# Action to Take If You Are Unable to End an Open EVV Shift

Did you know …

   … that if a CME updates your Service Prior Authorizations (SPAs) while you are working, it could prevent you from successfully "clocking out" of EVV?

When a CME needs to update your authorizations in eXPRS, it may involve ending your current authorization with a date in the past so they can create a new one.

When this happens while you are working a shift, you may get the dark blue screen saying you have "***a shift open longer than 24-hours***" the next time you use **eXPRS Mobile-EVV**, like shown on the right here.
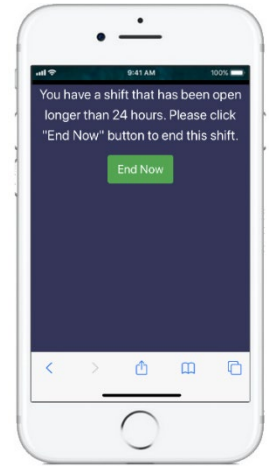
Even when you've added the end time, you still get routed back to that same message screen. That's because the authorization you "clocked in" against no longer covers the Date you worked; eXPRS can't save your end time when you "clocked out".

Action Needed:

If you repeatedly get the dark blue message screen even when you've added your end time to clock out, take the following steps:

1) Open the eXPRS Desktop Website
2) Navigate to the **Service Delivered by Service Authorization Page** for this draft Service Delivered Billing Entry (SD).
3) On the billing page, look for the SD with no end time and compare the Date of the SD to the Date range of the authorization

If the **Date** of the SD is outside the SPA **Date Range**, take the following steps:
1) Delete the SD
2) Find the authorization that has a date range for the date you worked
3) Enter your SD manually under that new SPA.

Remember… f you get the dark blue "***shift open for longer than 24-hours***" message screen even when you've entered your End Time to "clock out", find the SD billing in the **eXPRS Desktop** & confirm the dates. If the authorization date range no longer covers that date you worked, follow the instructions above.