eXPRS Mobile-EVV for PSW Providers

How to Correct or Add an EVV Shift in the eXPRS Desktop

(v4; 4/21/2019)

After a PSW’s draft SD billing entries have been created from eXPRS Mobile-EVV, the PSW can review those draft entries in the eXPRS Desktop. If there are corrections or changes needed to SD billing entries created by eXPRS Mobile-EVV, such as an update to a Start or End Time, the PSW can make those changes & then select the Reason for the change from dropdowns.

In situations when manual entry of a SD billing entry is needed for EVV services, the PSW can create those using the eXPRS Desktop as well, selecting the Reason for the manual entry from the dropdown.

IMPORTANT: After use of eXPRS Mobile-EVV has started, when using the eXPRS Desktop to do SD billing entry work, there are 3 important things to remember:

1. There is no change in the current process for billing for non-EVV services, such as OR004-Mileage & OR401-Job Coaching. These services do not require use of EVV, so billing for them has not changed. SD billing entry will be done manually, the regular way using the eXPRS Desktop.

2. For PSWs who have received a global exception from using eXPRS Mobile-EVV for all individuals/services, SD billing entry will be done manually, the regular way using the eXPRS Desktop. There will be no Reason dropdowns enabled for PSW providers who have an approved global EVV Exception.

3. PSWs must still:
   a. use eXPRS Desktop to submit ALL their SD billing entries they want to be paid for, and
   b. print timesheets & get their employer’s signatures, and
   c. send signed timesheets to the CME within the payroll processing due dates.

The payroll & timesheet process for PSWs has not changed.
How to Correct a draft EVV SD billing entry:

1. Login to the eXPRS Desktop from a computer or laptop.

2. From the left-hand menu, click on Create Service Delivered Entries from Single Service Authorization to search for your active service authorizations that can be billed against.
3. Now search for your active authorizations that can be billed against. Any SD billing entries created from **eXPRS Mobile-EVV** will be saved under its authorization.

- Easiest way to search is to use the **date range** for the dates you worked (or will work) in the **Effective Date & End Date** fields.
- With your work dates entered, click **FIND** to search.
4. A list of active authorizations that covers the work dates entered by the PSW will show.

5. From the results list, click on the green $ for the EVV service authorization you need to correct billings for to open it. This will take you to the **Service Delivered by Service Authorization** page – the regular SD billing entry page - for that authorization. Any EVV generated SD billings will be saved here for you from **eXPRS Mobile-EVV**.
6. In the **Service Delivered by Service Authorization** page you will see any SD billing entries that have been manually or **eXPRS Mobile-EVV** created. SD billing entries will remain in *draft* status until you submit them for payment, like in the past.

For **eXPRS Mobile-EVV** generated SD billing entries, the **DATE** will be locked; you cannot change it.

![Service Delivered by Service Authorization](image)
7. If changes or corrections are needed to EVV SD billing entries, you can make them, as long as the SD billing entry is still **draft**.

- **FIRST:** check to see if you have any **draft** EVV SD billing entries **that are still open & running** – meaning they have **no End Time** listed *(like shown below)*. If you do, you will need to add an **End Time** & click **Save All** to close that SD billing **before** changes to any other **draft** SD billings can be made or new billings can be added.
• **SECOND**: You can now make any needed changes to other *draft* SD billing entries.

  *For example*: This PSW corrected/changed the **Start Time** for the *draft* SD billing on **3/13/2019** from 12:00 AM to 12:15 PM because the PSW clocked in too early for the service in eXPRS Mobile-EVV.

  o The PSW made the correction to the **Start Time** here,
  o selected the appropriate **Start Time Change Reason** from the dropdown, and then
  o clicked **Save All** to save the changes.

