

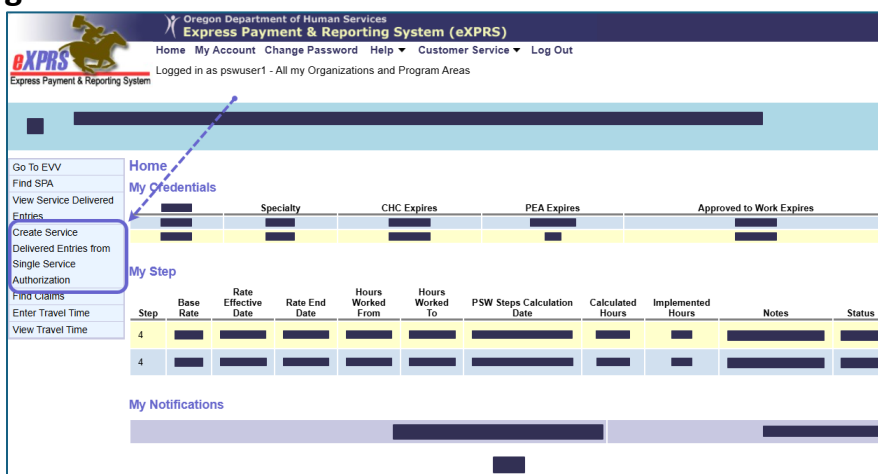
Creating a Service Delivered Billing Entry on the eXPRS Desktop Site as a Personal Support Worker

Overview

As of April 2020, all Personal Support Workers (PSWs) must use eXPRS Mobile-EVV for Attendant Care and/or Daily Relief Care services. This is true unless you have been granted an exception by the authorizing Case Management Entity (CME). However, there may be times that you need to manually enter a Service Delivered Billing Entry (SD) into the eXPRS Desktop site.

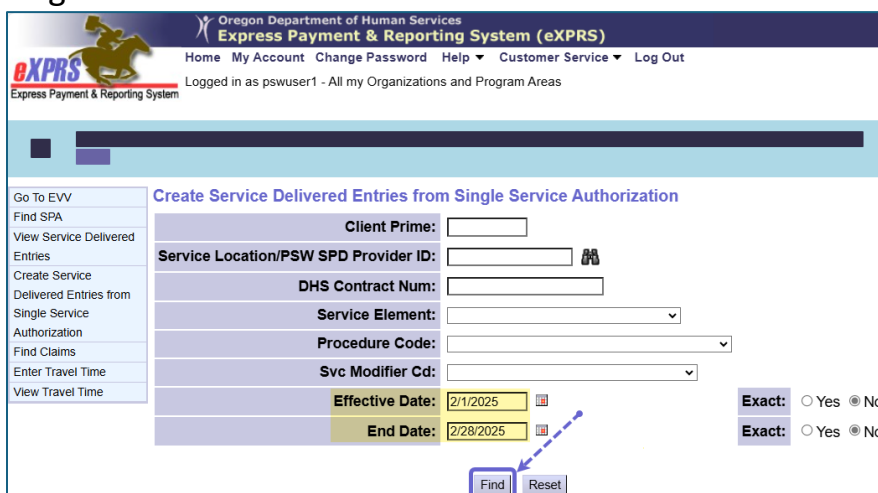
How to Create an SD on the eXPRS Desktop Site

- 1) Log into the eXPRS Desktop Site and select **Create Service Delivered Entries from Single Service Authorization**.



