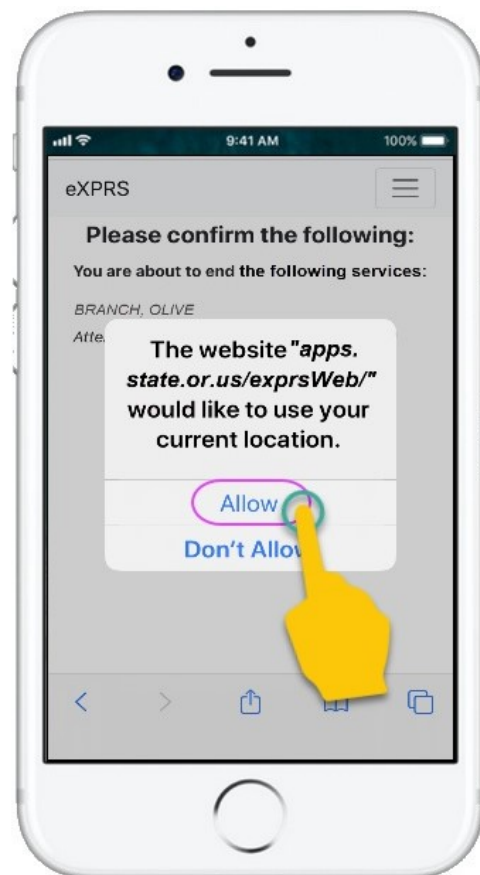
If you are not finished working or need to make corrections, tap the **No** button to return to the previous screen.



10. Depending on how the **Location** preferences are set up on the mobile device **AND** the web browser you are using, you **might** receive a pop-up message asking to confirm your location where you end working.

If you get a pop-up message, tap **Allow** or **OK** to continue.

**eXPRS Mobile-EVV** will capture single, 'point-in-time' coordinates of where you are **ONLY** when you **START & END** working with individuals, which **is a requirement of the federal law for EVV**.

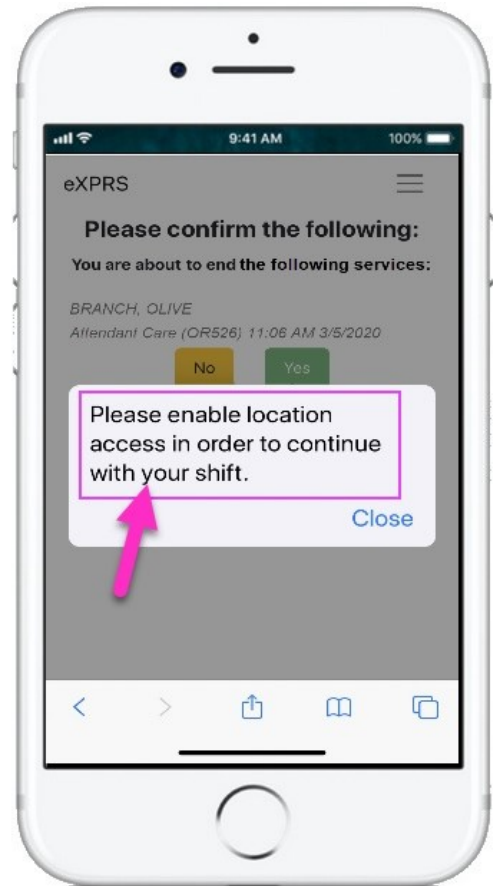




If you **do not** have the **Location** preferences set up correctly for the device **AND** the web browser you used to login to **eXPRS Mobile-EVV**, you will receive an error message like shown here.

