

## How to Create/Submit **Service Delivered** Billing Entries as a **DD Personal Support Worker (PSW)** using the **eXPRS Desktop website**

*(updated 6/9/2021)*

Services to individuals with I/DD not living in residential placements are authorized in eXPRS via eXPRS Plan of Care (POC). This includes services provided by Personal Support Worker (PSW) providers. To be paid for the work you do as a PSW, you must have the dates and times you worked entered in eXPRS to generate claims for payment.

As of 4/1/2020, all DD PSWs should be using **eXPRS Mobile-EVV** for the entry of your time worked providing Attendant Care and/or Daily Relief Care services, unless you have been granted an exception by the authorizing Case Management Entity (CME).

However, there may be times that you need to manually enter your time worked information using the **eXPRS Desktop** website from a regular computer or laptop. This guide will provide the instructions for that process.

To do this work directly in the **eXPRS Desktop** website, PSW providers must have the following:

1. Use of a computer with internet access and an internet browser program, such as Internet Explorer, Firefox, Google Chrome, Microsoft Edge, Safari. eXPRS is an internet-based website and can be used with any device that can access (ie: “surf”) the internet.
2. Have an eXPRS User Account that gives the you secured access to the eXPRS website with a unique eXPRS Login Name/User ID and password. This login information will be used to get in to eXPRS to enter your SD billing data.
3. The website address for eXPRS is:

**<https://apps.state.or.us/exprsWeb/>**

**To create/submit SERVICE DELIVERED via the eXPRS Desktop website:**

1. Using the website address above and your eXPRS Login Name and password, log in to eXPRS.

Login

Login Name: pswuser

Password: ●●●●●●

Submit

2. From the left-hand, navigation menu, click on the blue box labeled **Create Service Delivered Entries from Single Service Authorization**.

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  
My Notifications

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

Filtered By Type: All Notification Types  
Include Removed

Find

No matching notifications were found.

This will take you to a new page to find the authorizations for services you are authorized to provide that you can bill against.

3. In the **Create Service Delivered Entries from Single Service Authorization** search page, you must first find your active authorizations. This page will allow you to search for service authorizations that have been set up by the authorizing Case Management entity for a specific date range. These service authorizations are what you bill against.

✓ **PRO TIP:** *PSW providers only need to search using a date range. No other search criteria information is needed.*

- **Effective Date** = the first work date for the billings that you need to enter. eXPRS will default to first day of the current month but the date can be changed if needed.

- **End Date** = the last work date for the billings that you need to enter. eXPRS will default to last day of the current month but the date can be changed if needed.
- Click **Find** to get a list of active authorizations that you can bill against.

**Create Service Delivered Entries from Single Service Authorization**

Client Prime:

Service Location/PSW SPD Provider ID:

DHS Contract Num:

Service Element:

Procedure Code:

Svc Modifier Cd:

Effective Date:

End Date:

Exact:  Yes  No

Exact:  Yes  No

- The list of service authorizations returned (if any) are the authorizations that are in **“accepted”** status, meaning **THEY ARE ACTIVE** for the services you can provide and to bill for payment.

Procedure Code:

Svc Modifier Cd:

Effective Date:

End Date:

Exact:  Yes  No

Exact:  Yes  No

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	

- To enter **SERVICE DELIVERED** billing data for a service authorization, click on the **\$** icon to the far right of that service line and you'll be taken to the **Service Delivered by Service Authorization** page to enter your time worked information.

✓ **PRO TIP:** right-click on the **\$** icon to open in a new tab or window. This will allow users to easily return to the original search results list.

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 - xy20000a	PSW Provider - 1****g				
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 can enter the information for the dates and times you worked providing that service.

**On this page:**

- You can view any SD billing that has been created from **eXPRS Mobile-EVV** (if used).
- You can add manually add the service **Begin Date/Time** and **End Date/Time** for when you provided that service to the individual in the corresponding fields.

Rate: \$17.36

Review Req: Yes

Select  Begin Date/Time

Add the service Begin & End Date/Time manually.

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 06:51 PM PDT	2.20				Draft	No Internet service to				1st *****2	1st *****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				1st *****2	1st *****2
<input type="checkbox"/>	06/08/2021 04:38 PM PDT	06/08/2021 06:47 PM PDT	2.09				Draft	Reason	Reason			1st *****2	1st *****2
<input type="checkbox"/>	06/01/2021 08:15 AM PST	06/01/2021 09:45 AM PST	6:04				Draft	Reason	Reason			1st *****2	1st *****2

Reason dropdown menu:

- 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

Save All

- If manually entering your dates and times you worked you will need to also select a reason for the manual entry from the **Start Time Change Reason** dropdown.
- Click **Save All** after each manual entry to save it to **draft**. A new, blank row will appear for more SD billing entry lines.
- The data field will show with **RED text** if information is entered incorrectly or is incomplete. Correctly entered information will show as **BLACK text**.