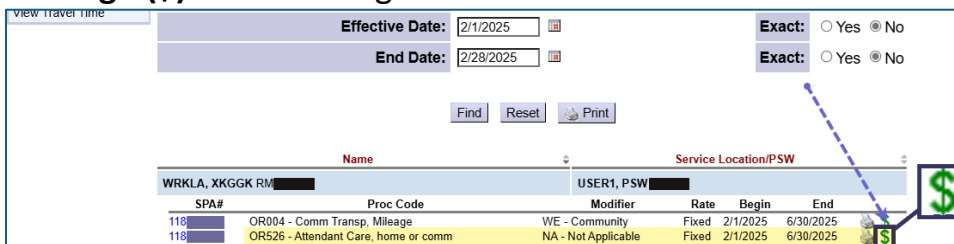
The screenshot shows the eXPRS Desktop Site home page. The left sidebar contains a menu with the following items: Go To EVV, Find SPA, View Service Delivered Entries, Create Service Delivered Entries from Single Service Authorization (highlighted with a blue dashed arrow), Find Claims, Enter Travel Time, and View Travel Time. The main content area has a header with the Oregon Department of Human Services logo and the eXPRS title. Below the header, there are several sections: 'My Step' (with a table of steps), 'My Notifications', and 'My Credentials' (with a table of credentials). The 'My Step' table has columns for Step, Base Rate, Rate Effective Date, Rate End Date, Hours Worked From, Hours Worked To, PSW Steps Calculation Date, Calculated Hours, Implemented Hours, Notes, and Status. The 'My Credentials' table has columns for Specialty, CHC Expires, PEA Expires, and Approved to Work Expires.

- 2) Enter criteria to search for your authorizations and select **Find**. In this example, we are using an **Effective Date** and **End Date**.

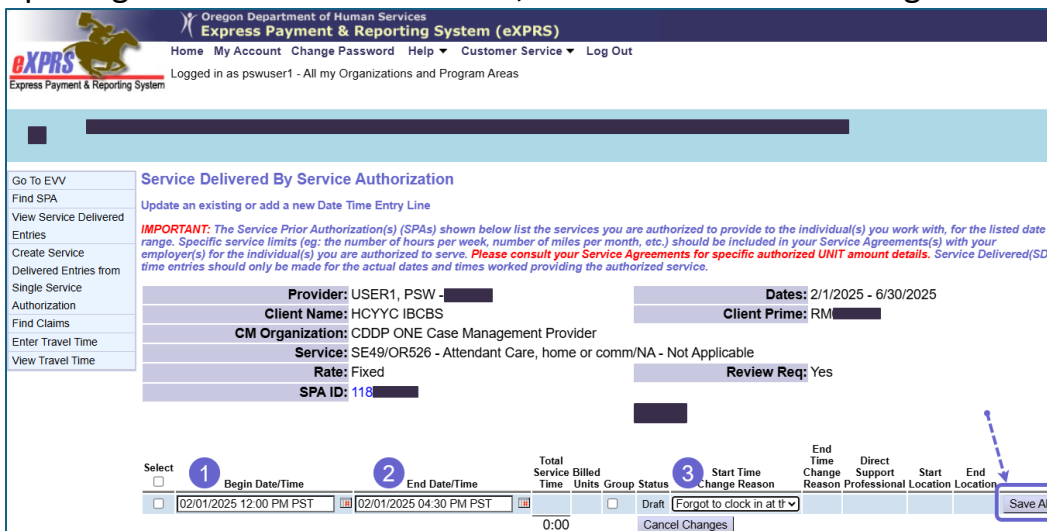


The screenshot shows the 'Create Service Delivered Entries from Single Service Authorization' form. The form has a left sidebar with the same menu as the previous screenshot. The main content area has a title 'Create Service Delivered Entries from Single Service Authorization' and a form with the following fields: Client Prime, Service Location/PSW SPD Provider ID, DHS Contract Num, Service Element, Procedure Code, Svc Modifier Cd, Effective Date (2/1/2025), and End Date (2/28/2025). There are 'Find' and 'Reset' buttons at the bottom. The 'Effective Date' and 'End Date' fields are highlighted with a blue dashed arrow pointing to the 'Find' button. On the right side, there are two 'Exact' checkboxes, both set to 'No'.

- 3) From the Results List, your active authorizations return. To create an SD, select the **Dollar Sign (\$)** on the far right for that authorization.



