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 billing entries 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**.

   ![Login Page](image1)

   ![Navigation Menu](image2)

   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 1\textsuperscript{st} 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.

4. 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.
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.

![Service Location/PSW Table]

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.”**
7. 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!**

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**.

![Diagram](image)

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.

![Second Diagram](image)

**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).

   ![Image of service delivery entry](image)

   - 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.

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.

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.

<table>
<thead>
<tr>
<th>Date</th>
<th>Start Time (HH:MM AM/PM)</th>
<th>End Time (HH:MM AM/PM)</th>
<th>Total Service Time</th>
<th>Billable Units</th>
<th>Service Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/15/2015</td>
<td>2:45 PM</td>
<td>8:45 PM</td>
<td>6:00</td>
<td></td>
<td>Suspended</td>
</tr>
</tbody>
</table>

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:

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

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.