

How to Create/ Submit **Service Delivered** Billing Entries as a Personal Support Worker (PSW)

(updated 4/25/2017)

Services to individuals with I/DD not living in residential placements are authorized in eXPRS via the Plan of Care (POC) structure. This includes services delivered to individuals with I/DD from Personal Support Worker (PSW) providers. To be paid for the work they do, PSW providers must have the dates/time they worked entered into eXPRS to generate claims for payment.

This new POC data element for date/time worked is called a **SERVICE DELIVERED (SD)** billing entry. These **SERVICE DELIVERED** or **SD billing entries** are the preliminary data component needed for POC claims and payment processing.

Did you know...? While payment processing for PSW services will be handled per the established PSW payroll schedule, ***PSWs can enter/submit their SD billings for time worked in eXPRS any time they wish.*** PSWs can do this SD billing entry work every day, once a week, at the end of the 2-week pay period, or as often as they'd like; the choice is theirs.

All PSW providers are required to enter their **SERVICE DELIVERED** billing entry data directly into eXPRS themselves (as of 7/1/2016), unless they have been granted an exception by the authorizing Case Management entity. This **"How To ..."** guide will provide instructions for this SD billing process.

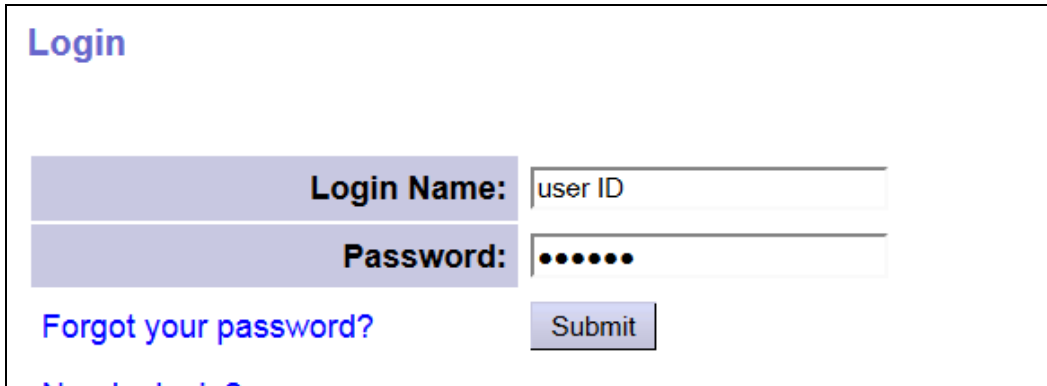
To do this work directly in eXPRS, PSW providers must have the following:

1. Use of a computer or mobile device with internet access and an internet browser program, such as Internet Explorer, Firefox, Google Chrome, Microsoft Edge, Safari. eXPRS is an internet based program, and can be used with any device that can access (ie: "surf") the internet.
2. Have an eXPRS User Account that gives the provider secured user access to the eXPRS system with a unique eXPRS User ID and password. This login information will be used to get in to eXPRS to enter their SD billing data.
3. The website for eXPRS is accessed using this website link:

