How to Add an EVV Exception for a PSW Provider

CME Staff

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Beginning in early 2020, use of eXPRS Mobile-EVV to capture time worked providing attendant or personal care services to individuals living in an In-Home setting (not a residential placement) will be mandatory for Personal Support Worker providers. However, it is understood that there may be extenuating or exceptional circumstances that may prevent a PSW provider from using eXPRS Mobile-EVV at all. Inability to use eXPRS Mobile-EVV intermittently or temporarily (such as when your mobile device isn’t charged) would not require an EVV Exception request. In situations where there is an ongoing or indefinite hardship to using eXPRS Mobile-EVV, an exception from reporting time-worked via the eXPRS Mobile-EVV process may be granted.

Per ODDS Policy & CME Worker’s Guide for PSW EVV Exceptions, available on the DD Case Management Staff Tools and DD Brokerage Personal Agent Tools pages, PSW providers who meet the criteria for these extenuating or exceptional circumstances can request an EXCEPTION to using eXPRS Mobile-EVV from their authorizing Case Management Entity (CME). The CME staff would then record that EVV Exception information on the PSW’s provider record in eXPRS.

Important things to know about entering EVV Exceptions in eXPRS:

• Global EVV Exception segments cannot overlap date ranges with other Global exceptions.

• EVV Exception Start Dates can be retroactive.

• EVV Exception End Dates cannot exceed the end date of the PSW’s current PEAA but can end earlier.

This user guide will assist the CME’s with the process of entering that EVV Exception information in eXPRS. User’s will need to be assigned one of the below eXPRS user roles in order to enter EVV Exceptions for PSWs.

• CDDPs = Local Auth Provider EVV Exceptions Manager

• Brokerages = Brokerage Provider EVV Exceptions Manager

• CIIS Program = State Provider EVV Exceptions Manager
To Add an EVV Exception for a PSW Provider:

1. Login to eXPRS. You will need to be logged in under the Local Authority, Contractor or State organization level to do this work.

CDDPs:

![Login form for CDDPs]

Brokerages:

![Login form for Brokerages]

CIIS Program:

![Login form for CIIS Program]

There are 2 ways find the PSW provider’s record to add the EVV Exception information:

A. From your **POC Provider Panel** ................................. pg. 3
B. From the PSW’s record directly via **View Provider** .............. pg. 11
A - From your POC Provider Panel

1. From the yellow, left-hand menu, click on Provider ➔ Provider Panel.

2. Once on the Provider Panel Members page for your CME, click on the blue header for Provider Panel Members to expand & view your panel.

3. Scroll down your expanded Provider Panel Members list until you find the PSW provider’s record listed that you need to add EVV Exception information.
Click on the blue hyperlink Name for the PSW you need. This will open that PSW’s provider record.

4. With that PSW provider’s record page open, click on the View Provider button to view the record details.

5. With the PSW’s record now expanded, click on the blue section header EVV Exceptions to expand that section.

6. With the section expanded, click on the Add EVV Exception button to add the exception information for this PSW. This will expand this section further & allow you add the specific exception information.
7. With the exceptions information now displaying, you can add the details specific to this PSW’s exception request. We’ll review each of these data elements.

- **Start Date** = the first date the exception is valid. The system will default to the current date, but that date can be changed by the CME user, if needed.
End Date = the last date the exception is valid. The system will default to the end date of the PSW’s current PEAA but can also be changed to an earlier date by the CME user, if needed.

Client = select the name of the individual receiving services that the exception specifically applies to, if any. For Global exceptions, no client name need be selected.

The specific exception circumstances for why the request is being made. Select one of the 5 options.

1. Language Access Barrier – select this if the EVV exception being requested is due to a non-English language barrier, as allowed in the PSW CBA. Select the specific language from the dropdown provided.

   This is a GLOBAL exception.

   ![Select Language](image)

2. Ongoing hardship to accessing eXPRS – select this if the PSW experiences an ongoing & indefinite hardship in accessing eXPRS/Mobile-EVV. This may include lack of access to a mobile device, internet service or the inability to consistently & effectively use eXPRS for EVV time-worked reporting.

