

How to Create **Service Delivered (SD)** Billing Entries for **Daily Relief Care (OR507)** for PSW Providers using **eXPRS Mobile-EVV**

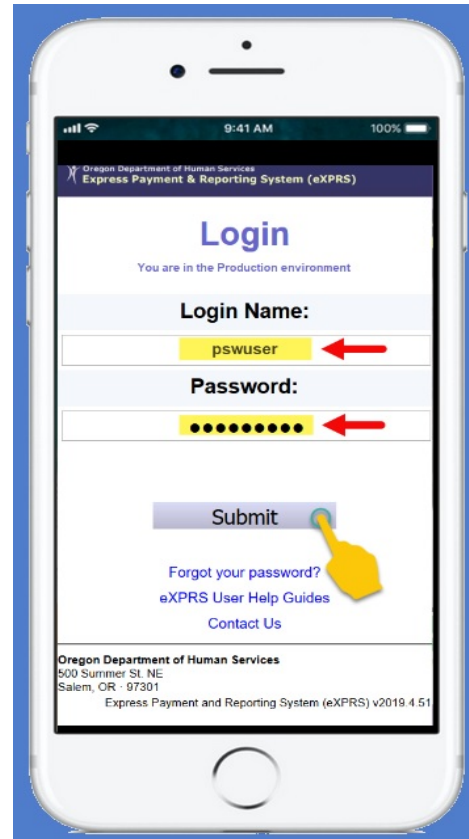
(updated 5/11/2022)

For PSW providers who provide **Daily Relief Care (OR507)**, which is a type of attendant care, you must bill for that service using **eXPRS Mobile-EVV**. While billing for **Daily Relief Care (OR507)** is done via clocking in & clocking out of **eXPRS Mobile-EVV** to create your **Service Delivered (SD)** billing entries, there are some slight differences from billing for other PSW attendant care services with EVV.

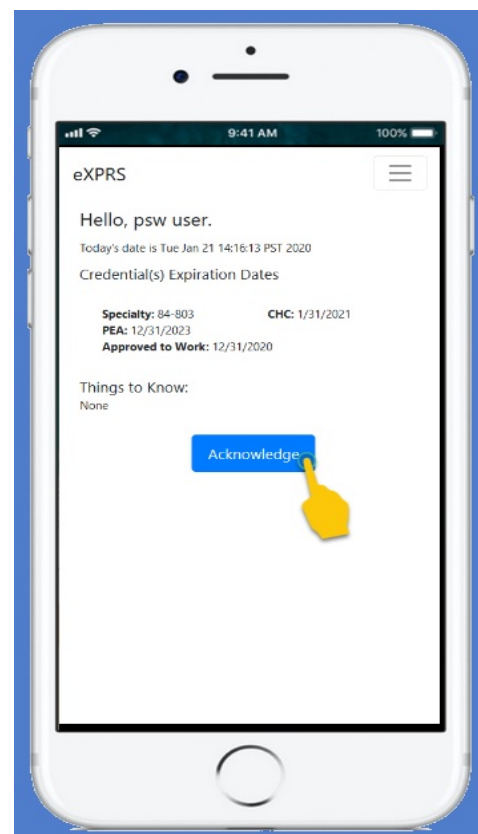
- The service unit type for **Daily Relief Care (OR507)** is **DAY**, not hour. This means you are paid for a single **DAILY** unit of service for a flat daily rate. The ODDS Policy expectation is this service be **billed in full day (24-hour) increments based on the start time you clocked in with.**
- ⇒ **IMPORTANT:** eXPRS has been updated to auto-fill the End Time on SD billing entries for **Daily Relief Care (OR507)** to be a full 24-hours after the billing's Start time.
 - **For example:** If you start/"clock in" for a shift for **Daily Relief Care (OR507)** at 4:00 PM today, eXPRS will auto-fill the End Time for that SD as 4:00 PM tomorrow (a full 24-hours after the Start Time).
- Even when 24-hours of service (by the start & end times entered) are provided for the 1 **DAILY** unit of **Daily Relief Care (OR507)**, only 16 of those 24-hours count towards your weekly work hours limit. For the 24-hours of time you work providing **Daily Relief Care (OR507)**, 16-hours of that time is considered "awake" time, and 8-hours is allowed for you to sleep.
- Billings for **Daily Relief Care (OR507)** that calculate to less than 16-hours of actual service, based on the start time entered, will suspend for ODDS review/approval prior to payment. This is because billing for less than 24-hours would be due to an exceptional situation, and not normal practice.
- Billings for **Daily Relief Care (OR507)** entered that result in 2 **DAILY** units being billed in a single 24-hour period, the 2nd SD billing entered will be **denied** as an overlapping/duplicate billing for the provider when submitted.