6. 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.

7. For **Hourly services**:

- ✓ The eXPRS website uses **exact time** entries to the minute; it **does not** auto-round to the nearest quarter-hour.
- ✓ Billings up to a **15 minute overlap with ANOTHER PROVIDER’s** billings **will be allowed** to facilitate transition time between providers.
- ✓ Billings that **overlap 15 minutes or more will suspend as a suspected duplicate** service to the individual.

8. **For services delivered to two (2) or more** individuals at the same time by the same provider = **GROUP SERVICES**:

- You should create separate **SERVICE DELIVERED** entries **for each individual** with the **Begin Date/Time** and **End Date/Time** each individual was with you to **document the FULL amount of service time provided to each individual**.
- On each separate individual’s SD billing entry, check the “**group**” box if any or all of that billing overlaps time you were with another individual together.

Line	Total Service Time	Billed Units	Group	Status	Start Time Change Reason
	2:30		<input checked="" type="checkbox"/>	Draft	Clocked in tod
	3:08		<input checked="" type="checkbox"/>	Draft	Reason
	2:19		<input checked="" type="checkbox"/>	Draft	Reason

- In the claims aggregation cycle, the eXPRS website will pro-rate the units billed and total cost for each individual's billing by the number of individuals in the group.

9. With the **SERVICE DELIVERED** billings entered and saved to **draft** status, you have 2 options:

- Close the page; the entries in **draft** status will be saved and will be available to submit at payroll time.
- Add a check to the left-hand box for the SD entries to submit them for payment, and then click the **Submit** button at the bottom.

Select	Begin Date/Time	End Date/Time	Total Service Time	Billed Units	Group	Status	Start Time Change Reason	End Time Change Reason	Dir	Sup	Prof
<input checked="" type="checkbox"/>	06/02/2021 02:31 PM PDT	06/02/2021 04:51 PM PDT	2:20		<input type="checkbox"/>	Draft	No Internet service to				
<input checked="" type="checkbox"/>	06/05/2021 09:30 AM PDT	06/05/2021 11:05 AM PDT	1:35		<input type="checkbox"/>	Draft	No Internet service to				
<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			
<input checked="" type="checkbox"/>	06/01/2021 08:15 AM PST	06/01/2021 09:45 AM PST			<input type="checkbox"/>	Draft	No Internet service to				
			6:04			Cancel Changes					
						For items checked above		Submit	Delete		

Actions available to you:

- **Submit** = will submit the **draft** entries checked for payment processing.
- **Delete** = will delete a checked **draft** entry and remove it completely from the system.

10. Once the SD billing entries are submitted, the eXPRS will process them through a series of checks to make sure they are OK to pay. If all processing checks clear, the SD billing entry status will change from **draft** to **pending**



(shown below). **Pending** means the SD billings are ready for the CDDP or Brokerage to review against your signed timesheet and progress notes.

The screenshot shows the eXPRS interface for a service entry. At the top, it displays 'Service: SE149/OR526 - Attendant Care, home or comm/NA - Not Applicable' and 'Rate: \$17.36'. Below this is a table with columns: Select, Begin Date/Time, End Date/Time, Total Service Billed (Time, Units, Group), Status, Start Time Change Reason, End Time Change Reason, and Dir Sur Prof. Three rows are visible, all with a 'Pending' status. A pink box highlights the 'Status' column for the first three rows, with a pink arrow pointing to a 'Print' button in the top right corner. At the bottom, there are buttons for 'Cancel Changes', 'Submit', and 'Delete'.

Select	Begin Date/Time	End Date/Time	Total Service Billed Time Units Group	Status	Start Time Change Reason	End Time Change Reason	Dir Sur Prof
<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		
<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		
<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	

11. **IMPORTANT:** *You must also submit your signed timesheets and progress notes to the CDDP or Brokerage for review.*

You can print completed timesheets directly from eXPRS to include the SD billing entries have successfully submitted to **pending** status.

**See instructions for printing timesheets in the [How to Print PSW Timesheets](#) guide.**

12. Repeat steps #2 – #10 to create/submit additional **SERVICE DELIVERED** entries for other individuals/services.

13. **SERVICE DELIVERED** entries that have been submitted, reviewed and moved to **approved** status by the authorizing Case Management Entity will be processed by eXPRS at scheduled times each month for the corresponding pay periods:

Pay Period	System claims processing date
1 <sup>st</sup> – 15 <sup>th</sup> of the month	~ the 23 <sup>rd</sup> /24 <sup>th</sup> of that month
16 <sup>th</sup> – last day of the month	~ the 8 <sup>th</sup> /10 <sup>th</sup> of the following month

Please refer to the current PSW payroll schedule for specific dates as to when SD billings, timesheets and progress notes must be submitted to the authorizing Case Management Entity, and when paychecks can be expected to be received for each processing cycle.