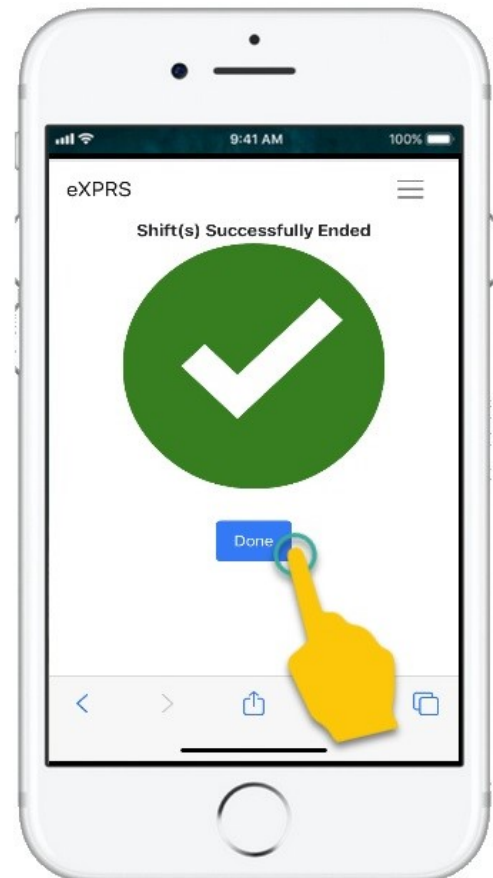
**REMEMBER ...**

**Location services** must be turned **ON & enabled** for **BOTH** your **Device AND** the **Web Browser** you are using.



11. If you have successfully closed the SD billing entries & are finished working, **eXPRS Mobile-EVV** will confirm by showing you a large **green check mark**.

Tap on the blue **Done** button.

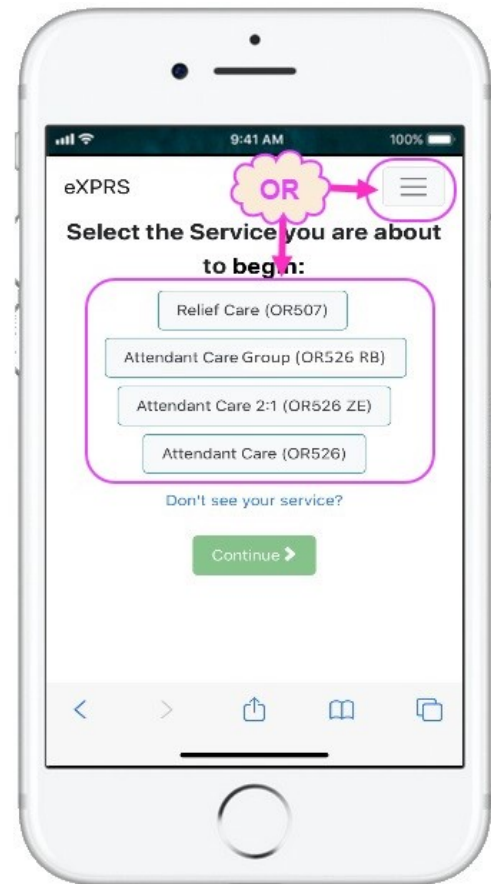


12. Now that you have finished working, the updated SD billing information is automatically saved as a **draft** in the **eXPRS** website. You will be returned to the main EVV '**Dashboard**' screen.

From here, you can now select a **SERVICE** to report you are starting to work with another individual(s),

**OR ...**

Logout of **eXPRS Mobile-EVV**.



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## Unable to use eXPRS Mobile-EVV to report you are finished at the time you stopped working?

There may be times that you are not able to use **eXPRS Mobile-EVV** at the time you stop working to close your SD billing entry, meaning the EVV '**shift**'.

**For example:** there is no internet or cell service available at the time/location you stopped working, your device's battery has run out, etc.

### **In those situations:**

- Follow steps #4 - #9 in outlined above to use **eXPRS Mobile-EVV** to report you are finished working **as soon as you are able**.

**OR**

- Report the end-time information & reason you couldn't/didn't use **eXPRS Mobile-EVV** to someone at your Agency Provider. Someone at your Agency can then manually update the SD billing entry in eXPRS to show when you actually finished working. They will also need to report the reason why you weren't able to use **eXPRS Mobile-EVV** when you were finished working.



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## Forgot to Report you were finished in eXPRS Mobile-EVV at the time you stopped working?

There may be times that you are not able to use **eXPRS Mobile-EVV** at the time you stop working or you forget.

If you forget to use **eXPRS Mobile-EVV** to report you finished working and it's been **24-hours or more** from the time you started working, **eXPRS Mobile-EVV** will prompt you to add that End Time information for your open '*shift*' the next time you log in.

