How to Edit or Update PSW Travel Time Claims  
*(updated 10/29/2019)*

Effective January 2016, PSW providers may be eligible to claim for payment for the time it takes to travel directly between two individuals’ homes or worksites when that travel occurs on the same day to provide supports to those individuals. This *travel time* is different than mileage reimbursement providers may receive for authorized transportation of individuals they support. Travel time is the PSW’s commute time needed to travel between the locations for the individuals they serve in a single day and not during time they are actually providing service/care.

Once created and/or submitted, PSWs may need to make edits to their Travel Time entry. This user guide will assist PSW providers in the process to make those Travel Time entry edits.

**To edit PSW Travel Time in eXPRS:**

1. Login to eXPRS.

![Login Form](image)

2. **IMPORTANT:** For successful claiming of Travel Time, PSWs should be sure that all the applicable Service Delivered (SD) billing entries for services provided to individuals before and after the Travel Time is being claimed are entered, submitted, approved and aggregated into a paid claims PRIOR to claiming Travel Time.

   eXPRS checks each Travel Time entry to be sure there are paid Service Delivered (SD) billing entries documenting work performed by the PSW before and after the Travel Time being claimed (these paid SDs “bookend” the Travel Time).
3. To edit an existing Travel Time entry, from the left-hand menu, click on View Travel Time.

4. In the Find Travel Time page, enter the data needed to search for a Travel Time entry. Easiest search will be to just use a date range for the dates of travel for the entries needing edits or corrections.

5. From the list of travel time entries returned, click on a blue Start Name to open a entry to be edited.

   ➔ **PRO TIP:** Right-click on the blue name to open the entry in a new tab or window. This will enable you to return to your results list without having to search again.

   **Please note:**
   - Only travel time entries in draft or suspended status can be edited by a PSW.
   - PSW edits to travel time entries in approved status must be requested from ODDS by contacting eXPRS Support. Use the information on the Contact Us page to request assistance.
6. With the travel time claim open in a View Travel Time page, click Edit to open the travel time claim.

7. The travel time entry will open in the Update Travel Time page. Make any necessary edits/changes needed to the entry. In this example, the end time was changed from 3:00 PM to 1:45 PM.
• Click **Save**, to save the changes or new data added.

8. With the changes saved, the **Travel Time** entry can be submitted or re-submitted by clicking **Submit** at the bottom of the page.
9. Repeat steps #4 – 8 to make edits to additional travel time claims.

10. Please see the assistance guide How to Create PSW Travel Time for information on creating new travel time entries.

**PSW Travel Time Policy Information**:

DHS/ODDS has also established the following policy parameters regarding PSW Travel Time:

- Personal Support Workers must enter their *Travel Time* data into eXPRS themselves directly. CDDPs and Brokerages cannot enter Travel Time data on behalf of providers.

- Only the time to travel the most direct route by the method of transportation chosen may be claimed. Any additional time spent for personal reasons between homes/worksites of the individuals the provider is supporting may not be claimed.

- Time spent attending to personal business (not including brief stops for gas or using the restroom), time breaks of one hour or more between individual shifts, or returning to the provider’s home between working for individuals is not considered direct travel and may not be claimed as *Travel Time*.

- Time spent traveling for personal shopping or medical appointments may not be claimed as *Travel Time*.

- Time spent traveling to and from the provider’s home to their initial or last work location in a day may not be claimed as *Travel Time*.

- Payment for approved *Travel Time* claims may not exceed 10% of the PSW total wages for the applicable bi-monthly pay period. Providers are responsible for ensuring that *Travel Time* claimed does not exceed that 10% limit.

- *Travel Time* will be paid at the base rate of pay of $14.00 per hour.

- *Travel Time* entries managed via eXPRS are processed the month(s) following the month of actual travel being claimed for applicable pay periods.