

eXPRS Mobile-EVV for PSW Providers

How to Correct or Add an EVV Shift in the eXPRS Desktop

(updated 6/9/2021)

After your **draft** SD billing entries as a PSW have been created from **eXPRS Mobile-EVV**, you can review those **draft** entries in the **eXPRS Desktop**. If there are corrections or changes needed to SD billing entries created by **eXPRS Mobile-EVV**, such as an update to a **Start** or **End Time**, you can make those changes as long as the SD is still in **draft** status, and then select the **Reason** for the change from dropdowns.

In situations when manual entry of a SD billing entry is needed for EVV services, you can create those using the **eXPRS Desktop** as well, selecting the **Reason** for the manual entry from the dropdown.

IMPORTANT: when using the **eXPRS Desktop** to do SD billing entry work, **there are 3 important things to remember:**

1. There is **no change in the current process for billing** for **non-EVV services**, such as **OR004-Mileage** & **OR401-Job Coaching**. These services do not require use of EVV, so billing for them has not changed. SD billing entry will be done manually, the regular way using the **eXPRS Desktop**.
2. For PSWs who have received a **exception** from using **eXPRS Mobile-EVV** for all individuals/services, SD billing entry will be done manually, the regular way using the **eXPRS Desktop**. There will be no **Reason** dropdowns enabled for PSW providers who have an approved EVV Exception.
3. At payroll time, **PSWs must still:**
 - a. use **eXPRS Desktop** to **submit ALL their SD billing entries** they want to be paid for, **and**
 - b. **print timesheets & get their employer's signatures, and**
 - c. **send signed timesheets to the CME** within the payroll processing due dates.

The payroll & timesheet process for PSWs has not changed.

How to Correct a *draft* EVV SD billing entry:

1. Log in to the **eXPRS Desktop** website from a computer or laptop.

Login

Login Name: pswuser

Password: ●●●●●●●●

Submit

2. From the left-hand menu, click on **Create Service Delivered Entries from Single Service Authorization** to search for your active service authorizations that can be billed against.

Home

My Credentials

SPD ID	Specialty	CHC Expires	PEA Expires	Approved to Work Expires
8****0	84-803	7/31/2021	5/31/2025	7/31/2021

My Notifications

Filtered By Type: All Notification Types Include Removed

Find

No matching notifications were found.

3. Now you can search for your active authorizations that can be billed against. Any SD billing entries created from **eXPRS Mobile-EVV** will be saved under its authorization.

- Easiest way to search is to use the **date range** for the dates you worked (*or will work*) in the **Effective Date & End Date** fields.
- With your work dates entered, click **Find** to search.

Create Service Delivered Entries from Single Service Authorization

Client Prime:	<input type="text"/>
Service Location/PSW SPD Provider ID:	<input type="text"/>
DHS Contract Num:	<input type="text"/>
Service Element:	<input type="text"/>
Procedure Code:	<input type="text"/>
Svc Modifier Cd:	<input type="text"/>
Effective Date:	<input type="text" value="6/1/2021"/>
End Date:	<input type="text" value="6/30/2021"/>

Exact: Yes No
Exact: Yes No

4. A list of active authorizations that covers the work dates entered will show below.

Procedure Code: [dropdown]

Svc Modifier Cd: [dropdown]

Effective Date: 6/1/2021 [calendar icon]

End Date: 6/30/2021 [calendar icon]

Exact: Yes No

Exact: Yes No

Find Reset Print

Name		Service Location/PSW				
O'SUNSHINE, RAY - xyz0000a		PSW Provider - 1****9				
SPA#	Proc Code	Modifier	Rate	Begin	End	
38****16	OR004 - Comm Transp, Mileage	WE - Community	0.485	8/1/2020	6/30/2021	
43****20	OR507 - Relief Care, Daily	NA - Not Applicable	212.00	8/1/2020	6/30/2021	
38****12	OR526 - Attendant Care, home or comm	NA - Not Applicable	17.36	8/1/2020	6/30/2021	

- From the results list, click on the green dollar sign \$ at the far right of the authorization line for the service you need to correct billings for to open it. This will take you to the [Service Delivered by Service Authorization](#) page – the regular SD billing entry page - for that authorization. Any EVV generated SD billings will be saved here for you from eXPRS Mobile-EVV.