***\*\*You will not be able to use eXPRS Mobile-EVV to report you've started working for an individual until you have added the End Time information for 'shifts' that have been open longer than 24-hours.***

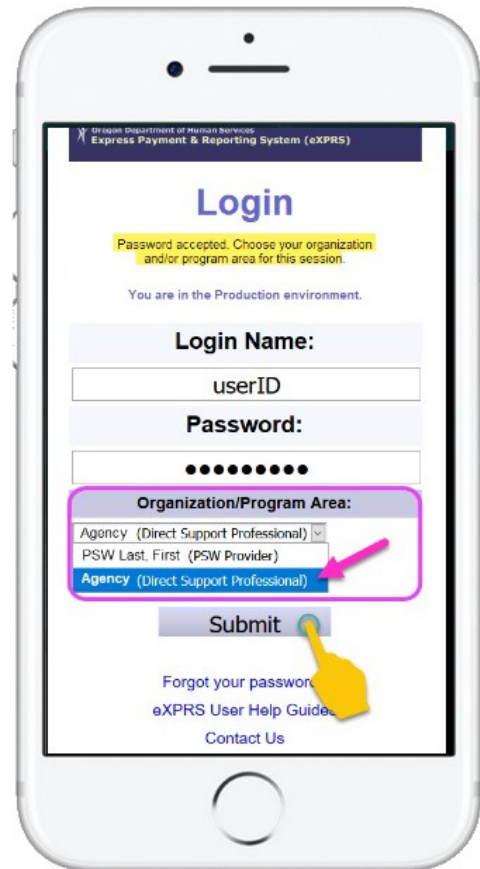
### To add End Time information to a work entry that has been running longer than 24-hours:

1. With a mobile device, log in to **eXPRS Mobile-EVV**. Enter your **eXPRS Login Name & Password**, then tap **SUBMIT** to log in.



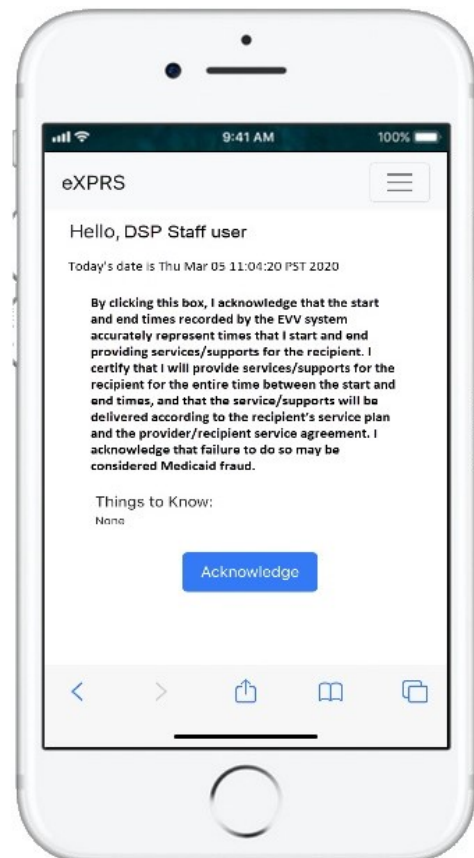
If you also work as a PSW, be sure to select the correct user type – **Direct Support Professional** – for the Agency you work for from the **Organization/Program Area** dropdown.

Tap **SUBMIT** again, to complete your log in.



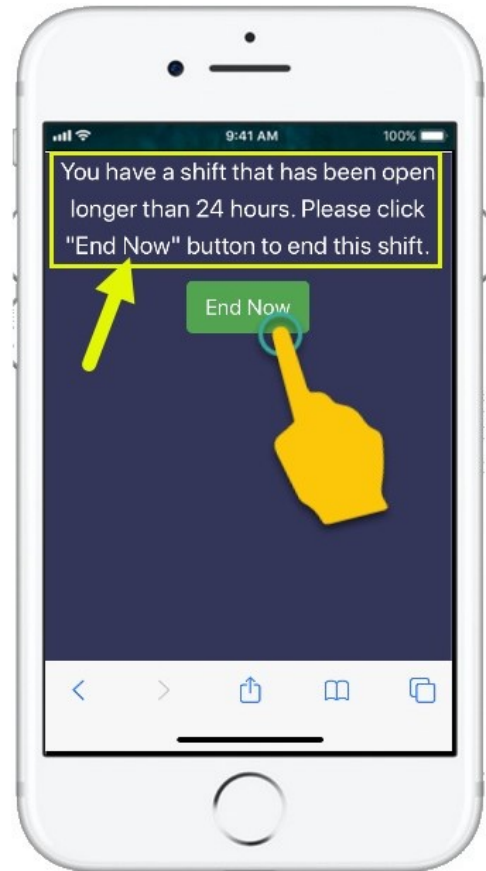
2. Once you have successfully logged in you will see a message screen.

