# 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.

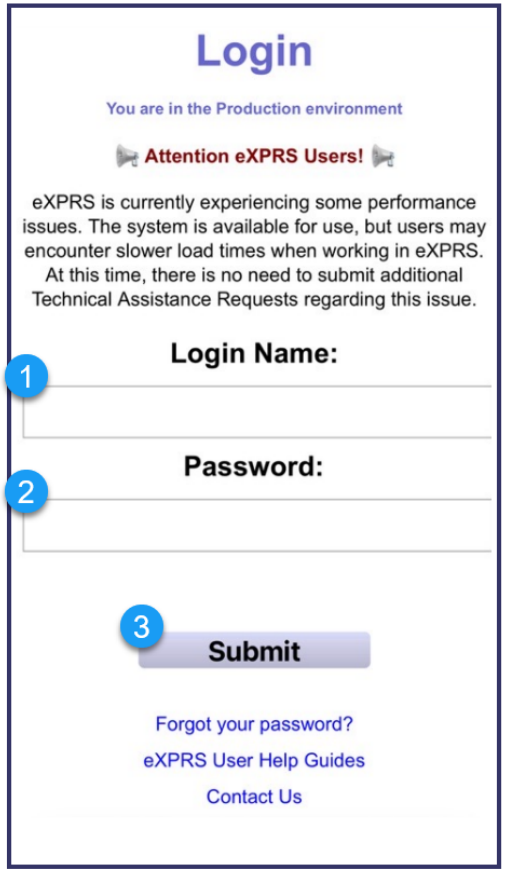
This guide is broken up into the following sections:

## Contents

**Overview** ..... 1
**Starting a Shift** ..... 2
**Adding a Shift for Group Services** ..... 5
**Ending a Shift** ..... 8
**Appendix A: Forgetting to End a Shift on Time** ..... 10
**Appendix B: Ending a Shift Late** ..... 12
**Appendix C: Service Specific Information** ..... 13
**OR507 Daily Relief Care** ..... 13

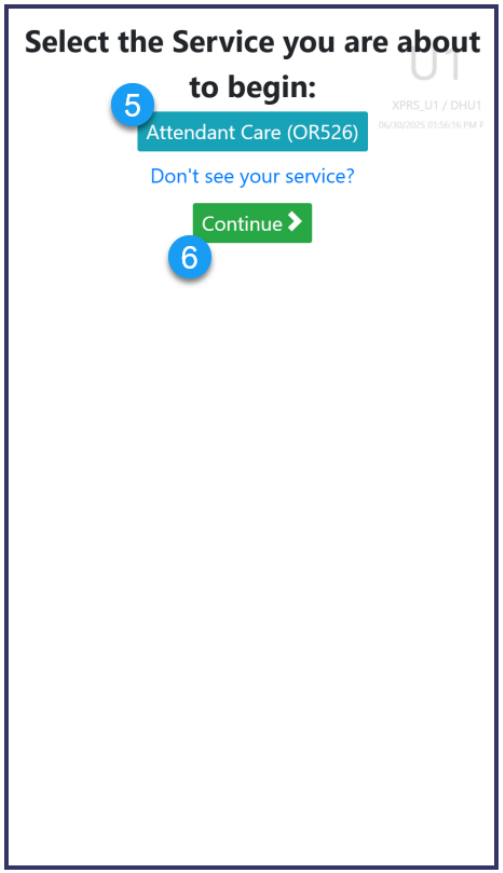
eXPRS
Express Payment & Reporting System