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8. Using the **Change Reason** dropdowns will also work if manual SD billing entry is necessary from time to time. Just enter the *draft* SD billing entry information manually, as you did in the past, and select the **Reason** from the **Start Time Change Reason** dropdown *(like shown in the example on the next page)*.
<table>
<thead>
<tr>
<th>Date</th>
<th>Start Time</th>
<th>End Time</th>
<th>Service Time</th>
<th>Units</th>
<th>Group</th>
<th>Status</th>
<th>Start Time Change Reason</th>
<th>End Time Change Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/13/2019</td>
<td>2:15 PM</td>
<td>2:45 PM</td>
<td>2:30</td>
<td></td>
<td>Draft</td>
<td></td>
<td>Clocked in too early</td>
<td></td>
</tr>
<tr>
<td>3/14/2019</td>
<td>2:52 PM</td>
<td>4:00 PM</td>
<td>3:08</td>
<td></td>
<td>Draft</td>
<td></td>
<td>Reason</td>
<td>Reason</td>
</tr>
<tr>
<td>3/25/2019</td>
<td>9:01 AM</td>
<td>11:30 AM</td>
<td>2:19</td>
<td></td>
<td>Draft</td>
<td></td>
<td>Reason</td>
<td>No Internet service to</td>
</tr>
<tr>
<td>3/26/19</td>
<td>8:45 AM</td>
<td>9:15 AM</td>
<td></td>
<td></td>
<td></td>
<td>Draft</td>
<td>No Internet service to</td>
<td></td>
</tr>
</tbody>
</table>

**Start Time Change 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
- Service Delivered Prior to EVV Implementation
- Exception granted

**End Time Change Reason**

- Forgot to clock out at the end of shift
- No internet service to clock out
- Mistakenly clocked out
- Created Manually Due to Data Entry Error
- SPA not in place at time of service
- Service Delivered Prior to EVV Implementation
- Exception granted
9. When you are ready to have your **draft** SD billing entries processed for payment, the process is the same as in the past. You select the SD billings you wish to submit for payment, then click **Submit**.

![Service: SE49/OR526 - Attendant Care, home or comm/NA - Not Applicable
Rate: $14.65](image)

10. Once submitted, the SD billings that have a status of **pending** are now ready to be printed on timesheets for employer signatures & then to turn in to the authorizing CME.
<table>
<thead>
<tr>
<th>Select</th>
<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>Billed Units</th>
<th>Group</th>
<th>Status</th>
<th>Start Time Change Reason</th>
<th>End Time Change Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3/13/2019</td>
<td>12:15 PM</td>
<td>02:45 PM</td>
<td>2:30</td>
<td></td>
<td>Yes</td>
<td>Pending</td>
<td>Clock in too early</td>
<td>No internet service to clock out</td>
</tr>
<tr>
<td></td>
<td>3/14/2019</td>
<td>12:52 PM</td>
<td>04:00 PM</td>
<td>3:08</td>
<td>3.08 Yes</td>
<td></td>
<td>Pending</td>
<td></td>
<td>No internet service to clock out</td>
</tr>
<tr>
<td></td>
<td>3/25/2019</td>
<td>09:11 AM</td>
<td>11:30 AM</td>
<td>2:19</td>
<td>2.19 Yes</td>
<td></td>
<td>Pending</td>
<td></td>
<td>No internet service to clock in</td>
</tr>
<tr>
<td></td>
<td>3/26/2019</td>
<td>08:45 AM</td>
<td>09:15 AM</td>
<td>0.30</td>
<td>No</td>
<td></td>
<td>Pending</td>
<td></td>
<td>No internet service to clock in</td>
</tr>
</tbody>
</table>

8:27

For items checked above [Submit] [Delete]

Print
### eXPRS Plan of Care - Services Delivered Form

**Customer Name:** DACTYL, TERRY  
**Provider Name:** PSW User  
**CM Organization:** CDDP or Brokerage Name  
**Service:** SE49/OR526 - Attendant Care, home or comm/NA - Not Applicable

**Prime:** prime #  
**Provider Num:** 7****6  
**SC/PA Name:** ____________

#### Service Delivered On:

<table>
<thead>
<tr>
<th>Date</th>
<th>Start/Time IN</th>
<th>End/Time OUT</th>
<th>Total Hours for Entry</th>
<th>Group? (yes/no)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/13/2019</td>
<td>12:15 PM</td>
<td>02:45 PM</td>
<td>2:30</td>
<td>Yes</td>
</tr>
<tr>
<td>3/14/2019</td>
<td>12:52 PM</td>
<td>04:00 PM</td>
<td>3:08</td>
<td>Yes</td>
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<td>3/25/2019</td>
<td>09:11 AM</td>
<td>11:30 AM</td>
<td>2:19</td>
<td>Yes</td>
</tr>
<tr>
<td>3/26/2019</td>
<td>08:45 AM</td>
<td>09:15 AM</td>
<td>0:30</td>
<td>No</td>
</tr>
</tbody>
</table>

**TOTAL HOURS:** 8:27