eXPRS
Express Payment & Reporting System

# Starting, Adding, and Ending a Shift in eXPRS Mobile-EVV

## Overview

PSWs are required to use **eXPRS Mobile-EVV** to log their time worked. This guide shows step-by-step instructions on using eXPRS Mobile-EVV to start a shift.

Please note that **eXPRS Mobile-EVV** logs your starting location when you start a shift, and it also logs your ending location when you end your shift. This is a requirement of federal law. eXPRS Mobile-EVV **does not** log your location or track you at any other time.

This guide is broken up into the following sections:

## Contents

## Starting a Shift

**Login**

You are in the Production environment

📣 **Attention eXPRS Users!** 📣

eXPRS is currently experiencing some performance issues. The system is available for use, but users may encounter slower load times when working in eXPRS. At this time, there is no need to submit additional Technical Assistance Requests regarding this issue.

**Login Name:**

**①**

**Password:**

**②**

**③** Submit

Forgot your password?
eXPRS User Help Guides
Contact Us

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Hello, ▮▮▮▮▮▮                    U1

Today's date is 06/30/2025 01:55 PM PDT

You have claimed **0:00** hours this week (06/29/2025 through 07/05/2025), excluding Travel Time associated with this pay cycle

Credential(s) Expiration Dates

**Specialty:** 84-803
**CHC:** 8/31/2026
**PEA:** 11/30/2028
**Approved to Work:** 8/31/2026

**Specialty:** 84-800
**CHC:** 8/31/2026
**PEA:** N/A
**Approved to Work:** 8/31/2026

By clicking this box, I acknowledge that the start and end times recorded by the EVV system accurately represent times that I start and end providing services/supports for the recipient. I certify that I will provide services/supports for the recipient for the entire time between the start and end times, and that the services/supports will be delivered according to the recipient's service plan and provider/recipient service agreement. I acknowledge that failure to do so may be considered Medicaid fraud.

Things to Know:
None

**④** Acknowledge

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**Select the Service you are about to begin:**
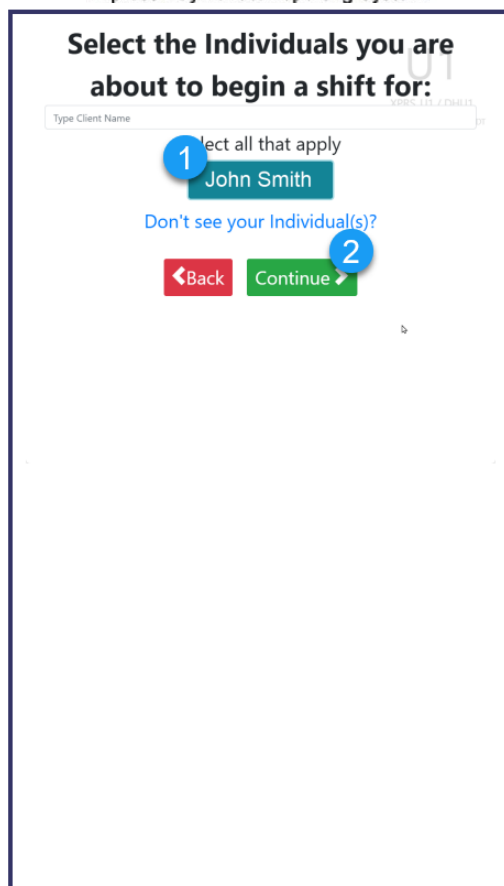
**⑤** Attendant Care (OR526)

Don't see your service?

Continue ❯

**⑥**

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Access the eXPRS Website on your mobile device and enter your Login Name and Password. Then select **Submit.**

Review any important messages, and then select **Acknowledge** to continue.

On the **Select the Service** screen, choose from the list of active Service Prior Authorizations for that day, then select **Continue.**

**Select the Individuals you are about to begin a shift for:**

Type Client Name

Select all that apply

**(1)** John Smith

Don't see your Individual(s)?

**(2)** ◀ Back    Continue ▶

eXPRS

aix-web9t.state.or.us wants to
◉ Know your location

Block    Just this time    Allo...