Please read the message & then tap on **Acknowledge** to continue.



3. If you have a '**shift**' or SD billing entry that has been open & running longer than 24-hours, you will receive this message once you log in.

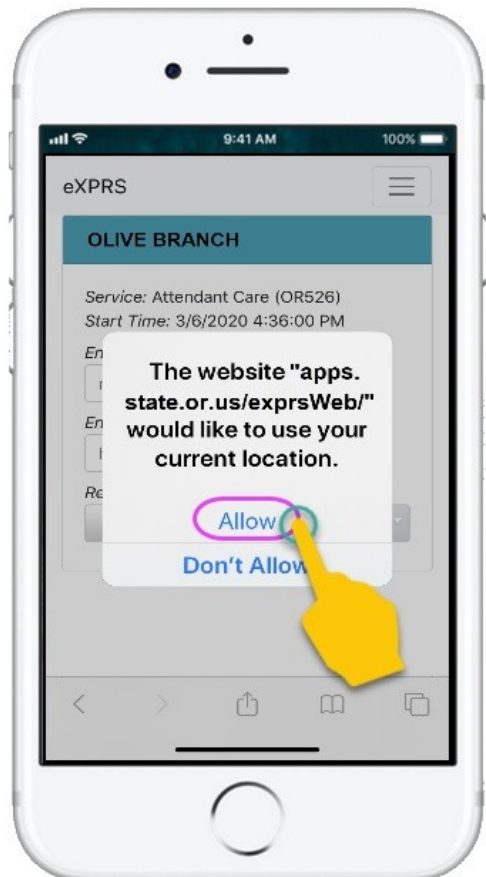
Tap the **End Now** button to add the correct End Time information for that work entry.



3. Depending on how the **Location** preferences are set up on the mobile device **AND** the web browser you are using, you **might** receive a pop-up message asking you to confirm your location where you are ending your shift.

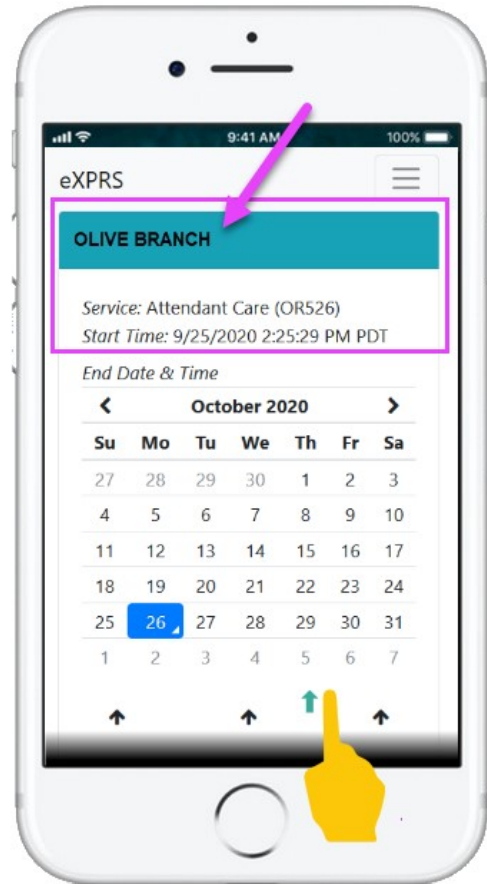
If you get a pop-up message, tap **Allow** or **OK** to continue.

**eXPRS Mobile-EVV** will capture single, 'point-in-time' coordinates of where you are **ONLY** at the time you **START & END** your shift, which **is a requirement of the federal law for EVV**.