Procedure Code: [dropdown]

Svc Modifier Cd: [dropdown]

Effective Date: 6/1/2021 [calendar icon]

End Date: 6/30/2021 [calendar icon]

Exact: Yes No

Exact: Yes No

Find Reset Print

Name		Service Location/PSW				
O'SUNSHINE, RAY - xyz0000a		PSW Provider - 1****9				
SPA#	Proc Code	Modifier	Rate	Begin	End	
38****16	OR004 - Comm Transp, Mileage	WE - Community	0.485	8/1/2020	6/30/2021	
43****20	OR507 - Relief Care, Daily	NA - Not Applicable	212.00	8/1/2020	6/30/2021	
38****12	OR526 - Attendant Care, home or comm	NA - Not Applicable	17.36	8/1/2020	6/30/2021	

6. In the **Service Delivered by Service Authorization** page you will see SD billing entries that have been manually or eXPRS Mobile-EVV created.

Provider: PSW Provider - 1*****9
 Client Name: RAY O'SUNSHINE
 CM Organization: BROKERAGE /Case Mgmt
 Service: SE149/OR526 - Attend
 Rate: \$17.36

Dates: 8/1/2020 - 6/30/2021
 Client Prime: xyz0000a

Review Req: Yes

Status = DRAFT means you can make changes, if needed.

Select	Begin Date/Time	End Date/Time	Total Service Time	Billed Units	Group	Status	Start Time Change Reason	End Time Change Reason	Direct Support Professional	Start Location	End Location
<input type="checkbox"/>	06/02/2021 02:31 PM PDT	06/02/2021 04:51 PM PDT	2:20			Draft	No Internet service to			4* *****2 1** *****g	4* *****2 1** *****g
<input type="checkbox"/>	06/05/2021 09:30 AM PDT	06/05/2021 11:05 AM PDT	1:35			Draft	No Internet service to			4* *****2 1** *****g	4* *****2 1** *****g
<input type="checkbox"/>	06/08/2021 04:38 PM PDT	06/08/2021 06:47 PM PDT	2:09		<input checked="" type="checkbox"/>	Draft	Reason	Mistakenly clocked ou		4* *****2 1** *****g	4* *****2 1** *****g
<input type="checkbox"/>						Draft	Reason				

6:04

Cancel Changes

For items checked above

- SD billing entries in **draft** status are open and you can make any corrections needed before you submit them for payment
For example: This PSW corrected the **End Time** for the **draft** SD billing on **6/8/2021** from **4:47 PM PDT** to **6:47 PM PDT** because they **Mistakenly clocked out** when using **eXPRS Mobile-EVV**.

Rate: \$17.36

Review Req: Yes

Select	Begin Date/Time	End Date/Time	Total Service Time	Billed Units	Group	Status	Start Time Change Reason	End Time Change Reason	Direct Support Professional	Start Location	End Location
<input type="checkbox"/>	06/02/2021 02:31 PM PDT	06/02/2021 04:51 PM PDT	2:20			Draft	No Internet service to			4* *****2 1** *****g	4* *****2 1** *****g
<input type="checkbox"/>	06/05/2021 09:30 AM PDT	06/05/2021 11:05 AM PDT	1:35			Draft	No Internet service to			4* *****2 1** *****g	4* *****2 1** *****g
<input type="checkbox"/>	06/08/2021 04:38 PM PDT	06/08/2021 06:47 PM PDT	2:09		<input checked="" type="checkbox"/>	Draft	Reason	Mistakenly clocked ou		4* *****2 1** *****g	4* *****2 1** *****g
<input type="checkbox"/>						Draft	Reason				

6:04

Cancel Changes

For items checked above

- The PSW made the correction to the service **End Date/Time**,
- selected the appropriate **End Time Change Reason** from the dropdown, and then
- clicked **Save All** to save the changes.

7. Using the **Change Reason** dropdowns will also work if manual SD billing entry is necessary from time to time. Just enter the **draft** SD billing entry information manually, select the **Reason** from the **Start Time Change Reason** dropdown, then click **Save All**.

The screenshot shows a table with columns: Select, Begin Date/Time, End Date/Time, Total Service Billed Time, Units, Group, Status, Change Reason, End Time Change Reason, Direct Support Professional, Start Location, End Location, and a Save All button. A callout bubble points to the 'Begin Date/Time' and 'End Date/Time' columns, stating 'Add the service Begin & End Date/Time manually.' Another callout bubble points to the 'Change Reason' dropdown, stating 'Select a Reason for the manual entry from the dropdown.' A dropdown menu is open, showing options like 'No Internet service to clock in', 'Created Manually Due to Data Entry Error', etc.