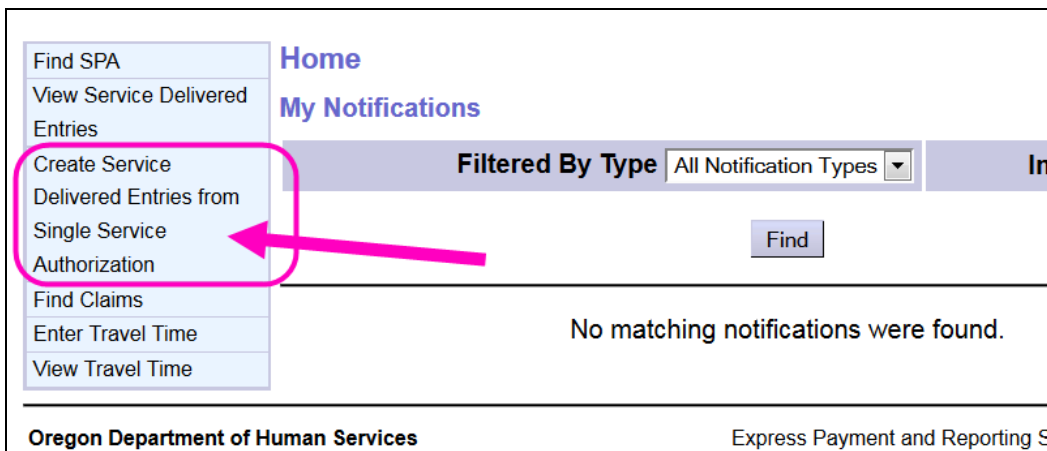
<https://apps.state.or.us/exprsWeb/>

To create/submit SERVICE DELIVERED entries as a PSW provider:

1. Using the website above and your eXPRS user login ID and password, login to eXPRS.



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



This will take you to a new page to find the services you are authorized to provide, and submit **SERVICE DELIVERED** entries against once you have worked.

3. In the **Create Service Delivered Entries from Single Service Authorization** search page, users must first find their active authorizations. This page will allow users 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 PSWs 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 date that billings need to be entered for; defaults to 1st day of the current month, but can be changed.
- **End Date** = the last date that billings need to be entered for; defaults to the last day of the current month, but can be changed.
- Click **Find** to get a list of “**accepted**” (meaning active) authorizations to bill against.

Create Service Delivered Entries from Single Service Authorization

How to use this page:

- Date range defaults to current month, but can be changed as needed.
- Use the below fields to select, enter or modify the search criteria as needed, then click Find to get a list of authorizations to bill against. The more criteria used, the more specific or narrow the results returned.
- If no results are found, use less criteria and search again.
- If still no results are found, authorizations returned are not in "accepted" status or are incorrect, please contact the CDDP or Brokerage who authorizes the services for your customers. They are responsible for entering and maintaining the authorizations.

For more instructions on entering Service Deliveries, please download and use this assistance guide: [How to Create Service Delivered Entries by PSW/IC-PSW Provider](#).

Client Prime:

Service Location/PSW SPD Provider ID:

DHS Contract Num:

Service Element:

Procedure Code:

Svc Modifier Cd:

Effective Date: 6/1/2016

End Date: 8/31/2016

Exact: Yes No

Exact: Yes No

Important Information!

Dates default to the current calendar month, but can be changed (as shown here) to a broader date range, as needed.

- The list of service authorizations returned (if any) are the authorizations that are in “**accepted**” status, meaning **THEY ARE ACTIVE** for the PSW to work and to bill against.