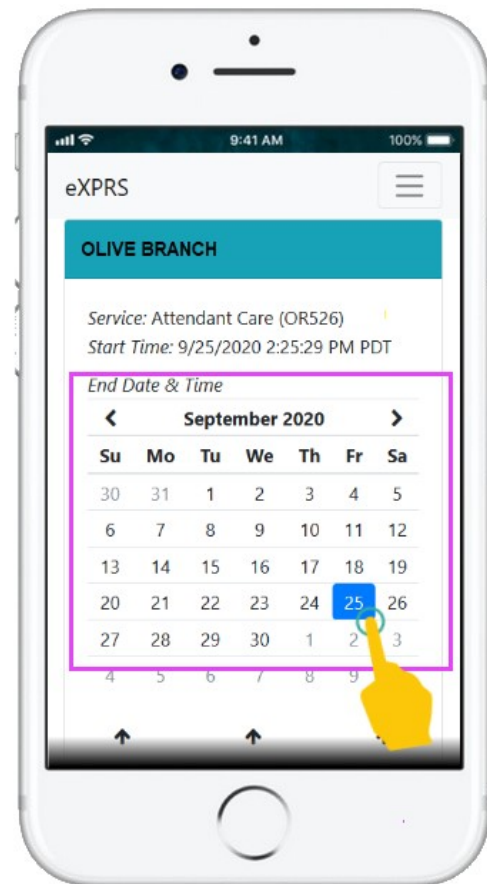
4. You will now see which individual(s) have '*shift(s)*' or SD billing entries, that are open & have been running for more than 24-hours.

You may need to swipe up on the screen to see more information hidden at the bottom.



5. **NEW FEATURE:** Use the calendar to select the **END DATE** the shift should have ended for the individual.

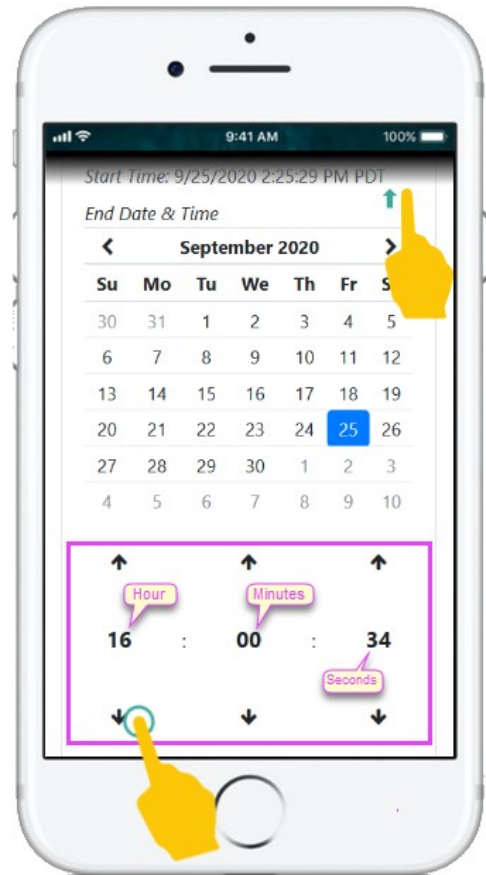
Tap on the date to select it.



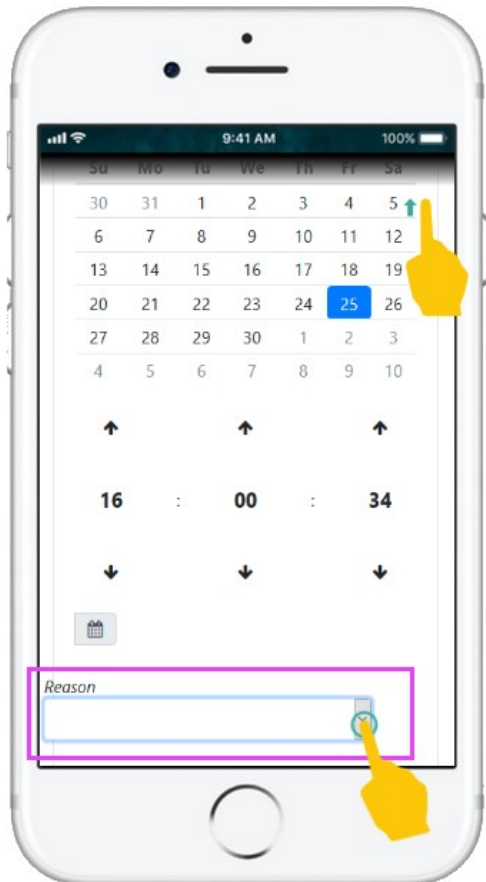
6. **NEW FEATURE:** Use the time wheel to enter the **END TIME** the shift *should have ended* for the individual. You may need to swipe up on your screen to see the time wheel.