   This is a GLOBAL exception.

   ![Demonstrate Exception](image)

3. Lack of access to a mobile device – select this option if the EVV exception is being requested due to lack of mobile/internet access for a specific client. Be sure to select the client’s name from the Client dropdown under 3 above, then add the client specific details in the fields provided.

   This is an INDIVIDUAL/client specific exception.
4. Use of eXPRS Mobile-EVV will present a health & safety concern – select this if using eXPRS Mobile-EVV presents a health or safety concern for either the PSW or Individual. *For example, when there is a domestic violence safety risk for either the individual or PSW.*
   I. Risk to client - *this is an INDIVIDUAL/client specific exception.*
   II. Risk to PSW - *this is a GLOBAL exception.*

5. None of the other reasons above apply – select this if none of the above exception reasons apply.

Selecting this option will generate a pop-up message:

**Entering an exception of NONE will result in no exception being granted.**

No exception will be approved for option #5.
Comments – use the comments box to add any information that may assist in explaining the need/issue that is necessitating the EVV Exception request. Do not be shy about using this to document information related to the request.

8. Once submitted, the exceptions information & details will display in the EVV Exceptions section.

9. Under the LEVEL column in the exception entry you can view if an exception was approved by the system & the type.

- **GLOBAL** = the exception was **approved** & is **global for the PSW**. The PSW does not need to use eXPRS Mobile-EVV or EVV features in the eXPRS Desktop for the dates of the exception.

- **INDIVIDUAL** = the exception was **approved** & is **specific for the individual client noted** for the PSW. The PSW does not need to use eXPRS Mobile-EVV for entering time worked for this individual client for the dates of the exception. However, they **do 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.

Only CME’s that have an active CM CPA for the specific individual client will see that individual’s name displayed in the **Client** column. Otherwise, the **Client** column will be blank.

- **NONE** = the exception was not approved by the system for the PSW.

10. For **Global level** exceptions, once the EVV Exception information has been entered & approved, the EVV validation features will be disabled for the PSW.

   If using a mobile device, the PSW will no longer default to the Mobile-EVV view/format of the website. Once logged in, they will be taken straight to the regular eXPRS Desktop view/format.

   In the regular eXPRS Desktop view/format of the website, the PSW can enter their time-worked as they had prior to EVV implementation from that point forward. They will not need to select any reasons from the Change Reason dropdowns.

   For **Individual client level** exceptions, the Mobile-EVV features & validations will continue to be active for the PSW to use for other individuals they work for whom they do not have an EVV exception. For entering time-worked information manually for the Individual client with the exception, the PSW would select “**Exception Granted**” from the **Start Time Change Reason** dropdown in the eXPRS Desktop.

11. Since a PSW cannot view their provider record via eXPRS, best practice will be for the CME who processed & entered an EVV Exception request to provide the PSW a copy of that exception entry information once completed.

   **To print the EVV Exception request from eXPRS:**
   a) With the PSW provider’s record page open & the EVV Exception section expanded, simply press **CTRL+P** to launch the **PRINT** process.
b) When the print pop-up window appears, select the printer you wish to print the screen to, or select a different option, such as PDF, to save the printed page as an electronic file.

![Print pop-up window](image)

- With your print option selected, click **OK** to print to the page to that option.

- Either follow the instructions to save your printed doc as an electronic file or print to hard copy. Then provide a copy to the PSW for their records.
B - From the View Provider page

1. From the yellow, left-hand menu, click on **Provider ➔ View Provider**.

   ![View Provider Menu](image)

2. In the **Find Provider** page, search for the provider record for the PSW requesting an EVV Exception. The easiest way to search will likely be by the **SPD Provider ID** number for the PSW Provider (as shown below). However, other search criteria can be used, if needed, to find the PSW’s record.

   ![Find Provider Search](image)

   With the search criteria entered, click **FIND** to search.
3. From the list of search results returned, click on the provider’s **Display Name** to open their record.

4. With the PSW’s provider record now open, follow steps #5 - #11 under the instructions in section “A - From your POC Provider Panel”, starting on page 4 above.