**(3)**

**Pl... n the follc**

You are about to provide the following

*Attendant Care (OR526)*

You are about to provide this service f

*John Smith*

**Current Device Time**

6/30/2025, 1:58 PM PDT

**(4)** ◀ Back    Begin Work

Shift(s) Successfully Started

✓

**(5)** Return to Dashboard

On the **Select the Individuals** screen, select the individual(s) you are starting a shift for. If you are working with more than one person, select the name of each individual. Then select **Continue.**
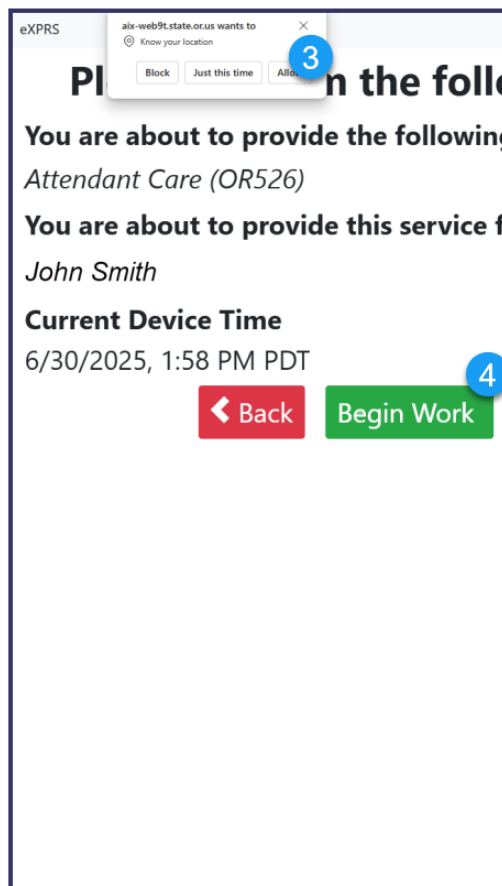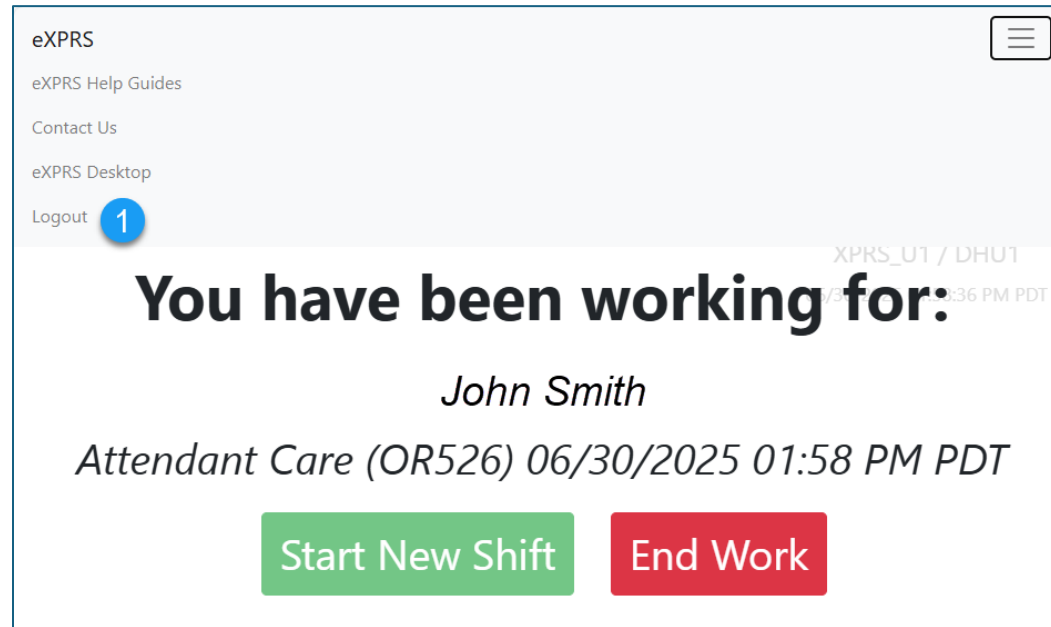
On the **Please Confirm** screen, review the information and select **Begin Work**. Depending on your device settings, you may be prompted for location permissions. These must be allowed to start the shift.
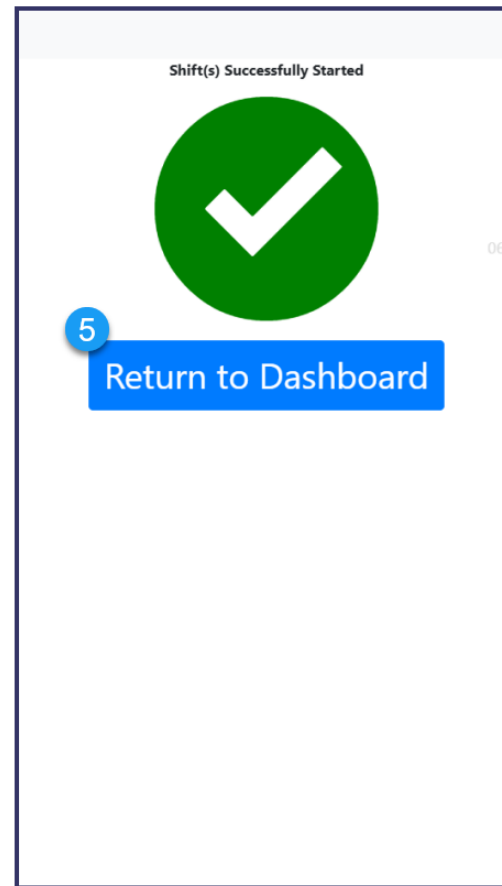
After selecting **Begin Work**, you will be taken to the **Shift Successfully Started** screen, where the Green Checkmark indicates that you have started the shift.