Select	Begin Date/Time	End Date/Time	Total Service Billed Time	Units	Group	Status	Change Reason	End Time Change Reason	Direct Support Professional	Start Location	End Location	
<input type="checkbox"/>	06/02/2021 02:31 PM PDT	06/02/2021 05:51 PM PDT	2:20			Draft	No Internet service to			4* *****2	4* *****2	
<input type="checkbox"/>	06/05/2021 09:30 AM PDT	06/05/2021 11:05 AM PDT	1:35			Draft	No Internet service to			4* *****2	4* *****2	
<input type="checkbox"/>	06/08/2021 04:38 PM PDT	06/08/2021 06:47 PM PDT	2:09			Draft	Reason	Reason		4* *****2	4* *****2	
<input type="checkbox"/>	06/01/2021 08:15 AM PST	06/01/2021 09:45 AM PST				Draft	Reason			4* *****2	4* *****2	Save All

Start Time Change Reason

Reason

- Reason
- Forgot to clock in at the beginning of shift
- Clocked in too early
- No Internet service to clock in
- Created Manually Due to Data Entry Error
- SPA not in place at time of service
- Exception granted
- eXPRS Was Unavailable

End Time Change Reason

Reason

- Reason
- Forgot to clock out at the end of shift
- No internet service to clock out
- Mistakenly clocked out
- Created Manually Due to Data Entry Error
- SPA not in place at time of service
- Exception granted
- eXPRS Was Unavailable

8. The service **Begin Date/Time** and service **End Date/Time** data has been reformatted to include the both date and time for **Service Begin** and **Service End** information in the same data field.

mm/dd/yyyy hh:mm AM/PM PST

UPDATED FEATURE - the SECONDS has been removed and is no longer required on SD times.

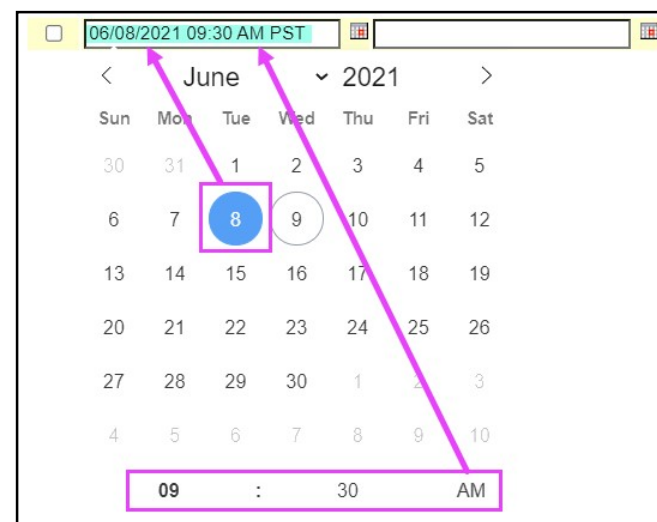
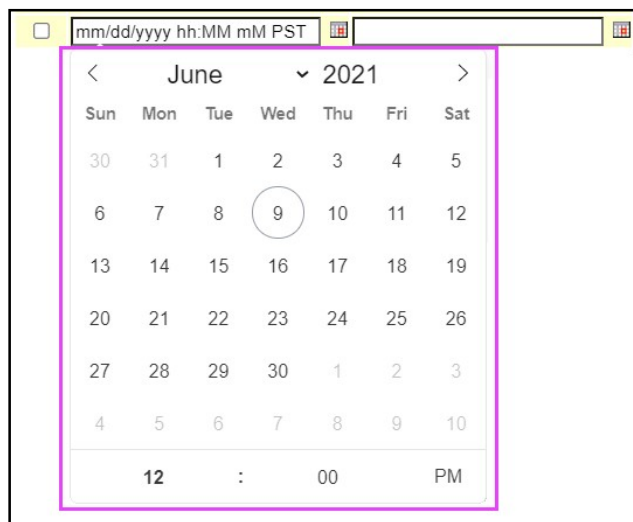
This format change was made to accommodate **eXPRS Mobile EVV** billing for services in a different time zone. When manually entering the SD billing date and time information, you can change the “**PST/PDT**” to reflect the actual time zone the service was provided in, such as to **MST/MDT** for Mountain time zone if needed for those individuals living on the Oregon/Idaho state border.

