

## eXPRS Mobile-EVV for PSW Providers

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

(v4; 4/21/2019)

After a PSW's **draft** SD billing entries have been created from **eXPRS Mobile-EVV**, the PSW 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**, the PSW can make those changes & then select the **Reason** for the change from dropdowns.

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

**IMPORTANT:** After use of **eXPRS Mobile-EVV** has started, 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 **global 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 global EVV Exception.
3. **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. Login to the **eXPRS Desktop** 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.

Oregon Department of Human Services  
Express Payment & Reporting System (eXPRS)

Home My Account Change Password Help Customer Service Log Out

Logged in as pswuser - All my Organizations and Program Areas

Go To EVV  
Find SPA  
View Service Delivered Entries  
Create Service Delivered Entries from Single Service Authorization  
Find Claims  
Enter Travel Time  
View Travel Time

**Home**

**My Credentials**

SPD ID	Specialty	CHC Expires	PEA Expires	Approved to Work Expires
7****6	84-803	8/31/2019	6/30/2019	6/30/2019

**My Notifications**

Filtered By Type All Notification Types Include Removed

Find

3. Now 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**

<b>Client Prime:</b>	<input type="text"/>
<b>Service Location/PSW SPD Provider ID:</b>	<input type="text"/> 
<b>DHS Contract Num:</b>	<input type="text"/>
<b>Service Element:</b>	<input type="text"/> 
<b>Procedure Code:</b>	<input type="text"/> 
<b>Svc Modifier Cd:</b>	<input type="text"/> 
<b>Effective Date:</b>	<input type="text" value="3/1/2019"/> 
<b>End Date:</b>	<input type="text" value="3/31/2019"/> 

**Exact:**  Yes  No  
**Exact:**  Yes  No



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

Svc Modifier Cd:

Effective Date: 3/1/2019

End Date: 3/31/2019

Exact:  Yes  No

Exact:  Yes  No

Find Reset Print

Name		Service Location/PSW				
Dactyl, Terry - prime #		pswuser - 7****6				
SPA#	Proc Code	Modifier	Rate	Begin	End	
21*****01	OR004 - Comm Transp, Mileage	WE - Community	\$0.48	4/1/2018	3/31/2019	
21*****02	OR507 - Relief Care, Daily	NA - Not Applicable	\$204.00	4/1/2018	3/25/2019	
21*****03	OR526 - Attendant Care, home or comm	NA - Not Applicable	\$14.65	4/1/2018	3/25/2019	

5. From the results list, click on the green **\$** for the EVV service authorization 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**.

Svc Modifier Cd:

Effective Date: 3/1/2019

End Date: 3/31/2019

Exact:  Yes  No

Exact:  Yes  No

Find Reset Print

Name		Service Location/PSW				
Dactyl, Terry - prime #		pswuser - 7****6				
SPA#	Proc Code	Modifier	Rate	Begin	End	
21*****01	OR004 - Comm Transp, Mileage	WE - Community	\$0.48	4/1/2018	3/31/2019	
21*****02	OR507 - Relief Care, Daily	NA - Not Applicable	\$204.00	4/1/2018	3/25/2019	
21*****03	OR526 - Attendant Care, home or comm	NA - Not Applicable	\$14.65	4/1/2018	3/25/2019	

6. In the **Service Delivered by Service Authorization** page you will see any SD billing entries that have been manually or **eXPRS Mobile-EVV** created. SD billing entries will remain in **draft** status until you submit them for payment, like in the past.

For **eXPRS Mobile-EVV** generated SD billing entries, the **DATE** will be locked; you cannot change it.

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

**Provider:** pswuser - 7\*\*\*\*6      **Dates:** 6/1/2018 - 4/28/2019  
**Client Name:** TERRY DACTYL      **Client Prime:** prime #  
**CM Organization:** CDDP or Brokerage Name  
**Service:** SE49/OR526 - Attendant Care, home or comm/NA - Not Applicable  
 14.65

EVV saved SD billings. The **DATE** cannot be changed.  
 Status = **DRAFT** means you can make changes, if needed.