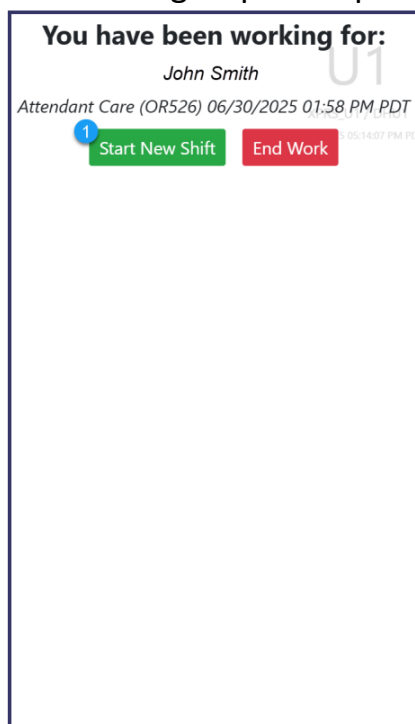After completing these steps, you can review the details of the shift you have started:



You can now logout of the system and begin working your shift.

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## Adding a Shift for Group Services

There are times when a PSW provider serves more than one individual at the same time. For example, a PSW may be serving an individual, then the individual's roommate who also receives service joins them for a shopping trip.

This is considered "group" services. eXPRS prorates the amount billed for each individual in the "group" for their portion of time with the "group" to equal the hourly pay for the time the PSW is working.

| You have been working for: | Select the Service you are about to begin: | Select the Individuals you are about to begin a shift for: |
|---|---|---|
| John Smith | | Type Client Name |
| Attendant Care (OR526) 06/30/2025 01:58 PM PDT | ② Attendant Care (OR526) | Select all that apply |
| ① Start New Shift   End Work | Don't see your service? | ④ Jane Smith |
| | ③ Back ◄   Continue ❯ | Don't see your Individual(s)? |
| | | ◄Back   ⑤ Continue ❯ |