# Starting a Shift



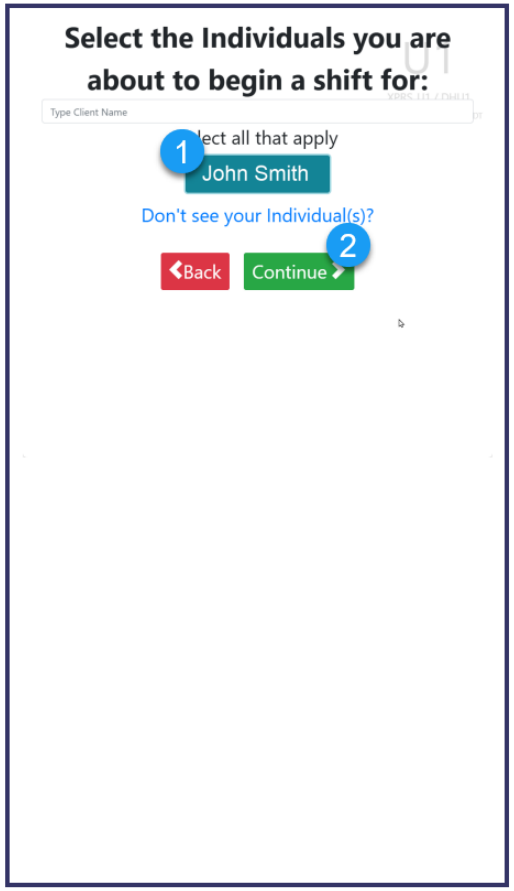

Access the [eXPRS Website]() on your mobile device and enter your Login Name and Password. Then select **Submit.**

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

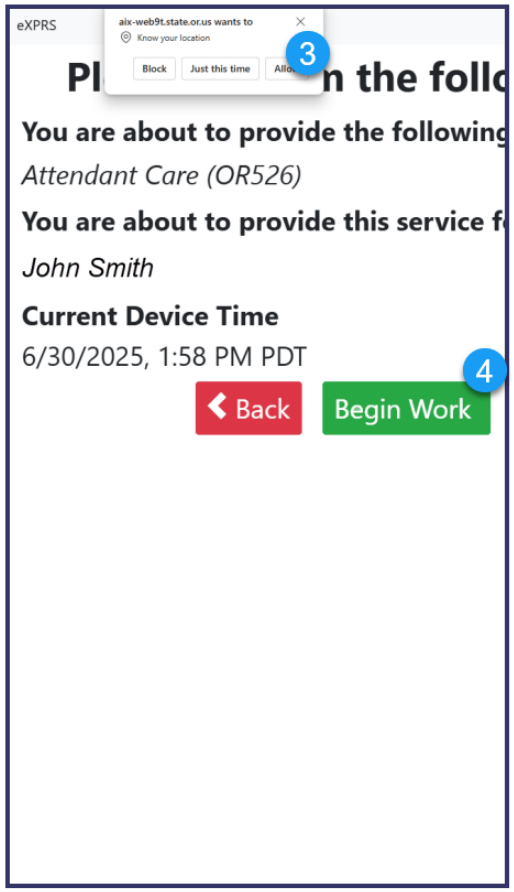



On the **Select the Service** screen, choose from the list of active Service Prior Authorizations for that day, then select **Continue.**

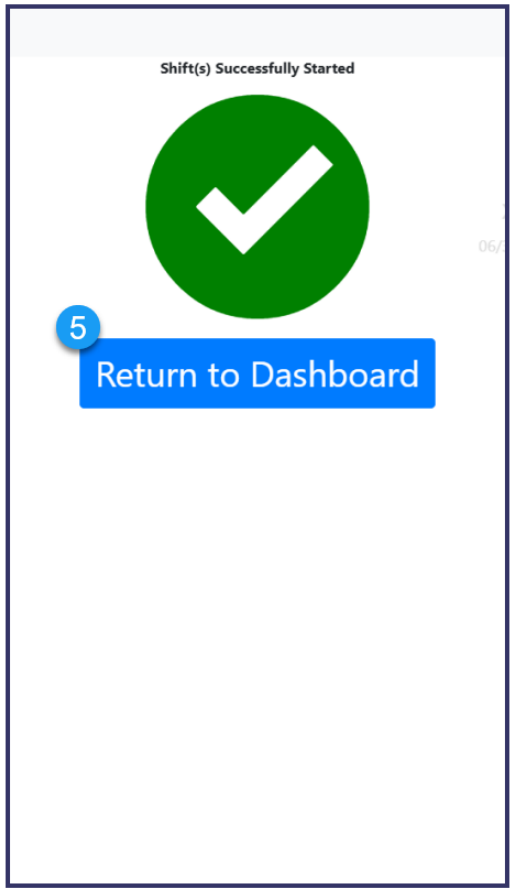
eXPRS
Express Payment & Reporting System