- 4) On the **Service Delivered by Service Authorization** page, enter the information needed to complete the SD and select **Save All**. In this example, we are completing an SD for Attendant Care, so we enter the following information:



- 1) **Begin Date/Time:** Enter the date and time your shift began¹
- 2) **End Date/Time:** Enter the date and time your shift ended¹
- 3) **Start Time Change Reason:** Select a reason that the start time is being manually entered (or changed).

¹ Times in eXPRS show default to the Pacific time zone. If SDs are entered for services provided in a different time zone, once the SD is saved as a draft, the data will display in eXPRS as the Pacific time zone equivalent for the different time zone data entered. For example: An SD is entered with a begin date/time of **5/15/2021 10:00 AM MDT**. Once that SD billing is saved as a draft, eXPRS will display that information as **5/15/2021 9:00 AM PDT**.

4) You may select the checkbox for each SD you create, and then select **Submit**.

Service Delivered By Service Authorization
Time Sheet(s) save succeeded.
Update an existing or add a new Date Time Entry Line

IMPORTANT: The Service Prior Authorization(s) (SPAs) shown below list the services you are authorized to provide to the individual(s) you work with, for the listed date range. Specific service limits (eg: the number of hours per week, number of miles per month, etc.) should be included in your Service Agreements(s) with your employer(s) for the individual(s) you are authorized to serve. **Please consult your Service Agreements for specific authorized UNIT amount details.** Service Delivered(SD) time entries should only be made for the actual dates and times worked providing the authorized service.

Provider: USER1, PSW [REDACTED] Dates: 2/1/2025 - 6/30/2025
Client Name: WFBBF VUFQZ Client Prime: RM [REDACTED]
CM Organization: CDDP ONE Case Management Provider
Service: SE49/OR526 - Attendant Care, home or comm/NA - Not Applicable
Rate: Fixed Review Req: Yes
SPA ID: 118 [REDACTED]

Select	Begin Date/Time	End Date/Time	Total Service Time	Billed Units	Group	Status	Start Time Change Reason	End Time Change Reason	Direct Support Professional	Start Location	End Location
<input checked="" type="checkbox"/>	02/01/2025 12:00 PM PST	02/01/2025 04:30 PM PST	4:30			Draft	Forgot to clock in at it				
<input checked="" type="checkbox"/>	02/02/2025 12:00 PM PST	02/02/2025 05:30 PM PST	5:30			Draft	Clocked in too early				
<input checked="" type="checkbox"/>	02/03/2025 10:00 AM PST	02/03/2025 06:15 PM PST	8:15			Draft	Forgot to clock in at it				
<input type="checkbox"/>	mm/dd/yyyy hh:mm PM PST					Draft	Reason				

18:15
Cancel Changes
For items checked above: **Submit** Delete

- **TIP:** While an SD is in Draft Status, you can edit all of the fields and also Delete the SD if needed.

5) If needed, you can also submit Draft SDs by selecting **Left Menu > View Service Delivered Entries**.

Oregon Department of Human Services
Express Payment & Reporting System (eXPRS)

Home My Account Change Password Help Customer Support
Logged in as pswuser1 - All my Organizations and Program Areas

Home My Credentials

Go To EVV Find SPA View Service Delivered Entries Create Service Delivered Entries from Single Service Authorization Find Claims Enter Travel Time View Travel Time

Specialty CHC Expires

6) Enter your search criteria, and select a status of **Draft**. Then select **Find**.