Login to the eXPRS Website on your mobile device and review your current active shift. Then select **Start New Shift.**
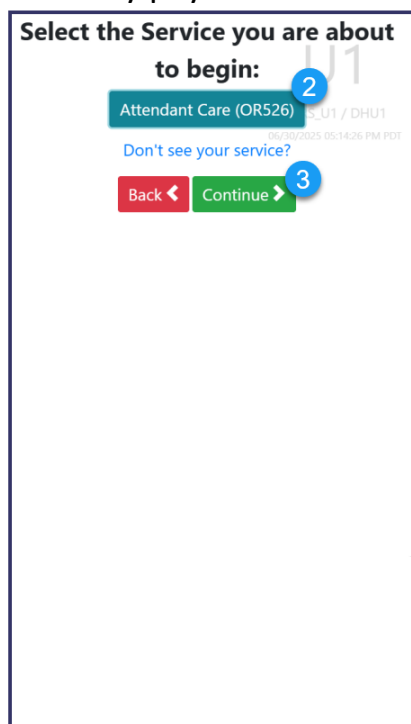
On the **Select the Service** screen, choose from the list of active Service Prior Authorizations for that day, then select **Continue.**
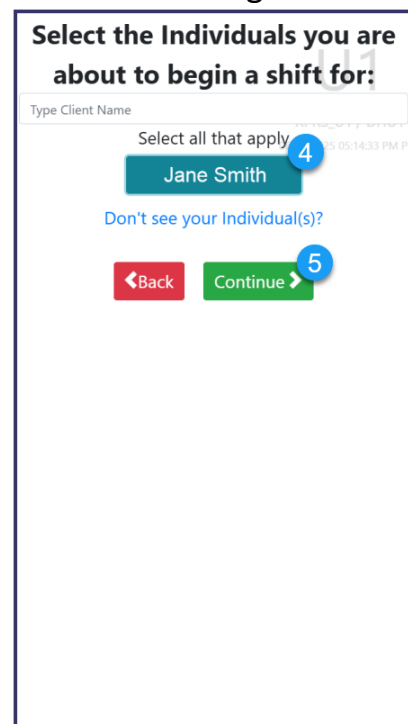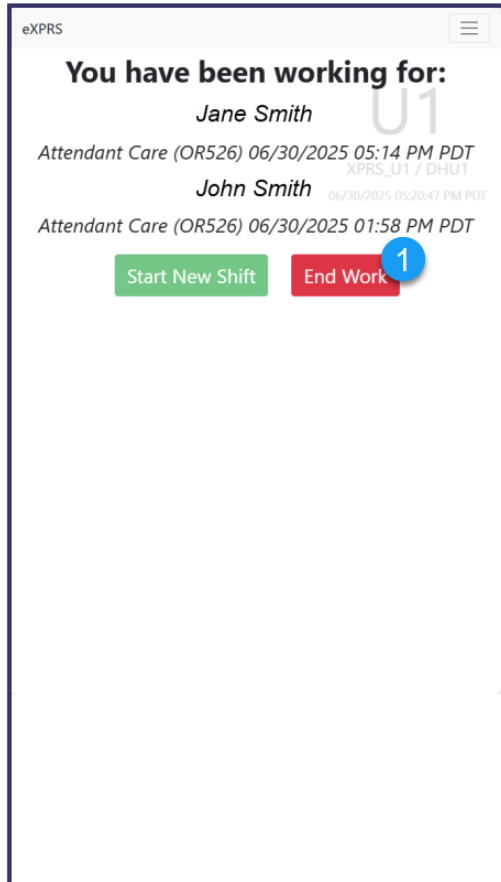
On the **Select the Individuals** screen, only individuals who you do not have a current shift running for will show. Select the individual(s) you want to add to the shift. Then select **Continue.**
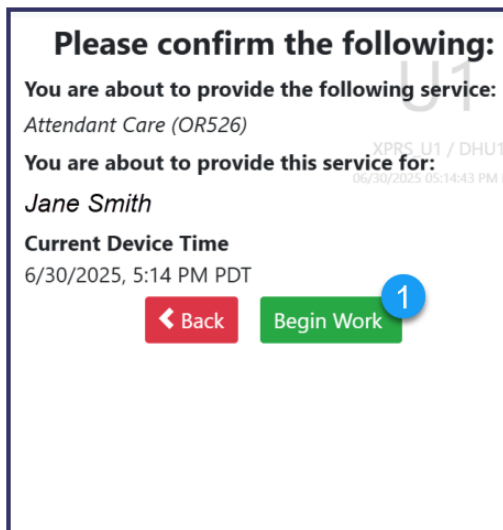
On the **Please Confirm** screen, review the information and select **Begin Work.** Depending on your device settings, you may be prompted for location permissions. These must be allowed to start the shift.
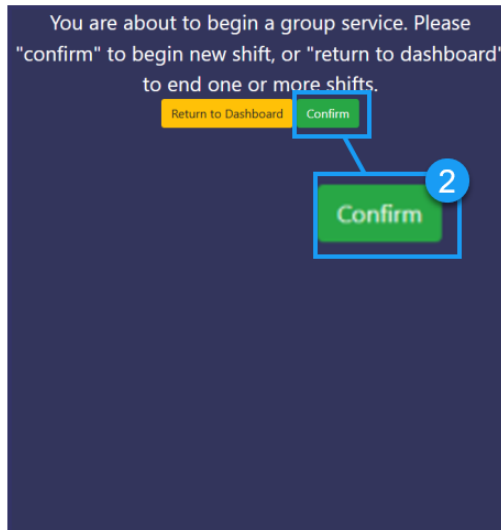
Read the confirmation message stating that you are about to begin a Group service. Then tap **Confirm** to add the new shift.
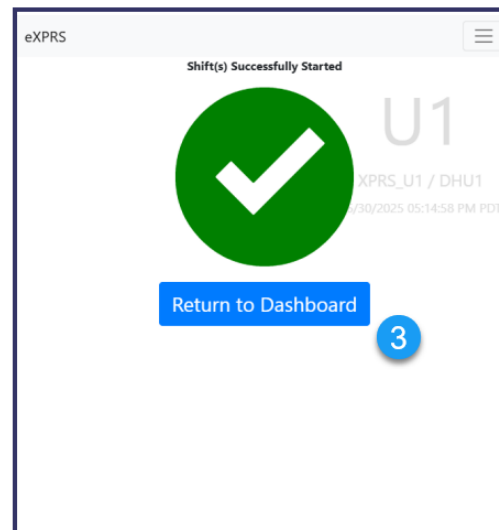
After selecting **Confirm**, you will be taken to the **Shift Successfully Started** screen, where the Green Checkmark indicates that you have started the shift.