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.**

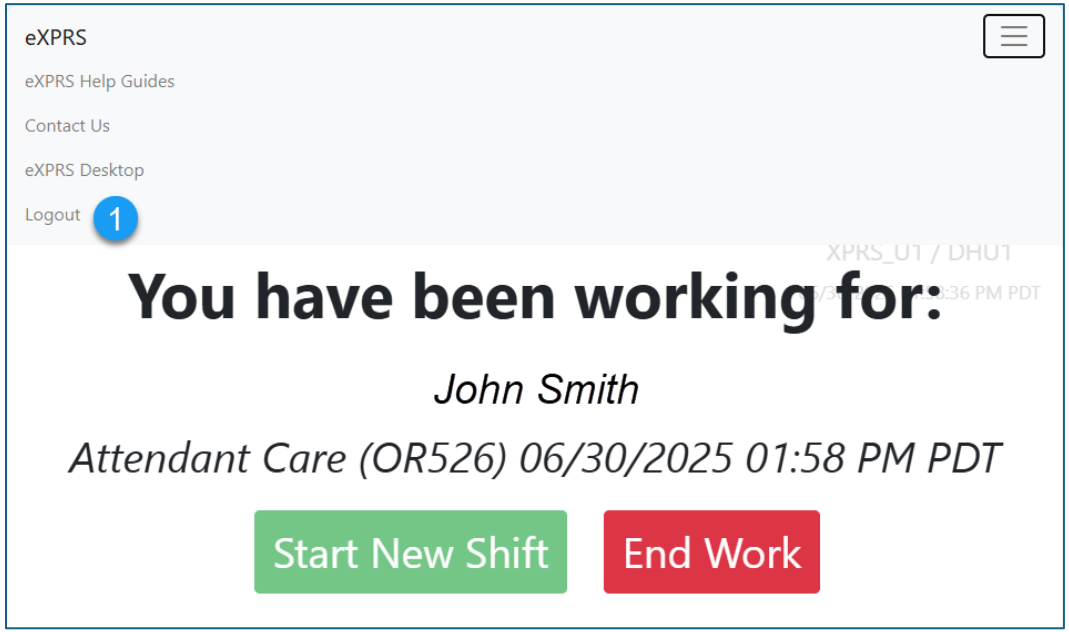



On the **Please Confirm** screen, review the information and select **Begin Work**. Depending on your device settings, you may be prompted for location permissions. These must be allowed to start the shift.




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:

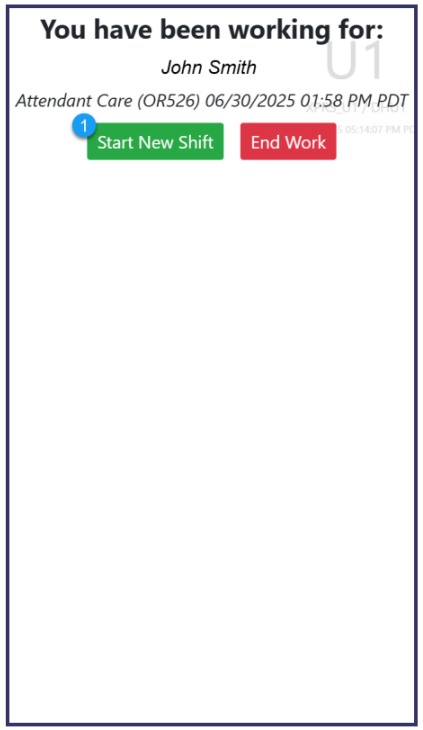



You can now logout of the system and begin working your shift.

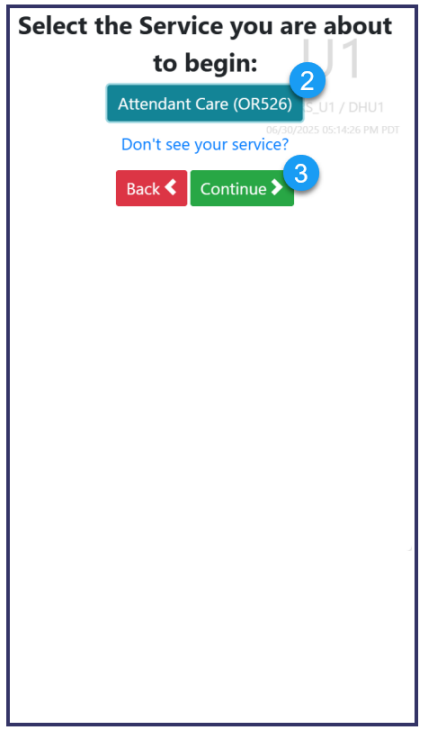
# Adding a Shift for Group Services

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.