Effective Date: 6/1/2016

End Date: 8/31/2016

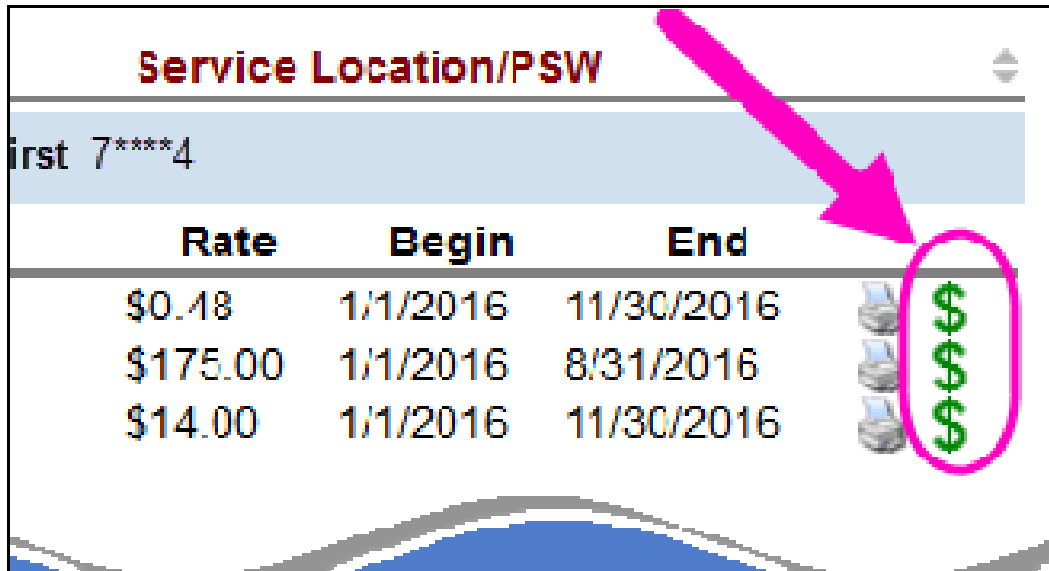
Exact: Yes No

Exact: Yes No

SPA#	Proc Code	Modifier	Rate	Begin	End	
1*****1	OR004 - Comm Transp, Mileage	WE - Community	\$0.48	1/1/2016	11/30/2016	<input type="button" value="\$"/>
1*****2	OR507 - Relief Care, Daily	NA - Not Applicable	\$175.00	1/1/2016	8/31/2016	<input type="button" value="\$"/>
6*****8	OR526 - Attendant Care, home or comm	NA - Not Applicable	\$14.00	1/1/2016	11/30/2016	<input type="button" value="\$"/>

5. To enter **SERVICE DELIVERED** billing data for a service authorization, click on the **\$** icon to the far right of that service line.

✓ **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.



The screenshot shows a table titled "Service Location/PSW" with a search bar containing "irst 7****4". The table has three columns: "Rate", "Begin", and "End". There are three rows of data. To the right of each row is a stack of three dollar sign icons. A pink arrow points from the top right towards the dollar sign icons, and a pink circle highlights the dollar sign icons.

Rate	Begin	End	
\$0.48	1/1/2016	11/30/2016	\$\$\$
\$175.00	1/1/2016	8/31/2016	\$\$\$
\$14.00	1/1/2016	11/30/2016	\$\$\$

6. Users will be taken to the **Service Delivered by Service Authorization** page to enter SD billing data.

➔ **NEW FEATURE:** On the **Service Delivered by Service Authorization** page, the system will now display a warning message if there is no confirmed Employment Relationship (ER) for the PSW and the individual. This warning message means eXPRS has not received information from the FMAS vendor that **all** the payroll paperwork for that PSW **AND** Employer has been completed to issue payment for this authorization. PSWs can create and save SD billings to draft. When submitted, if there is still no ER, the billing will suspend until that ER has been confirmed from the FMAS vendor.

The message:

“WARNING: There is a problem with Employment Relationship between [CLIENT FIRST LAST] and [PSW Provider]. No payments will be issued to [PSW Provider] for this authorization until the problem is resolved. Please contact PPL at 1-888-419-7705 for more information.”

Service Delivered By Service Authorization

Update an existing or add a new Date Time Entry Line

WARNING: There is a problem with Employment Relationship between <CLIENT FIRST LAST> and <PSW Provider> . No payments will be issued to <PSW Provider> for this authorization until the problem is resolved. Please contact PPL at 1-888-419-7705 for more information.

IMPORTANT: The Service Prior Authorization(s) (SPAs) shown below list the services you are authorized to provide to the individual(s) you work with, for the listed date range. Specific service limits (eg: the number of hours per week, number of miles per month, etc.) should be included in your Service Agreements(s) with your employer(s) for the individual(s) you are authorized to serve. Please consult your Service Agreements for specific authorized UNIT amount details. Service Delivered(SD) time entries should only be made for the actual dates and times worked providing the authorized service.