To bill for **Daily Relief Care (OR507)** via **eXPRS Mobile-EVV**:

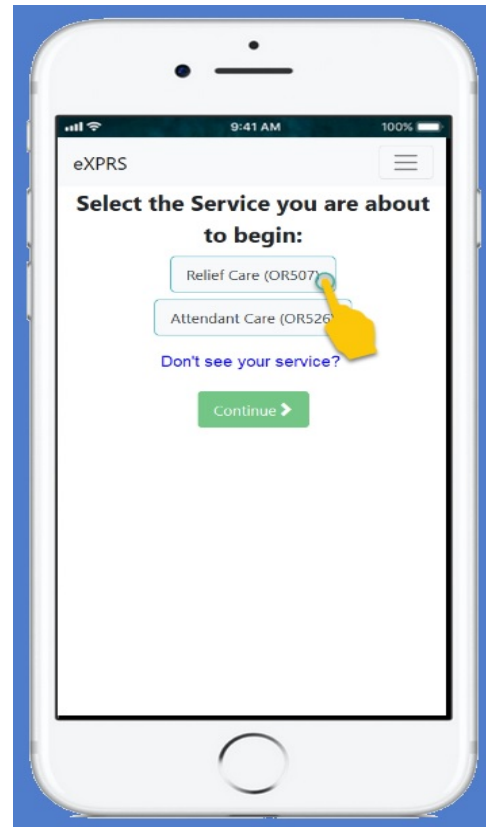
1. Log in to **eXPRS Mobile-EVV** from a mobile device.



2. Review your messages & tap on **Acknowledge** to continue.

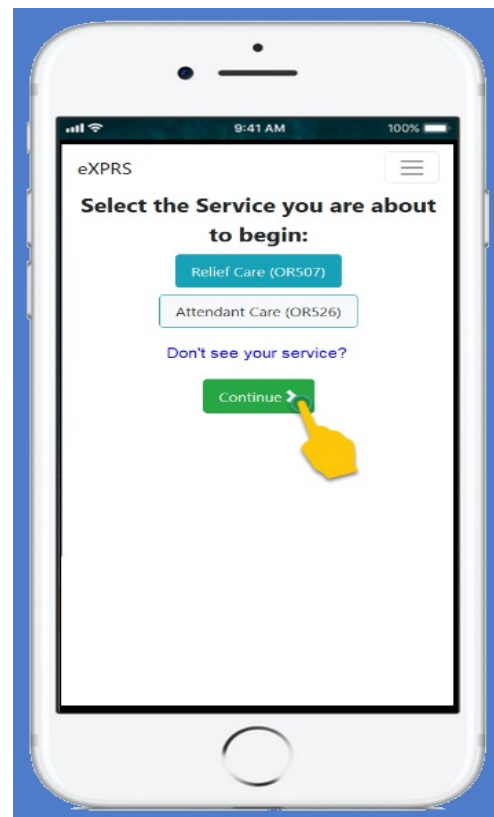


- From the “**Select the Service ...**” screen, tap on the button for **Relief Care (OR507)** to start the “clock in” process.



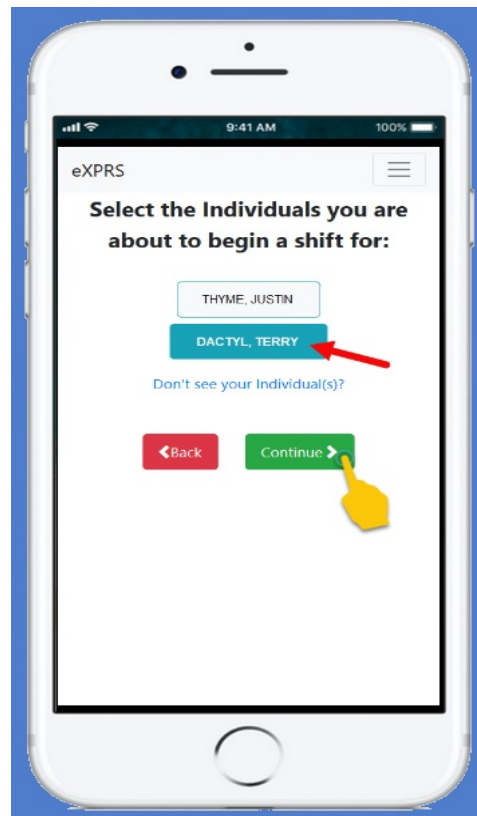
- Once selected, the **Relief Care (OR507)** button will turn dark.

Tap on **CONTINUE >** to move to the next step.



6. In the “**Select the Individuals...**” screen, tap on the name of the individual for whom you will be providing **Relief Care (OR507)**. When selected, their name will turn dark.

