How to Create & Submit Service Delivered (SD) Billing Entries for OR507-Daily Relief Care for PSW Providers
(v2; 7/12/2018)

For PSW providers who provide OR507-Daily Relief Care, they must bill for that service in eXPRS. While billing for OR507-Daily Relief Care is done using Service Delivered (SD) billing entries, there are some slight differences than billing for other PSW services in eXPRS.

- The unit type for OR507-Daily Relief Care is **DAY**, not hourly. This means the PSW is paid for a single unit (day) of service for the rate. The ODDS Policy expectation is this service is to be used in full day (24-hour) increments.
- Even when 24-hours of actual service are provided for the 1 daily unit of OR507-Daily Relief Care, only the 16-hours of awake time count towards the PSW’s weekly work hours limit.
- Billings for OR507-Daily Relief Care that calculate to less than 16-hours of actual service (by the start & end times entered on the billing) will suspend for ODDS review/approval prior to payment.

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 create/submit Service Delivered entries for OR507-Daily Relief Care:**

1. Login to eXPRS.
2. From your Home page, click on the left-hand menu option *Create Service Delivered Entries from Single Service Authorization*.

3. In the *Create Service Delivered from Single Service Authorization* search page, you will need to first search for your *OR507-Daily Relief Care* authorizations that are active & ready to be billed. Using a service date range will likely be the easiest method to search.

   ![Create Service Delivered Entries from Single Service Authorization](image)

   Click Find to return your search results.

5. Any active authorizations that meet the search criteria entered will return in a results list below, grouped by individual. To bill for services provided, start from the results list and click on the $ icon to the far right of the *OR507-Daily Relief Care* authorization you wish to bill against.
**PRO TIP:** right-click on the $ icon to open the new page in a new tab or window. This will allow you to easily return to your original search results list.

6. In the **Service Delivered by Service Authorization** page, you can now add the billing data information for when **OR507-Daily Relief Care** was provided.

The **DATE** entered on the billing entry is the date the service **started** for that single unit/day billed.

The **START TIME** entered is the actual time the service began on that date.

The **END TIME** entered is the actual time the service ended for that unit/day of services.
The billing can be for a full 24-hours (as shown in the example above). **DO NOT** break OR507-Daily Relief Care billings up at midnight, if the service billed covers overnight care/crosses midnight into the next day; the system will handle this.

Click **Save All** after each entry to add a new row of blank fields for more data entry lines.

7. For entering **Start & End** times, the start/end time fields do not require the colon, spaces or the full “AM” or “PM” when keying in time data. Users can simply enter the numeric time data and “a” or “p” without spaces, and the system will auto-format that entry to the correct time format needed.

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

    **Time data entered without the “p” added will be auto-formatted as “AM” hours.**
    - “10” will be auto-formatted to be “10:00 AM”

    The data field will show with **RED text** if information is entered incorrectly. Corrected information will show as **BLACK text.**

8. With all the **SERVICE DELIVERED** billing entry data entered & saved in **draft** status, check the left-hand box for the SD entries you wish to submit. Or simply close the page; the entries will be saved as **drafts** & will be available to submit later.
Actions available on *draft* SD billings:

- **Submit** = will submit the *draft* entries checked for payment processing.
- **Delete** = will delete (remove completely from the system) the *draft* entries checked.

9. Once submitted, the status will change for the SD billing entries, showing the results of the action.

For PSW billings, if successfully submitted, will move to **pending** status. This means you may now print your timesheet for this service, have it signed by your employer, and then submit to the authorizing CDDP or Brokerage to review for payment processing.
10. When finished, close the window/tab you were working in and return to the search results. From the results list, select another service to be billed by clicking the $ icon next to the service authorization line.

11. Repeat steps #8 – 12, to create new SERVICE DELIVERED billing entries for other individuals and/or services, as needed.

12. In addition, PSW providers can also view the authorization details if they’d like. From the authorization results list, click on the blue SPA# to the far left of the authorization line. This will open the authorization.

13. With the View Service Prior Authorization page open, the details of the authorization are shown, including:

1. The service authorized,
2. The service dates the authorization covers,
3. The rate authorized for the service.
14. For SD billing entries that move to a status other than *pending*, providers can use the [Service Delivered Problem Solving Matrix](#) on the [eXPRS Help Menu](#) to assist in troubleshooting.