

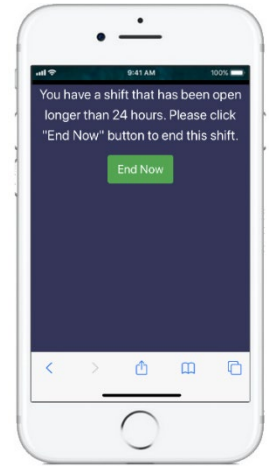
Action to Take If You Are Unable to End an Open EVV Shift

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

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

Provider: PSW Provider Name - 8****5
Client Name: ELLA VADER
CM Organization: CME Case Management
Service: SE49/OR526 - AT
Rate: \$15.00

Dates: 1/1/2020 - 4/16/2020
Client Prime: xyz0000a

Applicable
Review Req: Yes

The Authorization END DATE was been changed while the PSW was working. Now Auth dates no longer cover the DATE for the SD billing with no "clock out" time.

Select	Date	Start Time (HH:MM AM/PM)	End Time (HH:MM AM/PM)	Total Service Billed Time	Units	Group	Card	End Time Change Reason	Direct Support Professional	Start Location	End Location
<input type="checkbox"/>	4/16/2020	6:15 PM	7:53 PM	1:38				Reason		44 9****8 -1*2 9****6	44 9****8 -1*2 9****6
<input type="checkbox"/>	4/17/2020	12:40 PM						Reason		44 9****2 -1*2 9****5	
<input type="checkbox"/>								Reason			

1:38
Cancel Changes
For items checked above Submit Delete

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.

The screenshot shows a software interface with a table of service authorizations. At the top, there are buttons for 'Find', 'Reset', and 'Print'. The table has columns for 'Name', 'Service Location/PSW', 'SPA#', 'Proc Code', 'Modifier', 'Rate', 'Begin', 'End', and a dollar sign icon. The first row is highlighted in blue. The second row is highlighted in yellow, and a callout box points to it. The callout box contains the following text: 'This auth covers the DATE you worked - 4/17/2020. Use the \$ to manually enter your SD information for this date you worked on this new auth's billing page.'

Name	Service Location/PSW	SPA#	Proc Code	Modifier	Rate	Begin	End	
VADER, ELLA - xyz0000a	PSW Provider Name - 8****5	3*****5	OR526 - Attendant Care, home or comm	NA - Not Applicable	\$15.00	1/1/2020	4/16/2020	\$
		3*****2	OR526 - Attendant Care, home or comm	NA - Not Applicable	\$15.00	4/17/2020	5/31/2020	\$

Remember... If 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.