After completing these steps, you can review the details of the shifts you have started:



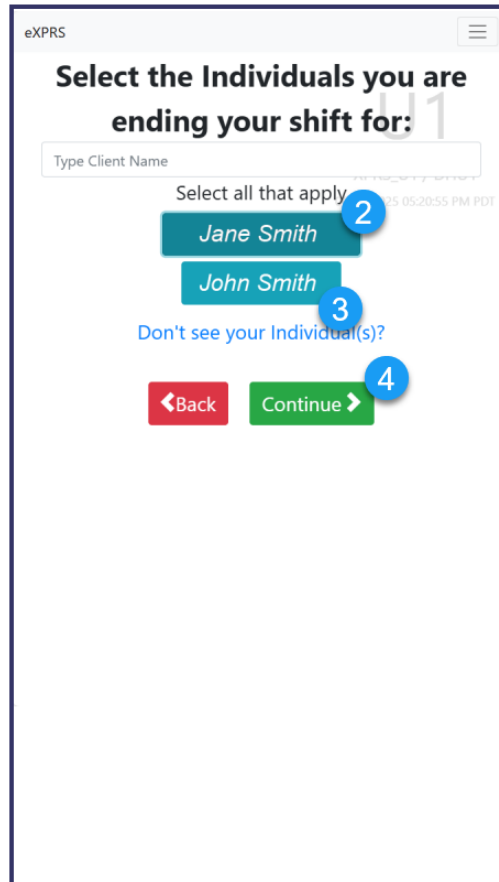eXPRS                                     ≡

# You have been working for:

### Jane Smith

*Attendant Care (OR526) 06/30/2025 05:14 PM PDT*

### John Smith

*Attendant Care (OR526) 06/30/2025 01:58 PM PDT*

**Start New Shift**     **End Work**

You can now log out of the system and continue working your shift.

## Ending a Shift

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## You have been working for:

*Jane Smith*

*Attendant Care (OR526) 06/30/2025 05:14 PM PDT*

*John Smith*

*Attendant Care (OR526) 06/30/2025 01:58 PM PDT*

Start New Shift     End Work **1**

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## Select the Individuals you are ending your shift for:

Type Client Name
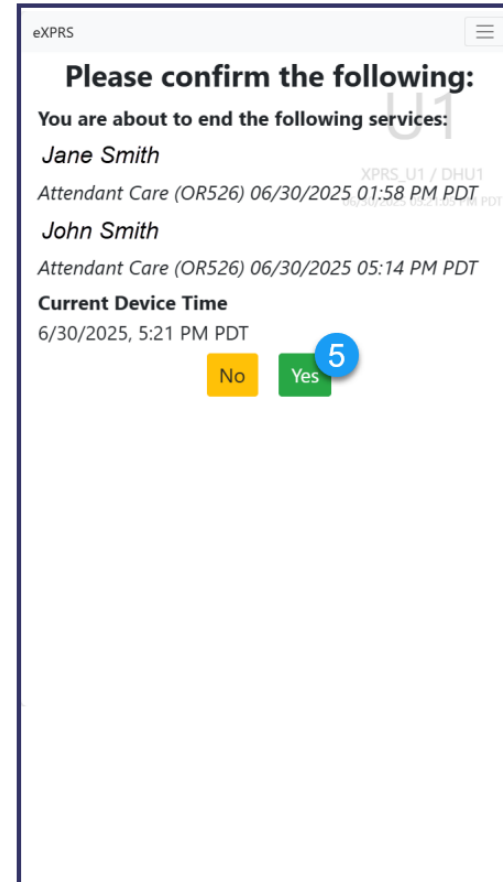
Select all that apply **2**

Jane Smith

John Smith

**3**

Don't see your Individual(s)?