Tap on **CONTINUE >** to move to the next step.

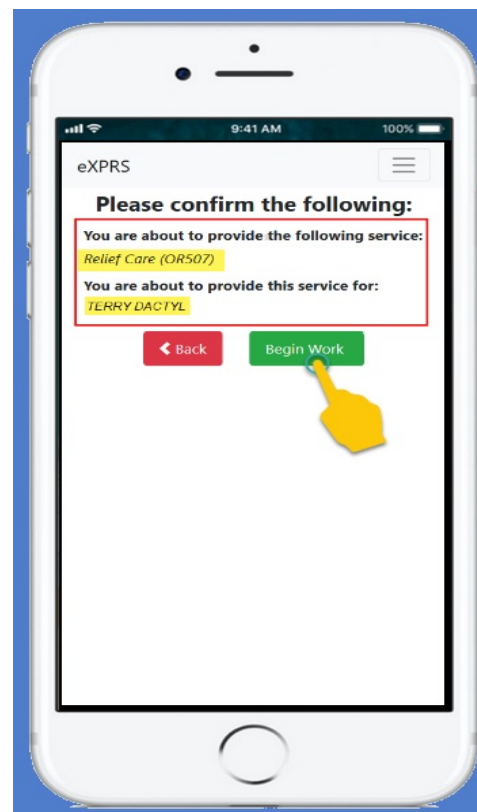


7. In the “**Please Confirm the following...**” screen, review the information shown.

***Please review this information
CAREFULLY!***

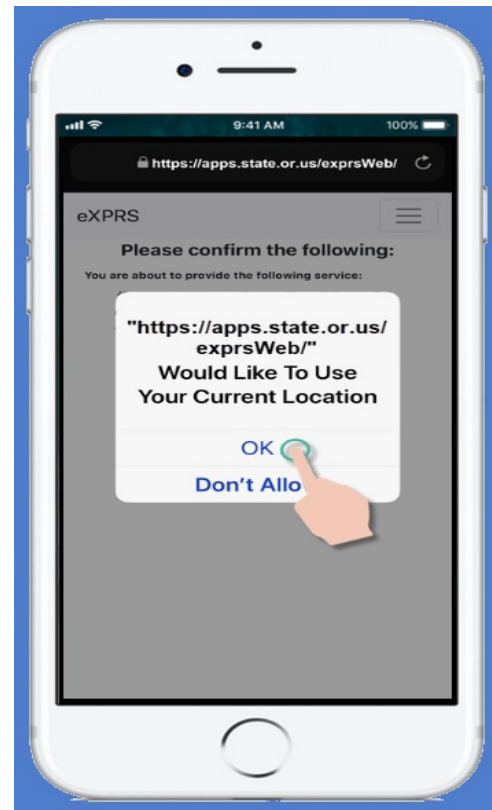
If the information is **correct**, tap on **Begin Work** to “clock in” and start your shift providing **Relief Care (OR507)**.

If the information is **incorrect**, use the **< Back** button to return to the previous screens & make the correct selections needed.



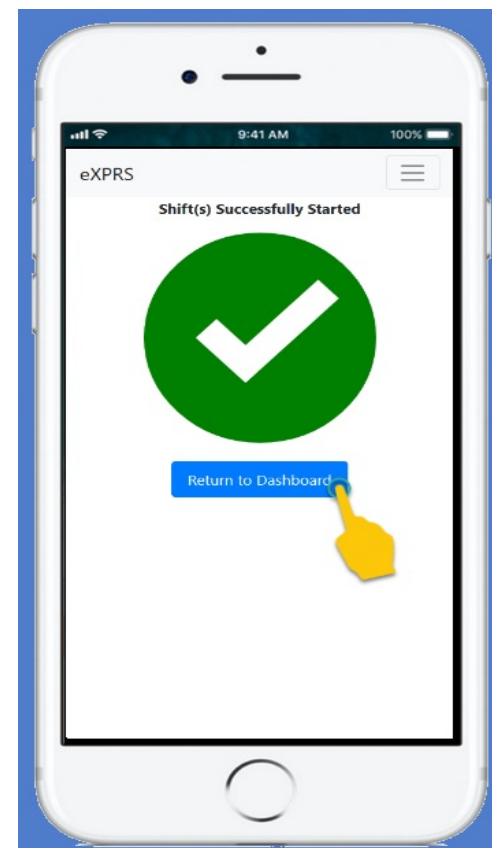
8. If you receive a pop-up message asking you to confirm your location where you are starting your shift, tap **OK** to continue.

eXPRS Mobile-EVV will capture single 'point-in-time' coordinates of where you are **ONLY** at the time you **START** ("clock in") & **END** ("clock out") your shift, which is a requirement of the federal law for EVV.



