How to Edit or Update PSW Travel Time Claims
(updated 8/25/2020)

Personal Support Worker (PSW) providers may be eligible to claim for payment the time it takes to travel directly between two individual clients' homes or worksites when that travel occurs on the same day. This **travel time** is different than mileage reimbursement providers may receive for authorized transportation of individuals they support. Travel time is the PSW's commute time needed to travel between the locations where work with individuals in a single day and not during time they are actually providing service/care.
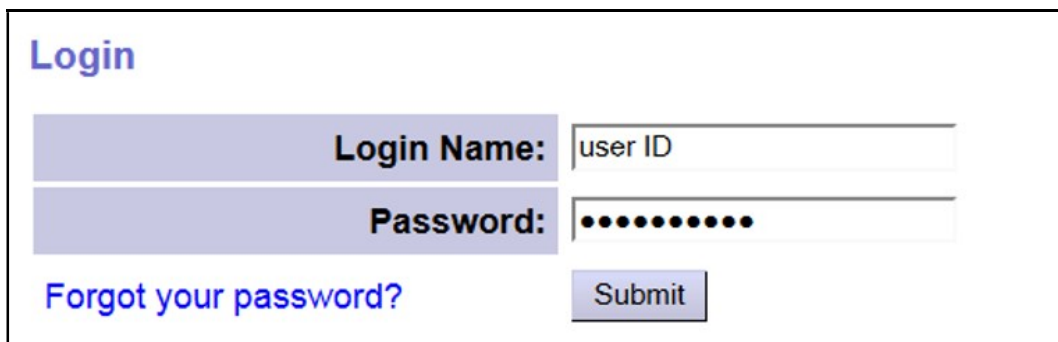
Once created and/or submitted, PSWs may need to make edits to their Travel Time entry. This user guide will assist PSW providers in the process to make those **Travel Time** entry edits.

➔ **IMPORTANT**: For successful claiming of **Travel Time**, PSWs should be sure that all the applicable **Service Delivered** (SD) billing entries for services provided to individuals before and after the Travel Time is being claimed are entered, submitted, approved and aggregated into a paid claims **PRIOR** to claiming **Travel Time**.

eXPRS checks each **Travel Time** entry to be sure there are paid Service Delivered (SD) billing entries documenting work performed by the PSW before and after the **Travel Time** being claimed (these paid SDs "bookend" the Travel Time).
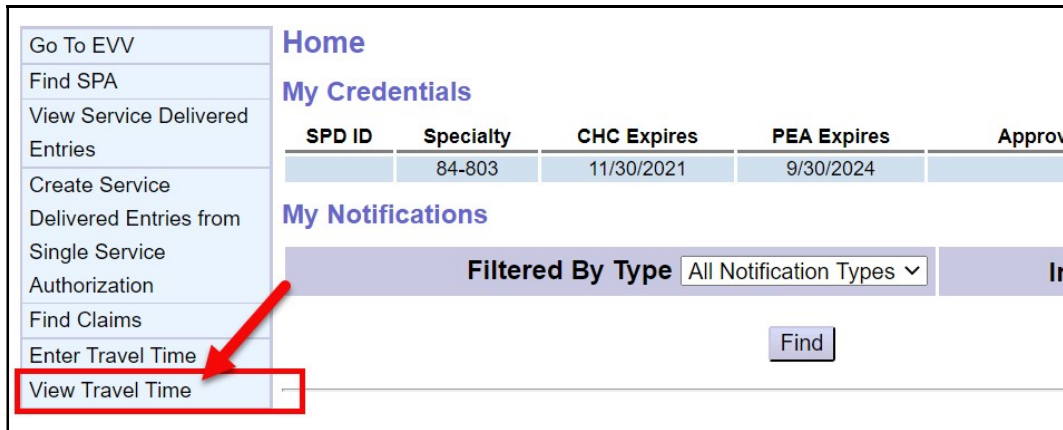
To edit PSW Travel Time in eXPRS:

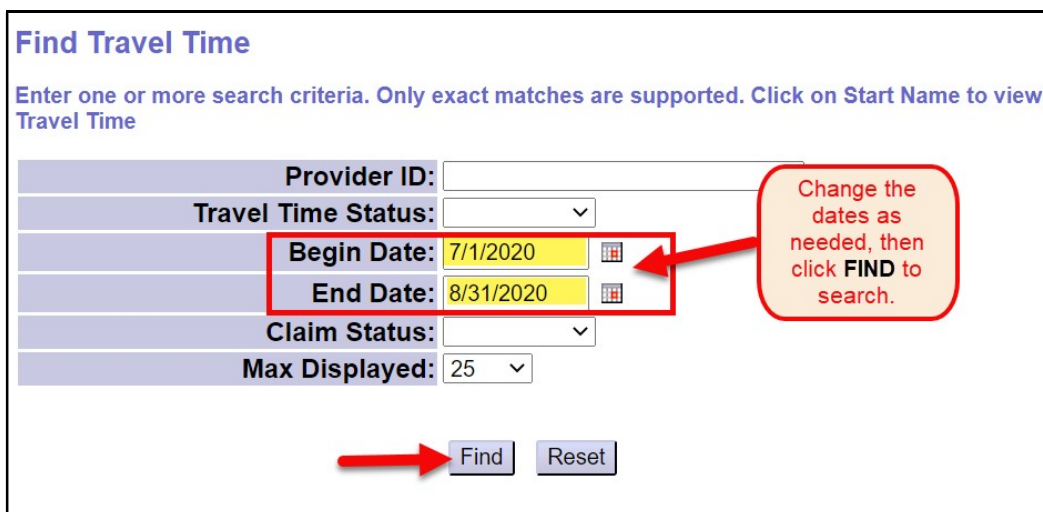1. Login to eXPRS from a regular computer or laptop. Travel Time does not require the use of eXPRS Mobile-EVV.