**4**

◄Back     Continue ❯

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**eXPRS** ☰

## Please confirm the following:

**You are about to end the following services:**

*Jane Smith*

*Attendant Care (OR526) 06/30/2025 01:58 PM PDT*

*John Smith*

*Attendant Care (OR526) 06/30/2025 05:14 PM PDT*

**Current Device Time**

6/30/2025, 5:21 PM PDT

**5**

No     Yes

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Login to the [eXPRS Website](#) on your mobile device and review your current active shift. Then select **End Work.**

On the **Select the Individuals** screen, select each individual for whom you are ending the shift. Then select **Continue.**

On the **Please Confirm** screen, review the information and select **Yes** to end the shifts.

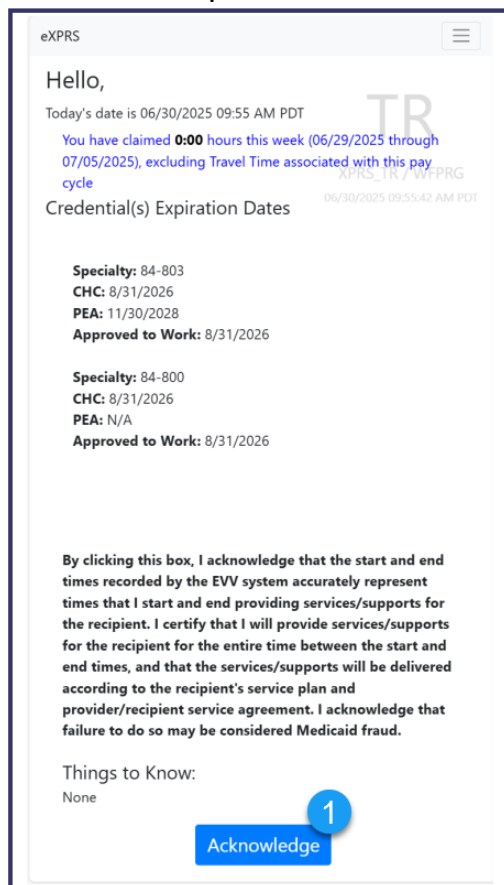After completing these steps, you will receive a green checkmark shows that the shifts have ended:
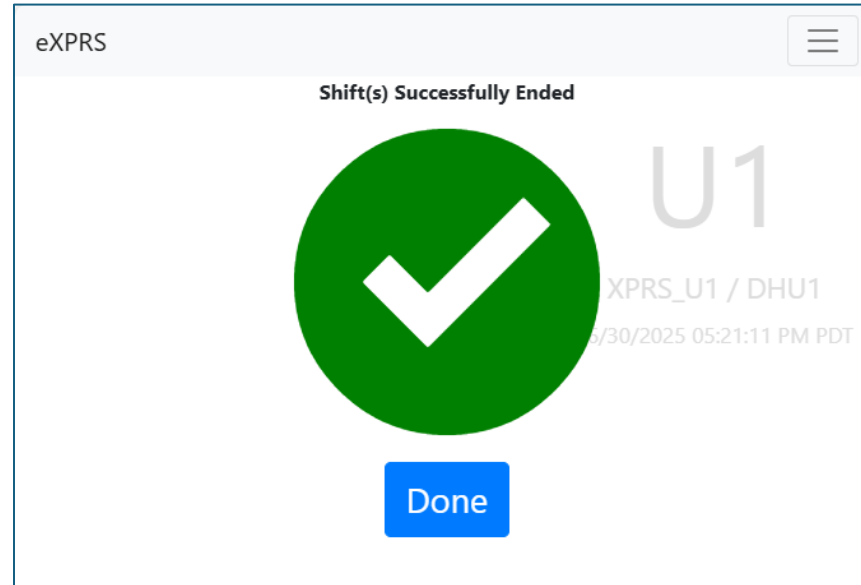


These shifts are saved as *draft* Service Delivered Billing Entries in eXPRS:



Draft Service Delivered Billing Entries can be edited as needed in the eXPRS Desktop Application.