9. If you have successfully started your shift & "clocked in", **eXPRS Mobile-EVV** will confirm by showing you a large **green check mark**.

Tap on the blue **Return to Dashboard** button.



10. Now back on your '**dashboard**' screen, you will see who you are working with and the Start Time & Date your shift for **Relief Care (OR507)** started.

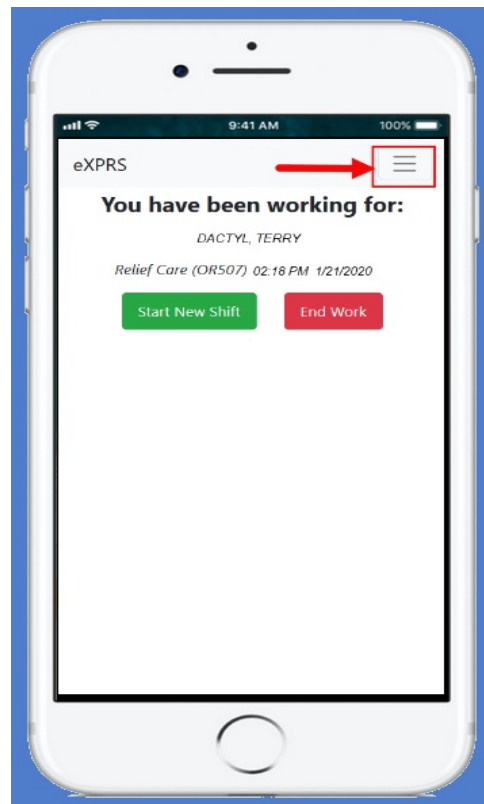
From here you can:

- Start a New Shift for another individual joining you as a group (see the guide [How to Add a New Shift](#) for instructions),

OR ...

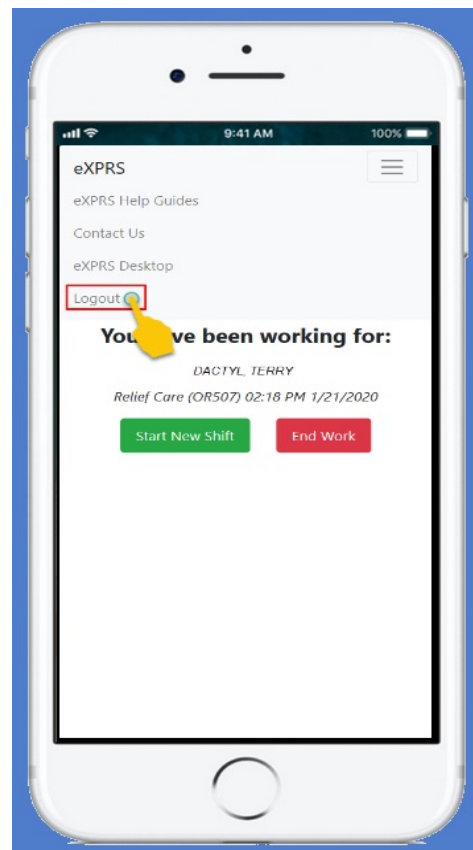
- Logout of **eXPRS Mobile-EVV**.

To logout of **eXPRS Mobile-EVV**, tap on the 3-lined **Menu Icon** in the top right corner of the screen to activate the menu.



11. When the Menu opens, tap on **Logout** to logout of **eXPRS Mobile-EVV**; your shift will continue running on the eXPRS website.

Work your shift.



IMPORTANT THINGS to REMEMBER about Daily Relief Care (OR507):

- If you are providing multiple, consecutive days of **Relief Care (OR507)**, you will need to “clock out” after each 24-hour shift, and then immediately “clock in” again, to start your next 24-hour shift in *eXPRS Mobile-EVV*.
- **DO NOT** break **Relief Care (OR507)** billings up at midnight, if the service billed covers overnight care/crosses midnight into the next day; the system will handle this.
- eXPRS will **NO LONGER** allow you to break your SD billings for **Relief Care (OR507)** up into smaller time segments (*for example:* into 16-hour segments). eXPRS has been updated to auto-fill the End Time on SD billing entries for **Daily Relief Care (OR507)** to be a full 24-hours after the billing’s Start time. Changes to the End Times to be less than a full 24-hours will not save successfully.

Additional ODDS policy guidance is available in the document “[**Daily Relief Care and Hours Worked for Personal Support Workers \(PSWs\)**](#)” and further explains billing for OR508-Hourly & OR507-Daily Relief Care. This guide document can be found on the [ODDS Personal Support Worker Resources](#) webpage.