Select	Date	Start Time (HH:MM AM/PM)	End Time (HH:MM AM/PM)	Total Service Billed Time	Units	Group	Status	Start Time Change Reason	End Time Change Reason
<input type="checkbox"/>	3/13/2019	12:00 AM	2:45 PM	14:45		<input checked="" type="checkbox"/>	Draft	Reason	Reason
<input type="checkbox"/>	3/14/2019	12:52 PM	4:00 PM	3:08		<input checked="" type="checkbox"/>	Draft	Reason	No internet service to
<input type="checkbox"/>	3/25/2019	9:11 AM				<input checked="" type="checkbox"/>	Draft	Reason	Reason
<input type="checkbox"/>						<input type="checkbox"/>	Draft	Reason	
				25:53					

For items checked above

7. If changes or corrections are needed to EVV SD billing entries, you can make them, as long as the SD billing entry is still **draft**.
- **FIRST:** check to see if you have any **draft** EVV SD billing entries **that are still open & running** – meaning they have **no End Time** listed (*like shown below*). If you do, you will need to add an **End Time** & click **Save All** to close that SD billing **before** changes to any other **draft** SD billings can be made or new billings can be added.

**Service Delivered By Service Authorization**

Update an existing or add a new Date Time Entry Line

**Provider:** pswuser - 7\*\*\*\*6      **Dates:** 6/1/2018 - 4/28/2019  
**Client Name:** TERRY DACTYL      **Client Prime:** prime #  
**CM Organization:** CDDP or Brokerage N  
**Service:** SE49/OR526 - Atten      **Applicable:** Yes  
**Rate:** \$14.65      **g:** Yes

Select	Date	Start Time (HH:MM AM/PM)	End Time (HH:MM AM/PM)	Total Service Billing Time	Units	Group	Status	Change Reason	End Time Change Reason
<input type="checkbox"/>	3/13/2019	12:00 AM	2:45 PM	14:05			Draft	Reason	Reason
<input type="checkbox"/>	3/14/2019	12:52 PM	4:00 PM	3:08			Draft	Reason	No internet service to
<input type="checkbox"/>	3/25/2019	9:11 AM					Draft	Reason	Reason
<input type="checkbox"/>							Draft	Reason	
				25:53					

For items checked above       

A Blank **END TIME** means the shift is still open & running.

Add an **End Time** & click **Save All** **BEFORE** you make changes to any of the SD billings.

- **SECOND:** You can now make any needed changes to other **draft** SD billing entries.
  - **For example:** This PSW corrected/changed the **Start Time** for the **draft** SD billing on **3/13/2019** from 12:00 AM to 12:15 PM because the PSW clocked in too early for the service in **eXPRS Mobile-EVV**.
    - The PSW made the correction to the **Start Time** here,
    - selected the appropriate **Start Time Change Reason** from the dropdown, and then
    - clicked **Save All** to save the changes.

Service: SE49/OR526 - Attendant care, home or comm/NA - Not Applicable  
 Rate: \$14.65  
 Review Req: Yes  
 Print

Select	Date	Start Time (HH:MM AM/PM)	End Time (HH:MM AM/PM)	Total Service Billed Time	Units	Group	Status	Start Time Change Reason	End Time Change Reason
<input type="checkbox"/>	3/13/2019	12:15 PM	2:45 PM	14:45		<input checked="" type="checkbox"/>	Draft	Reason	Reason
<input type="checkbox"/>	3/14/2019	12:52 PM	4:00 PM	3:08		<input checked="" type="checkbox"/>	Draft	Reason	Reason
<input type="checkbox"/>	3/25/2019	9:11 AM	11:30 AM	2:19		<input checked="" type="checkbox"/>	Draft	Forgot to clock in at the beginning of shift	Reason
<input type="checkbox"/>						<input type="checkbox"/>	Draft	Clocked in too early	Reason
				25:53					

For items checked above

Reason dropdown options:  
 No Internet service to clock in  
 Created Manually Due to Data Entry Error  
 SPA not in place at time of service  
 Service Delivered Prior to EVV Implementation  
 Exception granted

8. 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, as you did in the past, and select the **Reason** from the **Start Time Change Reason** dropdown (like shown in the example on the next page).