Active Service Delivered Records have been limited to 500 rows

Provider: <PSW Provider - SPD ID#>	Dates: 2/1/2017 - 5/31/2017
Client Name: <FIRST LAST>	Client Prime: <prime #>
CM Organization: <CME Name>Case Management Provider	
Service: SE151/OR526 - Attendant Care, home or comm/NA - Not	

- On the **Service Delivered by Service Authorization** page, PSWs can enter their SD billing data.

There is an important message as part of this page that all providers should read!

Service Delivered By Service Authorization

Update an existing or add a new Date Time Entry Line

IMPORTANT: The Service Prior Authorization(s) (SPAs) shown below list the services you are authorized to provide to the individual(s) you work with, for the listed date range. Specific service limits (eg: the number of hours per week, number of miles per month, etc.) should be included in your Service Agreements(s) with your employer(s) for the individual(s) you are authorized to serve. Please consult your Service Agreements for specific authorized UNIT amount details. Service Delivered(SD) time entries should only be made for the actual dates and times worked providing the authorized service.

Active Service Delivered Records have been limited to 500 rows

Provider:	Dates: 1/1/2016 - 11/30/2016
Client Name:	Client Prime:
CM Organization: Case Management Provider	
Service: SE149/OR526 - Attendant Care, home or comm/NA - Not Applicable	

On this page:

- Users can add the dates and start/end times for when they worked to provide that service to the individual in the corresponding data fields.

- Click **Save All** after each entry to save it to **draft**, and add a new row of blank fields for more SD billing entry lines.
- The data field will show with **RED text** if information is entered incorrectly. Correctly entered information will show as **BLACK text**.

Provider: <PSW Last, First - provider #> **Dates:** 1/1/2016 - 6/30/2016
Client Name: <Client Last, First> **Client Prime:** <prime #>
 Case Management Provider
 R526 - Attendant Care, home or comm/NA - Not Applicable
Review Req: Yes
 Hours per Month

Add the date & start/end times worked delivering this service in the boxes.

Select	Date	Start Time (HH:MM AM/PM)	End Time (HH:MM AM/PM)	Total Service Billed Time	Units	Group	Status
<input type="checkbox"/>	6/5/2016	8:00 AM	10:00 AM	2:00			Draft
<input type="checkbox"/>	6/7/2016	8:00 AM	10:00 AM	2:00			Draft
<input type="checkbox"/>	6/11/16	8:00 AM	8z%				Draft

12:00

For items checked above

8. The start/end time fields do not require a colon, spaces or the full “AM” or “PM” when keying in time data. Users can simply enter the numeric time data and an “a” or “p” without spaces, and the system will auto-format that entry to the correct time format needed.

Select	Date	Start Time (HH:MM AM/PM)	End Time (HH:MM AM/PM)	Total Service Billed Time	Units	Group	Status
<input type="checkbox"/>	6/5/2016	8:00 AM	10:00 AM	2:00			Draft
<input type="checkbox"/>	6/7/2016	8:00 AM	10:00 AM	2:00			Draft
<input type="checkbox"/>	6/11/16	8a					Draft

12:00

For items checked above

Examples:

- “8a” will be auto-formatted to be “8:00 AM”
- “917p” will be auto-formatted to be “9:17 PM”

**** IMPORTANT:** Time data entered without the “p” added will be auto-formatted as “AM” hours.

- “10” will be auto-formatted to be “10:00 AM”

9. For **Hourly services**:

- The system accepts **exact time** entries, and will no longer auto-round to the nearest quarter-hour. To support exact time entry:
 - ✓ Billings with a **0 – 15 minute overlap with ANOTHER PROVIDER’S** billings **will be allowed** to facilitate transition time between providers.
 - ✓ Billings that **overlap 16 minutes or more will continue to suspend as suspected duplicate** services to the individual.

For **Mileage**:

- The system accepts mileage entries to the one-tenth of a mile (**00.0**) and will not auto-round to the nearest quarter-mile.