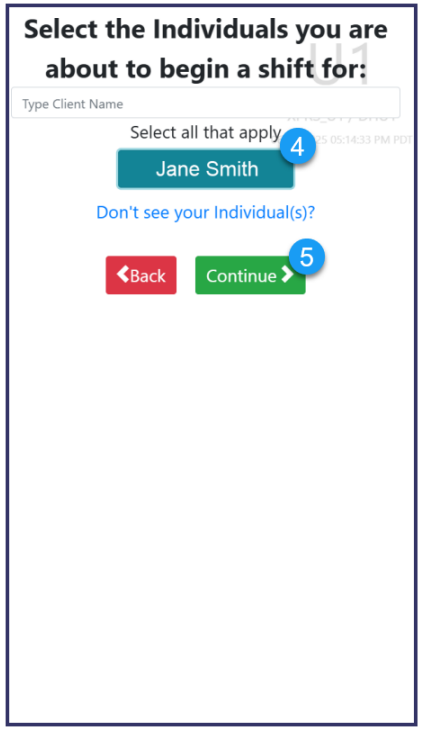
This is considered "group" services. eXPRS prorates the amount billed for each individual in the "group" for their portion of time with the "group" to equal the hourly pay for the time the PSW is working.



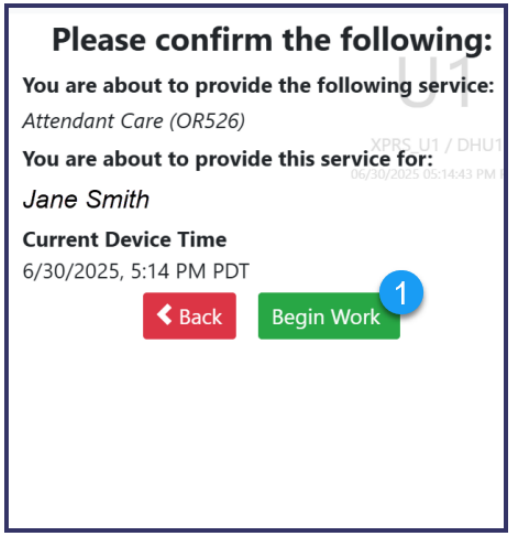

Login to the eXPRS Website on your mobile device and review your current active shift. Then select **Start New Shift.**



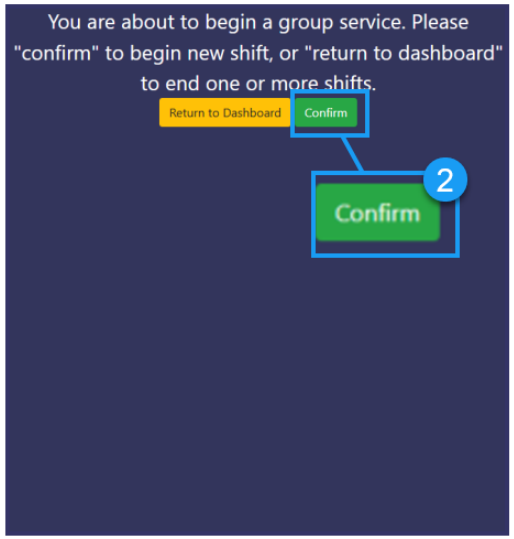

On the **Select the Service** screen, choose from the list of active Service Prior Authorizations for that day, then select **Continue.**



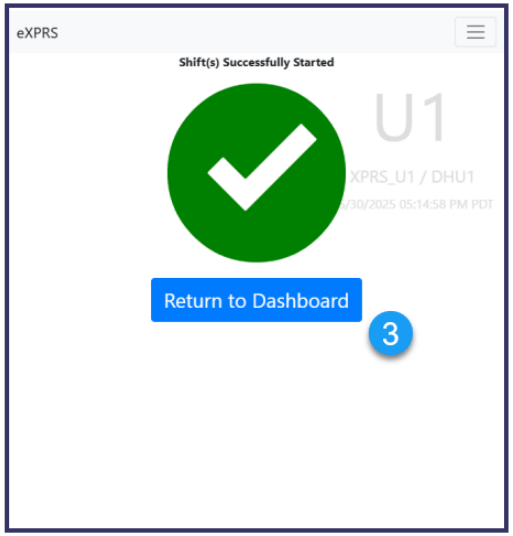

On the **Select the Individuals** screen, only individuals who you do not have a current shift running for will show. Select the individual(s) you want to add to the shift. Then select **Continue.**




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.