Login

Login Name:	user ID
Password:	••••••••••

Forgot your password?   Submit

2. To edit an existing Travel Time entry, from the left-hand menu, click on **View Travel Time**.

Go To EVV	**Home**				
Find SPA	**My Credentials**				
View Service Delivered Entries	SPD ID	Specialty	CHC Expires	PEA Expires	Approv
		84-803	11/30/2021	9/30/2024	
Create Service Delivered Entries from Single Service Authorization	**My Notifications**				
	Filtered By Type All Notification Types ∨				Ir
Find Claims					
Enter Travel Time			Find		
View Travel Time					

3. In the **Find Travel Time** page, enter the data needed to search for a **Travel Time** entry. Easiest search will be to just use a date range for the dates of travel for the entries needing edits or corrections.

Find Travel Time

Enter one or more search criteria. Only exact matches are supported. Click on Start Name to view Travel Time

Provider ID:	
Travel Time Status:	∨
Begin Date:	7/1/2020
End Date:	8/31/2020
Claim Status:	∨
Max Displayed:	25 ∨

Change the dates as needed, then click **FIND** to search.

Find   Reset

4. From the list of travel time entries returned, click on a blue **Start Name** to open a entry to be edited.
   ➔ *PRO TIP:* **Right-click** on the blue name to open the entry in a new tab or window. This will enable you to return to your results list without having to search again*.*

Please note:
- Only travel time entries in *draft* or *suspended* status can be edited by a PSW.
- PSW edits to travel time entries in *approved* status must be requested from ODDS by submitting an **eXPRS Technical Assistance Request** form.

5. With the travel time claim open in a **View Travel Time** page, click **Edit** to open the travel time claim.

6. The travel time entry will open in the **Update Travel Time** page. Make any necessary edits/changes needed to the entry. In this example, the end time was changed from 1:49 PM to 1:45 PM.

Update Travel Time

Enter data for Travel

Provider: PSW First Last

Travel Date	Travel Start Time Hour:Min AM/PM	Travel End Time Hour:Min AM/PM	Mode	Billed Minutes Hour:Min
7/9/2020	1:28 PM	**1:45 PM**	Drive	0:21

Start Prime

xyz0000a - Ray Manta

Start Address

123 Main St

City	State	Zip Code
Anytown	OR	97000

mn999a9

Make the needed changes (ex: new end time) & then click Save.

End Address

456 Another Ave NE

City	State	Zip Code
Anytown	OR	97000

[Save] [Reset]

- Click **Save**, to save the changes or new data added.

7. With the changes saved, the **Travel Time** entry can be submitted or re-submitted by clicking **Submit** at the bottom of the page.

View Travel Time

ID: 3★★★★02	**Status:** Draft
PA Adj #: 3★★★★79	**Travel Date:** 7/9/2020
Mode: Drive	**Cross System:** No
Provider: PSW Last, First	
Billed Minutes: 0:21	**Claimed Minutes:** 0:21
Rate: $15.77	**Amount:** $5.52
Start Prime: Manta, Ray	**Start Name:** xyz0000a
End Prime: Vader, Ella	**End Name:** mn999a9
Start Address: 123 Main St Anytown, OR 97000	
End Address: 456 Another Ave NE Anytown, OR 97000	
Travel Start Time: 7/9/2020 1:28:00 PM	
Travel End Time: 7/9/2020 **1:45:00 PM**	
Created Date: 7/9/2020 1:50:33 PM	**Created By:** PSW First Last
Updated Date: 7/9/2020 1:50:33 PM	**Updated By:** PSW First Last

Changes are saved.

*Click **Submit** to submit the entry with the new information.*

Exceptions:

There have been no exceptions for this Travel Time record

[Edit] [Submit] [Delete] Create New Travel Time

8. Repeat steps #4 – 7 to make edits to additional travel time claims.

9. Please see the assistance guide **How to Create PSW Travel Time** for information on creating new travel time entries.

<u>PSW Travel Time Policy Information</u>:

ODHS/ODDS has also established the following policy parameters regarding PSW **Travel Time**:

- Personal Support Workers must enter their **Travel Time** data into eXPRS themselves directly. CDDPs and Brokerages cannot enter Travel Time data on behalf of providers.

- Only the time to travel the most direct route by the method of transportation chosen may be claimed. Any additional time spent for personal reasons between homes/worksites of the individuals the provider is supporting may not be claimed.