! Important: *The default in eXPRS will be to show the SD date and times as in the Pacific time zone.*

If SD billings are entered for services provided in a different time zone, once the SD is saved as a **draft**, the data will display in eXPRS **as the Pacific time zone equivalent** for the different time zone data entered.

- **For example:** an SD billing is entered with a begin date/time of “**5/15/2021 10:00 AM MDT**”. Once that SD billing is saved as a **draft**, eXPRS will display that information as “**5/15/2021 9:00 AM PDT**”. This is because 10 o’clock in Mountain time is the same as (equivalent to) 9 o’clock in Pacific time.

9. **NEW FEATURE:** The calendar widgets have been added back to eXPRS as an option for entering **Begin & End Dates/Times**. Simply click on the **calendar icon** next to the Date/Time entry field to activate. Then click on the service **DATE** from the calendar, and enter the hours and minutes for the **TIME**.



10. When you are ready for your **draft** SD billing entries processed for payment, the process is the same as in the past. You select the SD billings you wish to submit for payment, then click **Submit**.

Service: SE149/OR526 - Attendant Care, home or comm/NA - Not Applicable
 Rate: \$17.36
 Review Req: Yes
 Print

Select	Begin Date/Time	End Date/Time	Total Service Billed Time	Units	Group	Status	Start Time Change Reason	End Time Change Reason	Direct Support Professional	Start Location	End Location
<input checked="" type="checkbox"/>	06/02/2021 02:31 PM PDT	06/02/2021 04:51 PM PDT	2.20			Draft	No Internet service to			4* *****2 1** *****g	4* *****2 1** *****g
<input checked="" type="checkbox"/>	06/05/2021 09:30 AM PDT	06/05/2021 11:05 AM PDT	1.35			Draft	No Internet service to			4* *****2 1** *****g	4* *****2 1** *****g
<input checked="" type="checkbox"/>	06/08/2021 04:38 PM PDT	06/08/2021 06:47 PM PDT	2.09			<input checked="" type="checkbox"/> Draft	Reason	Reason		4* *****2 1** *****g	4* *****2 1** *****g
<input checked="" type="checkbox"/>	06/01/2021 08:15 AM PST	06/01/2021 09:45 AM PST				Draft	No Internet service to				
			6:04				Cancel Changes			Save All	

For items checked above Submit Delete

11. Once submitted, the SD billings that have a status of **pending** are now ready to be printed on timesheets for employer signatures, and then to turn in to the authorizing CME.

Service: SE149/OR526 - Attendant Care, home or comm/NA - Not Applicable
 Rate: \$17.36
 Review Req: Yes
 Print

Select	Begin Date/Time	End Date/Time	Total Service Billed Time	Units	Group	Status	Start Time Change Reason	End Time Change Reason	Direct Support Professional	Start Location	End Location
<input type="checkbox"/>	06/02/2021 02:31 PM PDT	06/02/2021 04:51 PM PDT	2.20		No	Pending	No Internet service to clock in			4* *****2 1** *****g	4* *****2 1** *****g
<input type="checkbox"/>	06/05/2021 09:30 AM PDT	06/05/2021 11:05 AM PDT	1.35		No	Pending	No Internet service to clock in			4* *****2 1** *****g	4* *****2 1** *****g
<input type="checkbox"/>	06/08/2021 04:38 PM PDT	06/08/2021 06:47 PM PDT	2.09	2.09	Yes	Pending		Mistakenly clocked out		4* *****2 1** *****g	4* *****2 1** *****g
<input type="checkbox"/>						<input type="checkbox"/> Draft	Reason				
			6:04				Cancel Changes			Save All	

For items checked above Submit Delete



eXPRS Plan of Care - Services Delivered Form

Page 1 of 2 Date: 6/9/2021, 2:53:30 PM

Customer Name: O'SUNSHINE, RAY

Prime: xyz0000a

Provider Name: PSW Provider

Provider Num: 1*****9

CM Organization: BROKERAGE /Case Mgmt Prov

SC/PA Name: _____

Service: SE149/OR526 - Attendant Care, home or comm/NA - Not Applicable

Service Delivered On:

Start Date/Time IN	End Date/Time OUT	Total Hours for Entry	Group? (yes/no)
06/02/2021 02:31 PM PDT	06/02/2021 04:51 PM PDT	2:20	No
06/05/2021 09:30 AM PDT	06/05/2021 11:05 AM PDT	1:35	No
06/08/2021 04:38 PM PDT	06/08/2021 06:47 PM PDT	2:09	Yes
		6:04	TOTAL HOURS