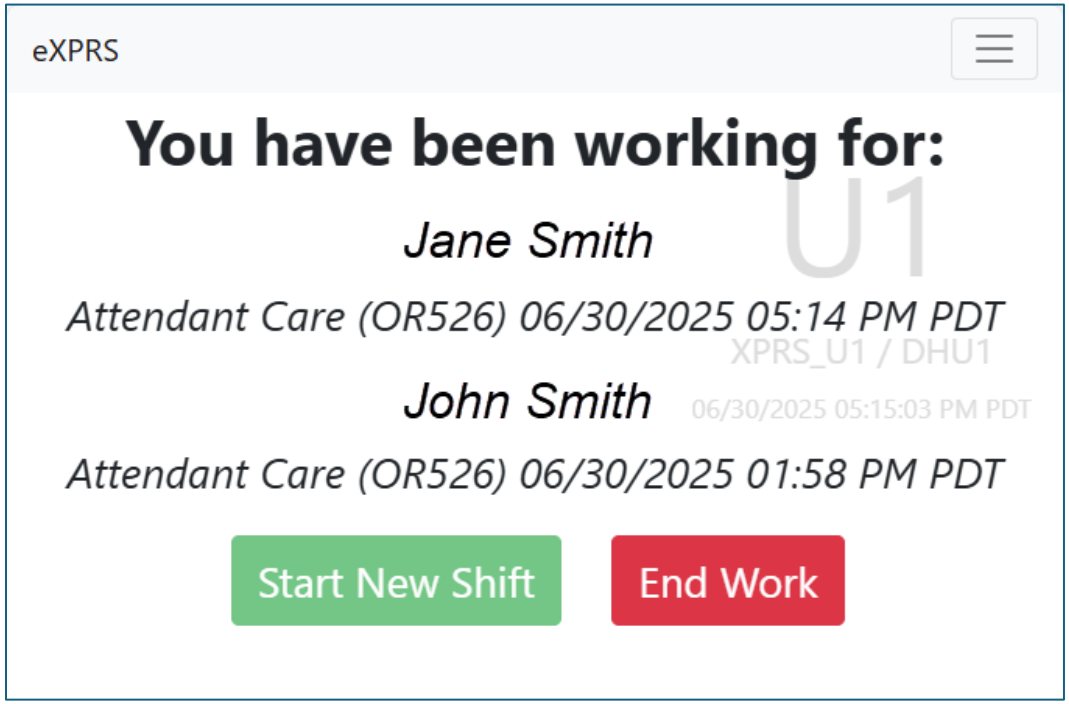



Read the confirmation message stating that you are about to begin a Group service. Then tap **Confirm** to add the new shift.




After selecting **Confirm**, you will be taken to the **Shift Successfully Started** screen, where the Green Checkmark indicates that you have started the shift.

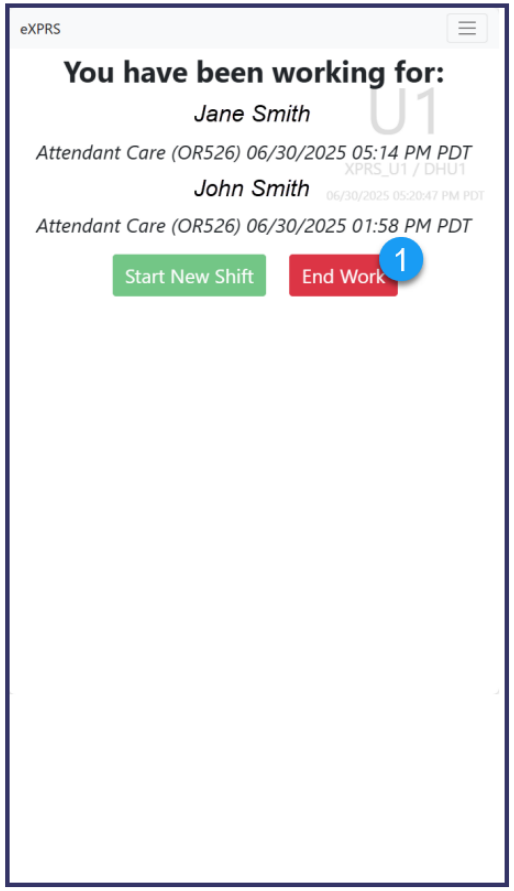
After completing these steps, you can review the details of the shifts you have started:



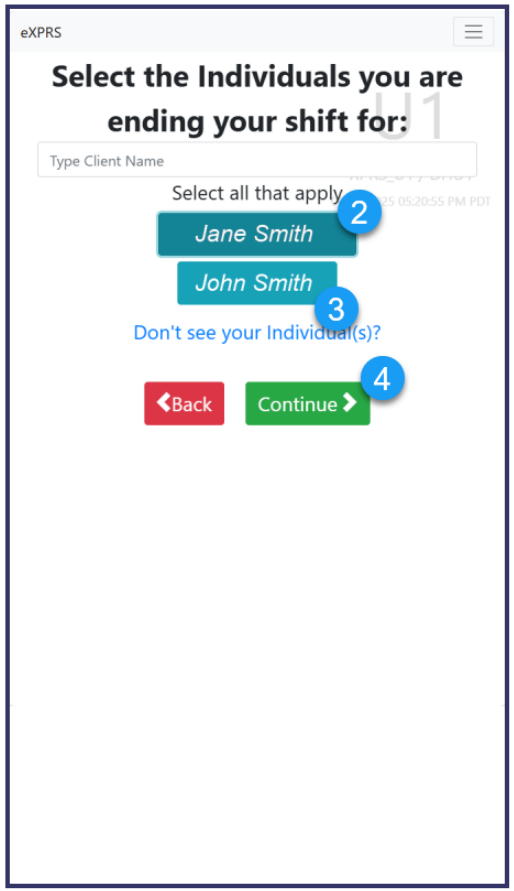

You can now log out of the system and continue working your shift.

eXPRS
Express Payment & Reporting System

# Ending a Shift



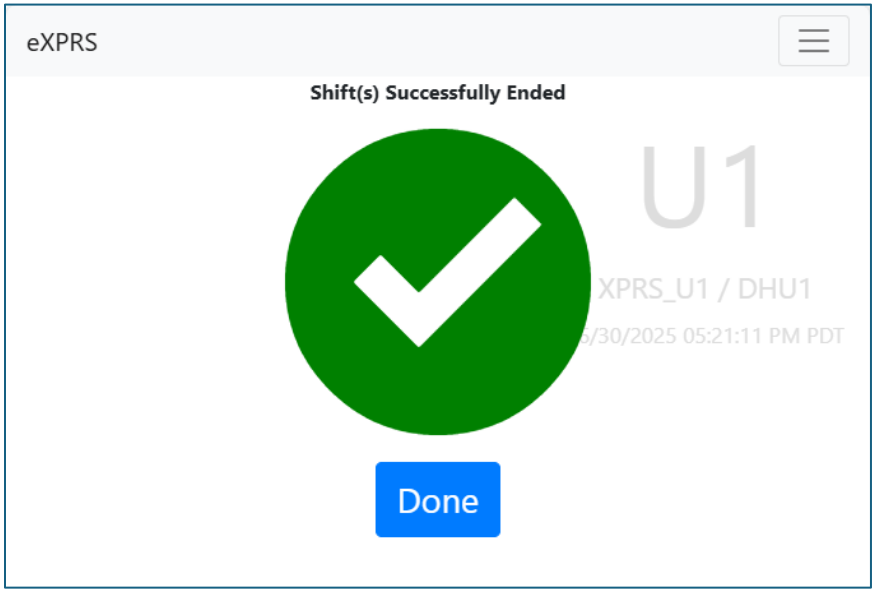

Login to the eXPRS Website on your mobile device and review your current active shift. Then select **End Work.**



