PSW EVV Exceptions & SD Billing Entry
PSW Providers
(new 11/20/2019)

Use of **eXPRS Mobile-EVV** for PSW providers to enter their time-worked providing attendant care services began July 16, 2019. This implementation is to comply with the federal requirements for Electronic Visit Verification (EVV) established by the *21ˢᵗ Century Cures Act* enacted by the 2016 US Congress.

However, even with use of **eXPRS Mobile-EVV** now being required, it is understood that there may be some extenuating circumstances that would necessitate a PSW to request an Exception to using **eXPRS Mobile-EVV**.

Short-term or intermittent inability to use EVV

There may be times where a PSW is unable to use **eXPRS Mobile-EVV** to clock-in or out of their shift from time to time. If a PSW is intermittently unable to use **eXPRS Mobile-EVV** or needs to correct a time-worked entry that was created using EVV, the PSW will enter their time or make the correction in the **eXPRS Desktop** using one of the below change reason codes that best describes the issue or change.

- Forgot to clock in at the beginning/end of shift
- Clocked in too early/late
- No internet available to clock in/out
- Created manually due to a data entry error
- SPA not in place at time of service
- Service Delivered Prior to EVV Implementation
- Mistakenly clocked out
- Exception Granted

*** PSWs do not need to request an EVV Exception for intermittent or short-term issues using eXPRS Mobile-EVV.*

For detailed instructions on how to manually enter or correct EVV time-worked entries, please see the **How To Correct or Add an EVV Shift** user guide.

Long-Term EVV Exceptions:

Long-term exceptions to using **eXPRS Mobile-EVV** may be necessary if the PSW is unable to use EVV ***and*** that inability is expected to be on-going & not resolved within 30-days.

There are two (2) main reasons a PSW may be eligible for an EVV Exception:

1. If the PSW meets the current PSW Collective Bargaining Agreement (CBA) and Oregon Administrative Rule (OAR) requirements for an exception to use of the eXPRS Payment System for time entry. If the PSW has an exception to using eXPRS under these CBA/OAR requirements, that exception will continue & also apply to using **eXPRS Mobile-EVV**.

2. The PSW does not have access to a mobile device (tablet/phone) or is unable to access **eXPRS Mobile-EVV** via the internet (via Wi-Fi or cell service data plan) at the location where services are typically delivered. The PSW may have intermittent access to eXPRS on an enabled device (computer, phone, tablet, etc.) which may allow them to manually enter time using the **eXPRS Desktop** view/format.

If the PSW feels they meet the criteria for an EVV Exception they can ask for an exception from any CME that authorizes their services. Requests may be made in person, over the phone, in writing, or by electronic communication methods. The CME may follow up with the PSW to gather additional details, as needed. The CME will then complete the EVV Exception webform for the PSW in eXPRS. PSWs can request a printed copy of their processed EVV Exception request when completed by the CME.

EVV Exceptions that are approved for the PSW will remain in effect through the end of the PSW's current Provider Enrollment Agreement and Application (PEAA) end date, unless there is a change in circumstance (person moves, reports they have a mobile device, etc.).

EVV Exception Levels

There are 2 levels of EVV Exceptions – **Global** and **Individual** (for a specific client).

- **GLOBAL** = the exception is global for the PSW and covers all the individuals that the PSW provides services.

- **INDIVIDUAL =** the exception is specific for the indiviudal client noted for the PSW.

How to enter SD billing entries for time-worked with an EVV Exception.

Once an EVV Exception is approved, the PSW would return to entering their SD billings for their time-worked in the **eXPRS Desktop** view/format of eXPRS, the same as they did **PRIOR** to the implementation of **eXPRS Mobile-EVV**. The EVV features & dropdowns will still show for the PSW in the eXPRS Desktop, but may function differently, based on the level of EVV exception.

Entering time with **GLOBAL** Level Exceptions:

- This exception is global for the PSW and covers all the individuals that the PSW provides services.

- The PSW does not need to use **eXPRS Mobile-EVV** or the EVV features in the **eXPRS Desktop** for the dates of the approved Global exception.

- The PSW will stop seeing the EVV format & will go back to seeing the **eXPRS Desktop** format as the default on mobile devices.

- With a Global exception, when entering SD billing entries in the eXPRS Desktop, *the PSW can ignore/is not required to select a reason from the Start Time Change Reason dropdown*.

- For specific instructions on how to enter your SD billing entries using the eXPRS Desktop, please use the **How To Correct or Add an EVV Shift** user guide.

Entering time with **INDIVIDUAL** Level Exceptions:

- This exception is specific for the indiviudal client noted for the PSW.

- The PSW does not need to use **eXPRS Mobile-EVV** for entering time-worked for this individual client ONLY for the dates of the approved exception.

- However, the PSW *will need* to select "**Exception Granted**" from the **Start Time Change Reason** when manually entering time-worked information in the **eXPRS Desktop** for this individual client.

- The PSW is expected to use **eXPRS Mobile-EVV** for any other indivdual clients that they provide services to that do not have an individual EVV exception.

- For specific instructions on how to enter your SD billing entries using the **eXPRS Desktop**, please use the **How To Correct or Add an EVV Shift** user guide.