- Time spent attending to personal business (not including brief stops for gas or using the restroom), time breaks of one hour or more between individual shifts, or returning to the provider's home between working for individuals is not considered direct travel and may not be claimed as **Travel Time**.

- Time spent traveling for personal shopping or medical appointments may not be claimed as **Travel Time**.

- Time spent traveling to and from the provider's home to their initial or last work location in a day may not be claimed as **Travel Time**.

- Payment for approved **Travel Time** claims may not exceed 10% of the PSW total wages for the applicable bi-monthly pay period. Providers are responsible for ensuring that **Travel Time** claimed does not exceed that 10% limit.

- **Travel Time** will be paid at the PSW base rate of pay in effect for the date of Travel.

- **Travel Time** entries managed via eXPRS are processed the month(s) following the month of actual travel being claimed for applicable pay periods.

Travel Time Error Messages

Unable to save *draft* Travel Time

Error Message	What it means	How to fix it?
Your request could not be completed because: More than one active CPA found for [date / time]	The Travel Time entry is unable to be saved, even as a draft because there are mulitple authorizations for Travel Time for the PSW.	Authorizations for Travel Time are automatically generated by eXPRS and duplicte authorizations can occur. If this error occurs when trying to save a new Travel Time claim, submit an **eXPRS Technical Assistance Request** to notifiy us of the issue. Once received, we can remove the duplicate authorization & then the Travel Time claim can be recreated & saved.

Travel Time Suspense Reasons

When **Travel Time** entries are submitted, they process through a number of system validation edits prior to being approved for payment. If a **Travel Time** entry does not clear a validation edit, it may suspend or be denied. Below are the most common suspense reasons and their explanations/definitions.

Rule Description/Exception Text	What it means	Can it be overriden?	How to fix it?
Awaiting payment cycle	The Travel Time entry has cleared all system validation edits and will be processed for payment in the next scheduled Travel Time claims process cycle.	Yes, but only if needed for a PSW who has stopped working has requested their last payment/check. A formal request must be submitted to ODDS for last payment to be processed.	No need, unless a correction is needed from the provider. This travel time entry is ready to process for payment.

Rule Description/Exception Text	What it means	Can it be overriden?	How to fix it?
Claim unit over limit; ***Travel Claim for*** [date] **- start** [time hh:mm] ***AM/PM to end*** [time hh:mm] ***AM/PM actual travel time exceeds 60 minutes***	The Travel Time entry is for a travel time that exceeds the allowed 60 minutes. The start/end times on the entry calculate at timespan longer than 60 minutes.	Yes	The suspended Travel time can be edited to change the start and/or end times, as needed. If changes are made, save the new information and then re-submit the Travel Time entry.
Rule Description/Exception Text	What it means	Can it be overriden?	How to fix it?
Claim unit over limit; ***Travel Claim for*** [date] **- start** [time hh:mm] ***AM/PM to end*** [time hh:mm] ***AM/PM billed time exceeds 60 minutes***	The amount of travel time billed as entered by the PSW on the Travel Time entry exceeds the allowed 60 minutes.	Yes	The suspended Travel time can be edited to change billed time amount, as needed. If changes are made, save the new information and then re-submit the Travel Time entry.
Rule Description/Exception Text	What it means	Can it be overriden?	How to fix it?
Missing service before or after travel time request; ***Travel Claim for*** [date] **- start** [time hh:mm] ***AM/PM to end*** [time hh:mm] ***AM/PM is missing a service for Client (prime #) before / after it.***	There must be a paid SD billing entry on either side of the Travel time entry to document services were provided to the clients the PSW is traveling to/from. These paid SD billings are called "book end" SDs.	Yes, but only the Travel Time billing includes travelling to/from an APD client.	PSWs should be sure that all their service SD billing entries have been submitted, reviewed approved and paid, so they can be used as "book ends" for the travel time entry they are submitting.

Rule Description/Exception Text	What it means	Can it be overriden?	How to fix it?
Suspected duplicate. *Date range or a portion of the date range overlaps an approved claim; Travel Claim for* [date] *- start* [time hh:mm] *AM/PM to end* [time hh:mm] *AM/PM overlaps a Service Delivered entry for the same date.*	The travel time entry overlaps an SD billing entry documenting that the PSW was working provding service to a client for part or all of the time being claimed as travel. Travel time is **NOT** time worked serving clients, so it cannot overlap a service SD billing entry.	No	Edit the Travel time entry so that it does not overlap a service SD billing entry.
Rule Description/Exception Text	What it means	Can it be overriden?	How to fix it?
Claim amount over limit; *Travel Claim for* [date] *- start* [time hh:mm] *AM/PM to* [time hh:mm] *AM/PM exceeds the calculated 10% of gross wages for provider.*	Per ODHS/ODDS policy, Travel Time can only be paid up to a maximum limit of 10% of the PSW's gross wages received for that calendar month. This travel time entry exceeds that allowed 10% limit.	Yes	The Travel Time entry will stay suspended until additional wages are paid for that time period or other paid Travel Time claims are voided.