How to Create & Submit Service Delivered (SD) Billing Entries for Daily Relief Care (OR507) for PSW Providers using eXPRS Mobile-EVV

(1/21/2020)

For PSW providers who provide Daily Relief Care (OR507), which is a type of attendant care, you must bill for that service using eXPRS Mobile-EVV. While billing for Daily Relief Care (OR507) is done via clocking in & clocking out of eXPRS Mobile-EVV to create your Service Delivered (SD) billing entries, there are some slight differences from billing for other PSW attendant care services with EVV.

- The service unit type for Daily Relief Care (OR507) is DAY, not hour. This means you are paid for a single DAILY unit of service for a flat daily rate. The ODDS Policy expectation is this service be billed in full day (24-hour) increments based on the start time you clocked in with.

- Even when 24-hours of service (by the start & end times entered) are provided for the 1 DAILY unit of Daily Relief Care (OR507), only 16 of those 24-hours count towards your weekly work hours limit. For the 24-hours of time you work providing Daily Relief Care (OR507), 16-hours of that time is considered “awake” time, and 8-hours is allowed for you to sleep.

- Billings for Daily Relief Care (OR507) that calculate to less than 16-hours of actual service, based on the start time entered, will suspend for ODDS review/approval prior to payment. This is because billing for less than 24-hours would be due to an exceptional situation, and not normal practice.

- Billings for Daily Relief Care (OR507) entered that result in 2 DAILY units being billed in a single 24-hour period, the 2\textsuperscript{nd} SD billing entered will be denied as an overlapping/duplicate billing for the provider when submitted.

Additional ODDS policy guidance is available in the document “Daily Relief Care and Hours Worked for Personal Support Workers (PSWs)” and further explains billing for OR508-Hourly & OR507-Daily Relief Care. This guide document can be found on the ODDS Personal Support Worker Resources webpage.
To bill for Daily Relief Care (OR507) via eXPRS Mobile-EVV:

1. Login to eXPRS Mobile-EVV from a mobile device.

2. Review your messages & tap on Acknowledge to continue.
3. From the “Select the Service ...” screen, tap on the button for Relief Care (OR507) to start the “clock in” process.

5. Once selected, the Relief Care (OR507) button will turn dark.

Tap on **CONTINUE >** to move to the next step.
6. In the “Select the Individuals...” screen, tap on the name of the individual for whom you will be providing Relief Care (OR507). When selected, their name will turn dark.

Tap on **CONTINUE >** to move to the next step.

7. In the “Please Confirm the following...” screen, review the information shown.

*Please review this information CAREFULLY!*

If the information is **correct**, tap on **Begin Work** to “clock in” and start your shift providing Relief Care (OR507).

If the information is **incorrect**, use the **< Back** button to return to the previous screens & make the correct selections needed.
8. If you receive a pop-up message asking you to confirm your location where you are starting your shift, tap **OK** to continue.

*eXPRS Mobile-EVV* will capture single ‘point-in-time’ coordinates of where you are **ONLY** at the time you **START** (“clock in”) & **END** (“clock out”) your shift, which is a **requirement of the federal law for EVV**.

9. If you have successfully started your shift & “clocked in”, *eXPRS Mobile-EVV* will confirm by showing you a large **green check mark**.

Tap on the blue **Return to Dashboard** button.
10. Now back on your ‘dashboard’ screen, you will see who you are working with and the Start Time & Date your shift for Relief Care (OR507) started.

From here you can:
• Start a New Shift for another individual joining you as a group (see the guide How to Add a New Shift for instructions),

    OR ...

• Logout of eXPRS Mobile-EVV.

To logout of eXPRS Mobile-EVV, tap on the 3-lined Menu Icon in the top right corner of the screen to activate the menu.

11. When the Menu opens, tap on Logout to logout of eXPRS Mobile-EVV; your shift will continue running on the eXPRS website.

Work your shift.
IMPORTANT THINGS to REMEMBER about Daily Relief Care (OR507):

- If you are providing multiple, consecutive days of Relief Care (OR507), then you will need to “clock out” after each 24-hour shift, and then immediately “clock in” again, to start your next 24-hour shift in eXPRS Mobile-EVV.

- **DO NOT** break Relief Care (OR507) billings up at midnight, if the service billed covers overnight care/crosses midnight into the next day; the system will handle this.

- **DO NOT** break your billings for Relief Care (OR507) up into smaller time segments (*for example*: into 16-hour segments). The expectation is that this service is billed (meaning you “clock in” & then “clock out”) for **full 24-hour periods**. **The system will not allow more than 1 daily unit of service to be billed in a 24-hour period.**