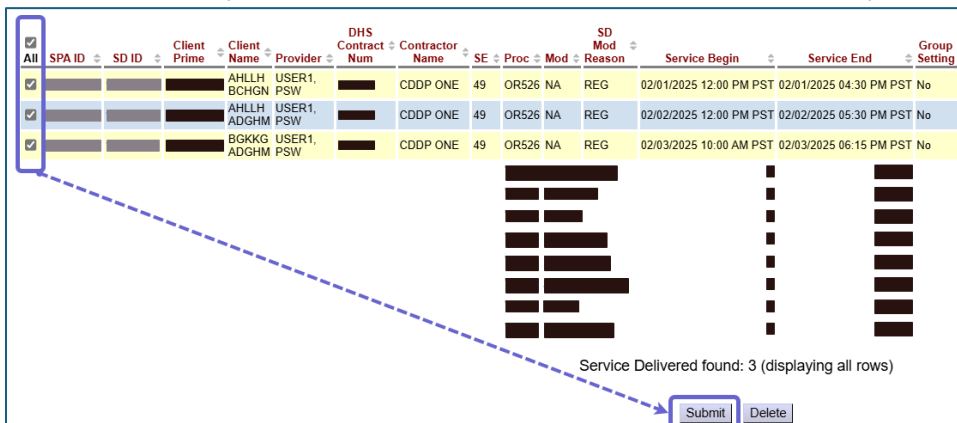
View Service Delivered
Enter one or more search criteria. Criteria are cumulative. Results returned are limited to 5,000 rows.
Note: If criteria entered results in more than 5,000 rows, data returned will be truncated. You may need to narrow your search criteria to return a smaller dataset.

Client Prime: [REDACTED]
Service Location/PSW SPD Provider ID: [REDACTED]
DHS Contract Num: [REDACTED]
Service Prior Auth#: [REDACTED]
Service Delivered ID: [REDACTED]

Show Auth Status: [REDACTED] Show Reviewed Date: [REDACTED]
Claim ICN: [REDACTED]
Status: **Draft**
Show Aggregated(into claim): ☒ Both ☐ Aggregated ☐ Not Aggregated
Begin Date: 2/1/2025 End Date: 2/28/2025
Submitted From: [REDACTED] Submitted To: [REDACTED]
Created From: [REDACTED] Created To: [REDACTED]
Reviewed From: [REDACTED] Reviewed To: [REDACTED]
Suspense Location: Select...
Exception Code: [REDACTED]
Max Displayed: 25

Find Reset

7) From the Results List, select the checkboxes at the left of an SD, then **Submit**.



All	SPA ID	SD ID	Client Prime	Client Name	Provider	DHS Contract Num	Contractor Name	SE	Proc	Mod	SD Mod Reason	Service Begin	Service End	Group Setting
<input checked="" type="checkbox"/>				AHLLH BCHGN	USER1, PSW		CDDP ONE	49	OR526	NA	REG	02/01/2025 12:00 PM PST	02/01/2025 04:30 PM PST	No
<input checked="" type="checkbox"/>				AHLLH ADGHM	USER1, PSW		CDDP ONE	49	OR526	NA	REG	02/02/2025 12:00 PM PST	02/02/2025 05:30 PM PST	No
<input checked="" type="checkbox"/>				BGKKG ADGHM	USER1, PSW		CDDP ONE	49	OR526	NA	REG	02/03/2025 10:00 AM PST	02/03/2025 06:15 PM PST	No

Service Delivered found: 3 (displaying all rows)

After Submitting SDs using either method, they will move to a new status.

Service Delivered Results											
SPA ID	Client Prime	Client Name	Provider	Service	Service Begin	Service End	Units	Rate	Amount	Status	Notes
		LWAAW KNWXC	USER1, PSW	SE49/OR526/NA	02/01/2025 12:00 PM PST	02/01/2025 04:30 PM PST	4:30			Pending	Your Service Delivered is Pending
		FYUUY EDYZS	USER1, PSW	SE49/OR526/NA	02/02/2025 12:00 PM PST	02/02/2025 05:30 PM PST	5:30			Pending	Your Service Delivered is Pending
		KXBBX LMXWD	USER1, PSW	SE49/OR526/NA	02/03/2025 10:00 AM PST	02/03/2025 06:15 PM PST	8:15			Pending	Your Service Delivered is Pending

SDs that move to Pending status are ready for the CDDP or Brokerage to review against your signed timesheets and progress notes. These can be printed directly from eXPRS by following the guide: **How to Print a Timesheet**.