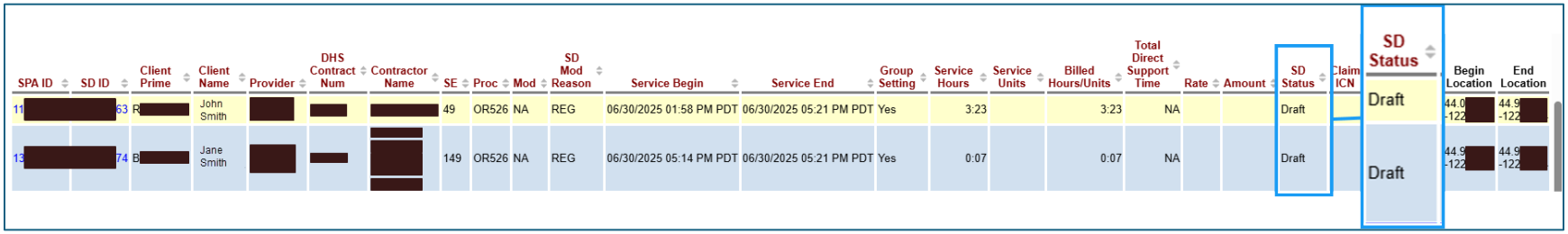

On the **Select the Individuals** screen, select each individual for whom you are ending the shift. Then select **Continue.**

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:

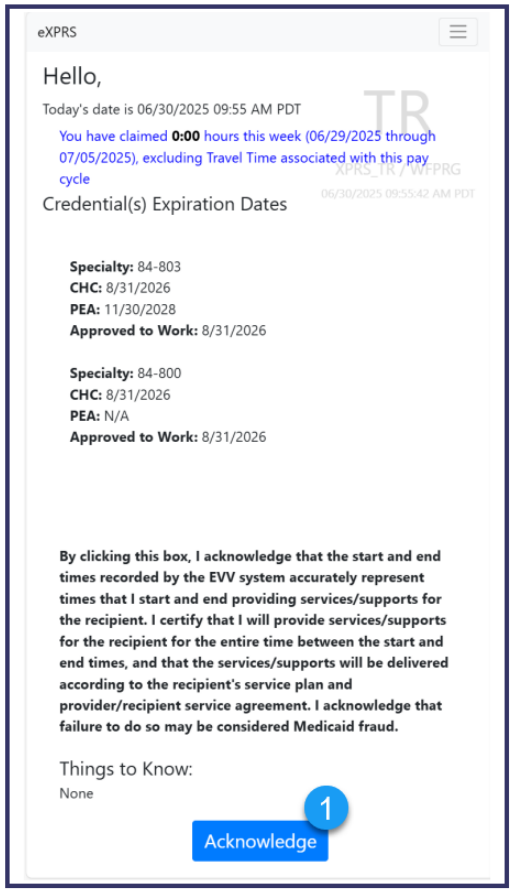


| SPA ID | SD ID | Client Prime | Client Name | Provider | DHS Contract Num | Contractor Name | SE | Proc | Mod | SD Mod Reason | Service Begin | Service End | Group Setting | Service Hours | Service Units | Billed Hours/Units | Total Direct Support Time | Rate | Amount | SD Status | Claim ICN | SD Status | Begin Location | End Location |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 11[redacted]63 | | R[redacted] | John Smith | [redacted] | [redacted] | [redacted] | 49 | OR526 | NA | REG | 06/30/2025 01:58 PM PDT | 06/30/2025 05:21 PM PDT | Yes | 3:23 | | 3:23 | NA | | | Draft | | Draft | 44.0[redacted] -122[redacted] | 44.9[redacted] -122[redacted] |
| 13[redacted]74 | | B[redacted] | Jane Smith | [redacted] | [redacted] | [redacted] | 149 | OR526 | NA | REG | 06/30/2025 05:14 PM PDT | 06/30/2025 05:21 PM PDT | Yes | 0:07 | | 0:07 | NA | | | Draft | | Draft | 44.9[redacted] -122[redacted] | 44.9[redacted] -122[redacted] |

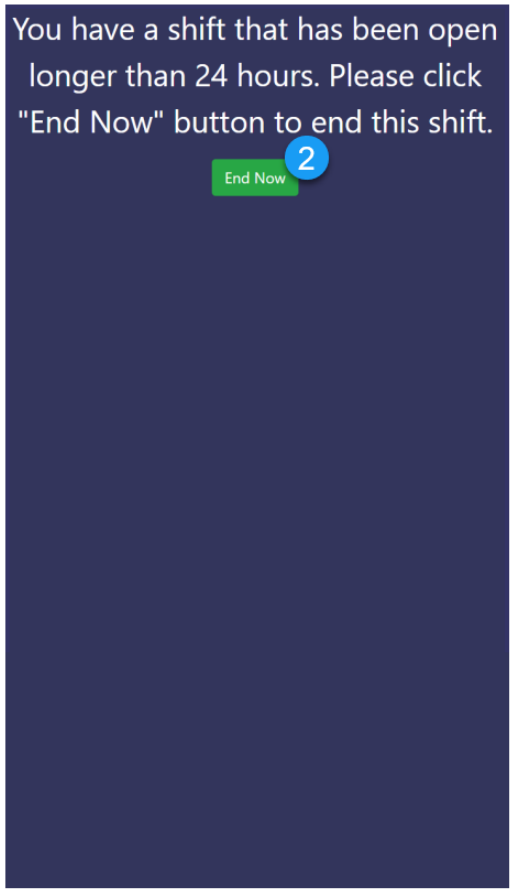
Draft Service Delivered Billing Entries can be edited as needed in the eXPRS Desktop Application.