## Appendix A: Forgetting to End a Shift on Time

If you forget to end an EVV shift more than 24 hours after you started the shift, **eXPRS Mobile-EVV** will prompt you to end those open shifts the next time you login. *You cannot start a new shift until the open shift is ended.*



Login to the eXPRS Website on your mobile device. Review the landing page and select **Acknowledge.**

You will be notified that you have an open shift for longer that 24 hours. Select the **End Now b**utton**.**

On the next screen, review the information about the shift at the top. Then, enter the Date and Time the shift should have ended. Then select an **End Reason**, and select **End Now.**

After completing these steps, you will receive a green checkmark shows that the shifts have ended:
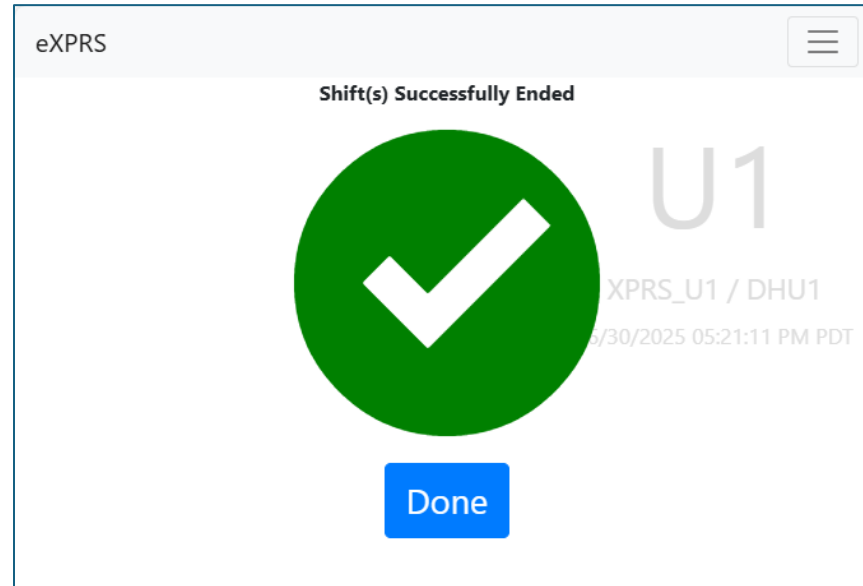
## Appendix B: Ending a Shift Late

There may be times that you are not able to end your shift in **eXPRS Mobile-EVV** at the time you stop working. For example, your device may not have power or internet access when you stopped working, etc.

In these situations, follow the steps above under the heading "**Ending Your Shift**" as soon as you are able. You can also login to the eXPRS Desktop from a computer & manually enter your End Time, then select the Reason from the **End Shift Change Reason** dropdown that applies.

If corrections or manual entry of Start/End times for *draft* EVV SD billing entries are needed, follow instructions in the following Help Guide: **Correcting or Adding an EVV Shift or Other Billing Manually.**

## Appendix C: Service Specific Information

### OR507 Daily Relief Care

Here are some unique details regarding OR507 Daily Relief Care:

- **Unit Type**: "Day" (not "Hour"). You are paid a flat daily rate.

- **Billing**: Must be billed in 24-hour increments based on your clock-in time.

- **Automatic End Time**: eXPRS sets the End Time to 24 hours after the Start Time. For example, if you clock in at 4:00 PM, the End Time will be set to 4:00 PM the next day.

- **Work Hours**: Only 16 of the 24 hours count towards your weekly work limit. 16 hours are "awake" time, and 8 hours are for sleep.

- **Billing for less than 16 Hours**: Billings for less than 16 hours will suspend for review by ODDS before payment.

- **Duplicate Billing**: If you bill for 2 daily units in a single 24-hour period, the second billing will be denied as a duplicate.

- **Clocking In and Out:** For consecutive days of Relief Care, clock out after each 24-hour shift and immediately clock in again to start the next shift.

- **Overnight Care:** Do not split billings at midnight; the system will handle overnight shifts.

- **Billing Segments:** You cannot break Relief Care billings into smaller segments (e.g., 16-hour segments). The system auto-fills the End Time to be 24 hours after the Start Time. Changes to less than 24 hours will not save.