Tap on the arrows to move the time wheel up or down to the correct **HOUR & MINUTES** for the **End Time** desired. Selecting a value for **SECONDS** *is not* required.

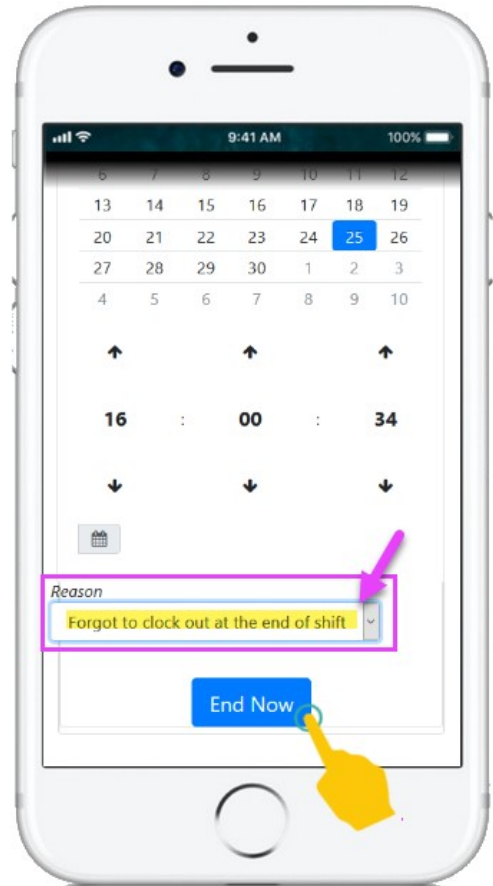
**NOTE:** The time wheel uses 24-hour, military time. **For example:** 16:00 = 4:00 PM



7. Select the **END REASON** from the dropdown for why the shift was not ended when it should have. You may need to swipe up on your screen to see the **End Reason** dropdown.

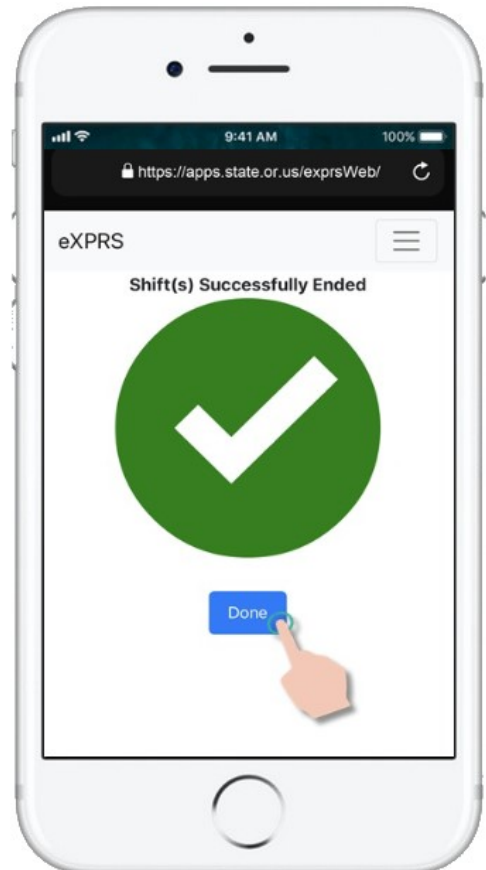


8. With the **DATE & TIME**, and the **END REASON** for the shift now selected, tap on the **END NOW** button to end the EVV '*shift*' and close the SD billing entry.



9. If you have successfully ended your shift & closed the SD billing, **eXPRS Mobile-EVV** will confirm by showing you a large **green check mark**.

Tap on the blue **Done** button.





With your EVV **'shift(s)'** now ended, you can **Start an EVV Shift** to report you are now working with someone else as a DSP,

**OR ...**

Logout of **eXPRS Mobile-EVV**.