Approved SDs are put into claims by eXPRS at scheduled times each month:

Pay Period	System claims processing date
1 st – 15 th of the month	Around the 23 rd /24 th of that month
16 th – last day of the month	Around the 8 th /10 th of the following month

Please refer to the current PSW Payroll Calendar for Timesheet Due Dates and pay dates. This calendar is available on the eXPRS Help Menu and on the Public Partnerships, LLC Website.

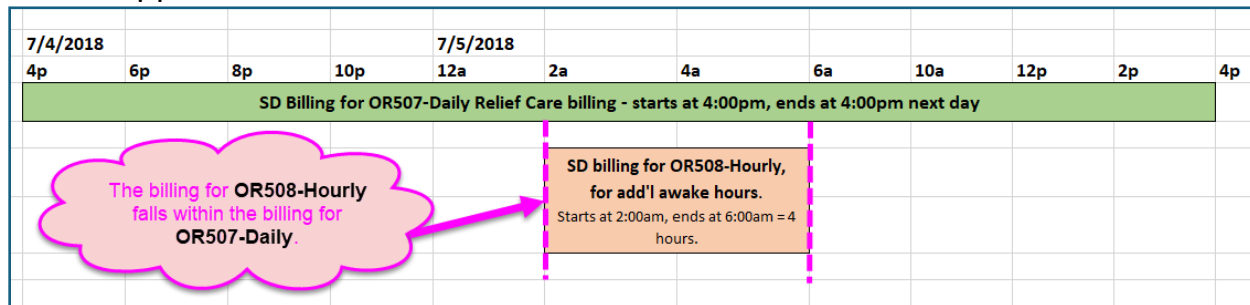
Appendix A: Hourly Services

SDs for Hourly Services can overlap another provider's billings by up to 15 minutes. This facilitates transition time between providers. Any SDs that by 15 minutes or more will suspend as a suspected duplicate service to the individual.

OR508 Relief Care

There may be times that individuals receiving OR507 Daily Relief Care 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.

OR508 Hourly Relief Care is billed in the same manner as other hourly attendant care services. However, OR508-Hourly Relief Care SDs should fall entirely within an SD for the corresponding OR507 Daily Relief Care service that these additional hours support.



Appendix B: Group Services

When you are delivering services to two or more individuals at the same time, you should create separate SDs entries ***for each individual***. Use the **Begin Date/Time** and **End Date/Time** that each individual was with you when creating the SD.

Check the **Group** box for each SD that overlaps any amount of billing time that you were with another individual.

- Attendant Care, home or comm/NA - N

Re

Print

ne	Total				
M	Service	Billed			
(I)	Time	Units	Group	Status	Start Time Change R
	2:30		<input checked="" type="checkbox"/>	Draft	Clocked in tod
	3:08		<input checked="" type="checkbox"/>	Draft	Reason
	2:19		<input checked="" type="checkbox"/>	Draft	Reason

This will cause eXPRS to pro-rate the units billed and total cost for each individual's billing by the number of individuals in the group.

Appendix C: Mileage SDs vs Travel Time Claims

Mileage SDs and PSW Travel Time Claims are two distinct services in eXPRS.

Mileage is reimbursed for transporting an I/DD individual. This service is authorized by a CDDP, Brokerage, or the CIIS Program for the PSW. The individual being served is with/receiving care from the PSW at time the mileage expense is incurred. See the [ODDS Worker Guides](#) website for more information and direction on Transportation Services.

Travel Time is a benefit that is part of the OHCC Collective Bargaining Agreement. PSW Claims are created and paid for “worksite to worksite” travel time once the PSW has started their work day. No individuals are with the PSW during this time. Travel time counts as "hours worked" for weekly hours limits and overtime calculations. See the following references for more information on Travel Time:

- **OHCC Collective Bargaining Agreement**
- [How to Create a Travel Time Claim](#)