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

- Providers should create separate **SERVICE DELIVERED** entries **for each individual client** for the date and actual start/end time each individual was with the provider 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 SD entry overlaps time with another individual (eg: service was provided in a group, along with other individuals).

Select	Date	Start Time (HH:MM AM/PM)	End Time (HH:MM AM/PM)	Total Service Billed Time	Units	Group	Status
<input type="checkbox"/>	6/5/2016	8:00 AM	10:00 AM	2:00		<input checked="" type="checkbox"/>	Draft
<input type="checkbox"/>	6/7/2016	8:00 AM	10:00 AM	2:00		<input checked="" type="checkbox"/>	Draft
<input type="checkbox"/>	6/11/16	8:00 AM				<input type="checkbox"/>	Draft
				12:00			

- In the claims aggregation cycle, the system will pro-rate the units billed and total cost for each individual’s entry submitted by the number of individuals in the group.

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

- Close the page; the entries in **draft** status will be saved and will be available to submit at a later 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	Date	Start Time (HH:MM AM/PM)	End Time (HH:MM AM/PM)	Total Service Time	Billed Units	Group	Status
<input checked="" type="checkbox"/>	6/5/2016	8:00 AM	10:00 AM	2:00			Draft
<input checked="" type="checkbox"/>	6/7/2016	8:00 AM	10:00 AM	2:00			Draft
<input checked="" type="checkbox"/>	6/11/2016	8:00 AM	10:00 AM	2:00			Draft
<input type="checkbox"/>							Draft

14:00

Cancel Changes

For items checked above

Actions available to PSWs:

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

12. Once the SD billing entries are submitted, the system will process them through a series of checks to validate them for payment. If all processing checks clear, the SD billing entry status should change from **draft** to **pending** (shown below). **Pending** means the SD billings are ready for the CDDP or Brokerage to review against the PSW's signed timesheet & progress notes.

Select	Date	Start Time (HH:MM AM/PM)	End Time (HH:MM AM/PM)	Total Service Time	Billed Units	Group	Status
<input type="checkbox"/>	6/5/2016	8:00 AM	10:00 AM	2:00			Draft
<input type="checkbox"/>	6/17/2016	08:00 AM	10:00 AM	2:00		No	Pending
<input type="checkbox"/>	6/20/2016	08:00 AM	10:00 AM	2:00		No	Pending
<input type="checkbox"/>	6/24/2016	08:00 AM	10:00 AM	2:00		No	Pending
<input type="checkbox"/>	6/29/2016	08:00 AM	10:00 AM	2:00		No	Pending
<input type="checkbox"/>							Draft

14:00

Cancel Changes

If the SD billing entry hits a validation check error, it will change to either **suspended** or **denied** status, meaning the system cannot pay the SD billing entry at this time. Providers can click the triangle next to the status to expand

and view the reason. There may be some assistance needed from the authorizing Case Management entity to resolve the issue that stopped the SD billing from moving to **pending** status.

Select	Date	Start time (HH:MM AM/PM)	End time (HH:MM AM/PM)	Total Service Billed Time	Units	Group	Status
<input type="checkbox"/>	9/15/2015	2:45 PM	8:45 PM	6:00			Suspended

Service Delivered is Suspended

Click here to expand to view more details.

13. **IMPORTANT: PSW providers will need to also submit their signed timesheets/invoices and progress notes to the CDDP or Brokerage for review.**

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

- See instructions for printing timesheets in the **How to Print PSW Timesheets** guide.

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

15. **SERVICE DELIVERED** entries that have been submitted, reviewed and moved to **approved** status by the authorizing Case Management entity will be processed by the system in scheduled processing cycles each month for the corresponding pay periods:

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

Please refer to the PSW payroll schedule released by ODDS 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.

When the claims process is completed, the **approved** claims data will be sent to ODDS’s contracted PSW payroll vendor for processing and distribution of PSWs’ paychecks/payments.