# Appendix A: Forgetting to End a Shift on Time

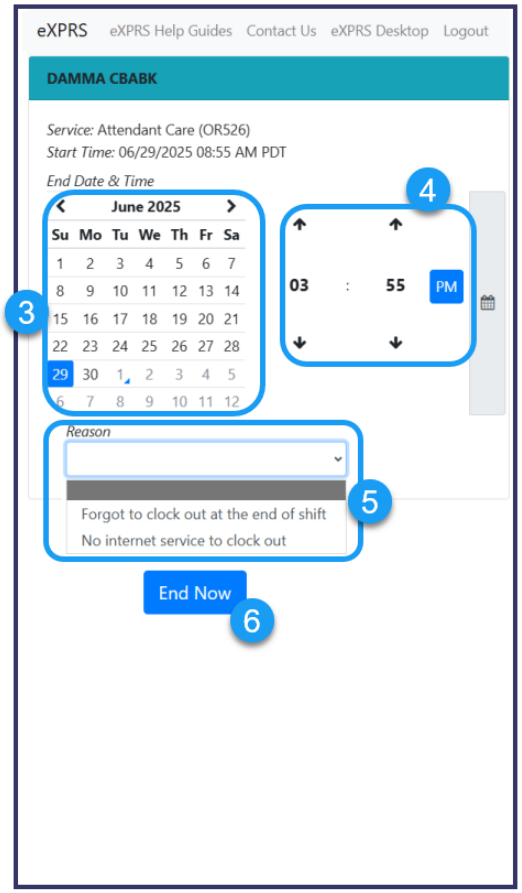
If you forget to end an EVV shift more than 24 hours after you started the shift, **eXPRS Mobile-EVV** will prompt you to end those open shifts the next time you login. ***You cannot start a new shift until the open shift is ended.***




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

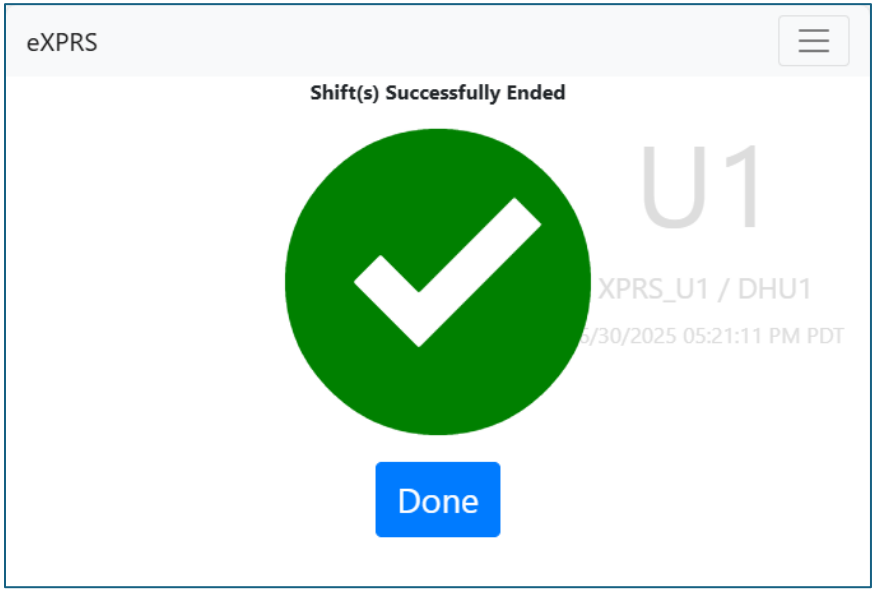



You will be notified that you have an open shift for longer that 24 hours. Select the **End Now b**utton**.**




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.