How to Create & Submit Service Delivered (SD) Billing Entries for OR508-Hourly Relief Care for PSW Providers

(v2; 7/12/2018)

The service OR507-Daily Relief Care is intended to be provided in 24-hour blocks, allowing for 16-hours of awake time & 8-hours of sleep time for the PSW during that 24-hours of service. However, there may be times that individuals need additional care which requires the PSW to be awake more than 16-hours. If that situation occurs, the PSW should bill those additional awake hours under the service code OR508-Hourly Relief Care.

If a PSW does not already have an active authorization for OR508-Hourly Relief Care, they need to contact the authorizing CDDP or Brokerage to have that authorization created/submitted before they can bill for those additional awake time hours.

OR508-Hourly Relief Care is an hourly service, and is billed in the same manner as other hourly attendant care services (such as OR526-Attendant Care). The one key difference being the OR508-Hourly Relief Care billings should align/fall entirely within an SD billing for the corresponding OR507-Daily Relief Care that the additional awake hours support.

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 OR508-Hourly Relief Care:

1. Login to eXPRS.

![Login page](image)

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

![Menu page](image)

3. In the Create Service Delivered from Single Service Authorization search page, you will need to first search for your OR508-Hourly Relief Care authorizations that are active & ready to be billed. Using a service date range will likely be the easiest method to search.
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 **OR508-Hourly 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 the additional awake hours for **OR508-Hourly Relief Care** were provided. Remember, this billing is **only for the additional hours above the 16-hours** that the PSW was required to be awake in the 24-hours of Daily Relief Care provided.
The DATE entered on the billing entry is the date the service was provided.

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 on that date.

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.

![Image of CM Organizer]

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.