

# Did you know?



## eXPRS Pro Tip for DD Personal Support Workers (PSWs) Unable to End Open EVV Shifts

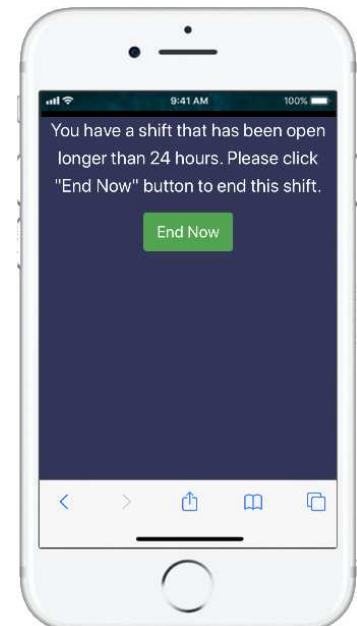
### Did you know ...

*... that if a CME updates your service authorizations (SPAs) while you are working, that could prevent you from successfully “clocking out” in eXPRS Mobile-EVV.*

There are times that a CDDP or Brokerage needs to update your authorizations in eXPRS, such as to add more hours for you to work (especially during the COVID-19 health crisis). And sometimes, those updates involve ending your authorization with a date in the past so they can create a new one for you with the updated information.

When that happens, you may get the blue message screen saying you have **“a shift open longer than 24-hours”** the next time you use **eXPRS Mobile-EVV**, like shown here.

Even when you’ve added the end time, you still get routed back to that same message screen. That’s because the authorization you “clocked in” against no longer covers the Date you worked; eXPRS can’t save your end time when you “clocked out”.



### Here’s how you fix it:

If you repeatedly get this blue message screen about having “a shift open longer than 24-hours”, **even when you’ve added your end time to “clock out,”** - go to the **eXPRS Desktop** and find the billing page that has this open SD billing.

On the billing page, you should see your SD billing with **no end time**. Compare the **DATE** of that SD billing to the **Date Range** of the authorization.

**Service Delivered By Service Authorization**  
Update an existing or add a new Date Time Entry Line

Provider: PSW Provider Name - 8\*\*\*\*5  
Client Name: ELLA VADER  
CM Organization: CME Case Management  
Service: SE49/OR526 - Attendant Care, home or comm  
Rate: \$15.00

Dates: 1/1/2020 - 4/16/2020  
Client Prime: xyz0000a  
Review Req: Yes

The Authorization **END DATE** was changed while the PSW was working. Now Auth dates **no longer cover** the **DATE** for the SD billing with no "clock out" time.

Select	Date	Start Time (HH:MM AM/PM)	End Time (HH:MM AM/PM)	Total Service Billed Time	Units	Group	Status	Reason	End Time Change Reason	Direct Support Professional	Start Location	End Location
<input type="checkbox"/>	4/16/2020	6:15 PM	7:53 PM	1:38			Draft	Reason	Reason		44.9****8, -1*2.9****6	44.9****8, -1*2.9****6
<input type="checkbox"/>	4/17/2020	12:40 PM					Draft	Reason	Reason		44.9****2, -1*2.9****5	
<input type="checkbox"/>							Draft	Reason				

Cancel Changes

For items checked above Submit Delete

If the **Date** of the SD billing is outside the authorization **Date Range**, you will need to:

1. delete this billing, then
2. find the authorization **that does have** a **Date Range** for that **Date** you worked, and then
3. enter your SD manually under that new authorization.

Find Reset Print

Name: VADER, ELLA - xyz0000a Service Location/PSW: PSW Provider Name - 8\*\*\*\*5

SPA#	Proc Code	Modifier	Rate	Begin	End	
3****5	OR526 - Attendant Care, home or comm	NA - Not Applicable	\$15.00	1/1/2020	4/16/2020	
3****2	OR526 - Attendant Care, home or comm	NA - Not Applicable	\$15.00	4/17/2020	5/31/2020	\$

This auth covers the **DATE** you worked - 4/17/2020. Use the **\$** to manually enter your SD information for this date you worked on this new auth's billing page.

**Remember ...** if you repeatedly get the blue **"shift open for longer than 24-hours"** message screen, even when you've entered your End Time to "clock out", find the SD billing in the **eXPRS Desktop** & confirm the dates. If the authorization date range no longer covers that date you worked, follow the instructions above.