Service: SE49/OR526 - Attendant Care, home or comm/NA - Not Applicable

Review Req: Yes

Print

SD billing manually created + reason

Select	Date	Time (MM AM/PM)	Total Service Time	Billed Units	Group	Status	Start Time Change Reason	End Time Change Reason
<input type="checkbox"/>	3/13/2019	2:15 PM	2:45 PM	2:30	<input checked="" type="checkbox"/>	Draft	Clocked in too early	Reason
<input type="checkbox"/>	3/14/2019	2:52 PM	4:00 PM	3:08	<input checked="" type="checkbox"/>	Draft	Reason	No internet service to
<input type="checkbox"/>	3/25/2019	9:11 AM	11:30 AM	2:19	<input checked="" type="checkbox"/>	Draft	Reason	Reason
<input type="checkbox"/>	3/26/19	8:45 AM	9:15 AM		<input type="checkbox"/>	Draft	No Internet service to	

Save All

Cancel Changes

### 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
- Service Delivered Prior to EVV Implementation
- Exception granted

### 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
- Service Delivered Prior to EVV Implementation
- Exception granted



9. When you are ready to have 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: SE49/OR526 - Attendant Care, home or comm/NA - Not Applicable  
 Rate: \$14.65  
 Review Req: Yes  
 Print

Select	Date	Start Time (HH:MM AM/PM)	End Time (HH:MM AM/PM)	Total Service Billed Time	Units	Group	Status	Start Time Change Reason	End Time Change Reason
<input checked="" type="checkbox"/>	3/13/2019	12:15 PM	2:45 PM	2:30		<input checked="" type="checkbox"/>	Draft	Clocked in too early	Reason
<input checked="" type="checkbox"/>	3/14/2019	12:52 PM	4:00 PM	3:08		<input checked="" type="checkbox"/>	Draft	Reason	No internet service to
<input checked="" type="checkbox"/>	3/25/2019	9:11 AM	11:30 AM	2:19		<input checked="" type="checkbox"/>	Draft	Reason	Reason
<input checked="" type="checkbox"/>	3/26/2019	8:45 AM	9:15 AM	0:30		<input type="checkbox"/>	Draft	No Internet service to	
<input type="checkbox"/>						<input type="checkbox"/>	Draft	Reason	
				8:27			Cancel Changes		Save All


For items checked above

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

Service: SE49/OR526 - Attendant Care, home or comm/NA - Not Applicable

Rate: \$14.65

Review Req: Yes

 Print

Select	Date	Start Time (HH:MM AM/PM)	End Time (HH:MM AM/PM)	Total Service Time	Billed Units	Group	Status	Start Time Change Reason	End Time Change Reason
<input type="checkbox"/>	3/13/2019	12:15 PM	02:45 PM	2:30	2:30	Yes	Pending	Clocked in too early	
<input type="checkbox"/>	3/14/2019	12:52 PM	04:00 PM	3:08	3:08	Yes	Pending		No internet service to clock out
<input type="checkbox"/>	3/25/2019	09:11 AM	11:30 AM	2:19	2:19	Yes	Pending		
<input type="checkbox"/>	3/26/2019	08:45 AM	09:15 AM	0:30		No	Pending	No Internet service to clock in	
<input type="checkbox"/>						<input type="checkbox"/>	Draft	Reason	

8:27

Cancel Changes

Save All

For items checked above



**eXPRS Plan of Care - Services Delivered Form**

**Customer Name:** DACTYL, TERRY

**Prime:** prime #

**Provider Name:** PSW User

**Provider Num:** 7\*\*\*\*6

**CM Organization:** CDDP or Brokerage Name

**SC/PA Name:** \_\_\_\_\_

**Service:** SE49/OR526 - Attendant Care, home or comm/NA - Not Applicable

**Service Delivered On:**

Date	Start/Time IN	End/Time OUT	Total Hours for Entry	Group? (yes/no)
3/13/2019	12:15 PM	02:45 PM	2:30	Yes
3/14/2019	12:52 PM	04:00 PM	3:08	Yes
3/25/2019	09:11 AM	11:30 AM	2:19	Yes
3/26/2019	08:45 AM	09:15 AM	0:30	No
			8:27	<b>TOTAL HOURS</b>