

## How to Enter Increases for PSW Weekly Hours

ODDS has limitations in place to the amount of hours that a PSW can be authorized to work each week. Per the 2023-25 Collective Bargaining Agreement, effective 1/1/2024 PSWs are able to work up to 60 hours per week without an exception. However, there may be situations requiring an exception to the weekly hours limit that a PSW has been assigned. These exceptions and the required documentation for approving them are described in the [Exceptions to Individual Support Plan Hourly Cap for PSWs](#) worker guide.




Since January 1<sup>st</sup>, 2023, ODDS also requires that, in addition to the documentation currently maintained, each CME must enter specific information related to the exceptions into the eXPRS.

To add, edit or remove an entry on the **PSW Weekly Hours/Rates** section, a CME user must have one of the following eXPRS user roles:

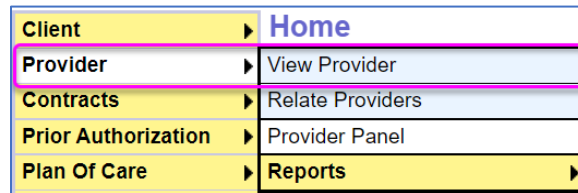
- **Local Auth Provider Panel Manager** (for CDDPs)
- **Brokerage Provider Panel Manager** (for Brokerages)
- **State Kids Services Panel Manager** (CIIS/State Kids Res)

### How to Enter an Increase for PSW Weekly Hours

1) Login to eXPRS. If users have multiple login options, use Local Authority (for CDDPs), Contractor (for Brokerage), or State for (State Kids).

<p><b>Login Name:</b> <input type="text" value="userID"/></p> <p><b>Password:</b> <input type="password" value="....."/></p> <p><b>Organization/Program Area:</b> <input type="text" value="County (Local Authority)"/> </p> <p><a href="#">Forgot your password?</a> <input type="button" value="Submit"/></p>
<p><b>Login Name:</b> <input type="text" value="userID"/></p> <p><b>Password:</b> <input type="password" value="....."/></p> <p><b>Organization/Program Area:</b> <input type="text" value="Brokerage (Contractor)"/> </p> <p><a href="#">Forgot your password?</a> <input type="button" value="Submit"/></p>
<p><b>Login Name:</b> <input type="text" value="userID"/></p> <p><b>Password:</b> <input type="password" value="....."/></p> <p><b>Organization/Program Area:</b> <input type="text" value="State Kids (State)"/> </p> <p><input type="button" value="Submit"/></p>

2) Select **Provider > View Provider**.



3) On the **Find Provider** page, enter search criteria (e.g. Name, IDs etc.) and select **Find** to return results.

A screenshot of the 'Find Provider' search form. The 'eXPRS Provider ID' field contains '12 79' and is highlighted with a pink box. A pink arrow points from this field to the 'Find' button at the bottom of the form. Other fields include Record Type, SPD Provider ID, Last/Business/Tax Name, First Name, D.O.B., Provider Type & Specialty, Verification Status, Email Address, Phone, and Max Displayed.

4) From the result set, select the **Display Name** hyperlink to open the provider's record.

A screenshot of a provider search result table. The 'Display Name' column is highlighted with a pink box. A pink arrow points from this box to the 'Display Name' column header. The table has columns for Type, eXPRS Prov ID, SPD Prov ID, Display Name, Prov Type & Specialty, Verification, Beds, Program Start, Program End, Program Status, Primary Email, Secondary Email, and Phone Number. The first row shows a provider with ID 12 79, name 'DEMO, PSW PROVIDER', and specialty 'Personal Support Worker - DD Personal Support Worker'.

Type	eXPRS Prov ID	SPD Prov ID	Display Name	Prov Type & Specialty	Verification	Beds	Program Start	Program End	Program Status	Primary Email	Secondary Email	Phone Number
Provider	12	79	DEMO, PSW PROVIDER	Personal Support Worker - DD Personal Support Worker	OMAP Number Issued		3/2/2016	12/31/9999	A			

**TIP:** Provider records can also be accessed from **Provider > Provider Panel**. From there, expand the **Provider Panel Members** section to see a list of all Provider Panel Members, including PSWs. Select the hyperlink to access the record (same as above).

5) On the **View Provider > PSW Weekly Hours/Rates** section, select **Add**<sup>1</sup>.

**View Provider**

Provider ID: 12 79  
 Record Type: Provider  
 Business Type: Individual  
 Tax Name: PSW PROVIDER DEMO  
 Personal Name: PSW PROVIDER DEMO  
 Date of Birth:

▶ **Contact Information**

▶ **PSW Weekly Hours/Rates**

Weekly Hours	Client Prime	Start	End	Exception Reason	Entered By User	Per CME
40.00		9/1/2016	12/31/9999	Default		Unknown

▶ **EVV Exceptions**

- 6) On the **PSW Weekly Hours/Rates Add** page, enter criteria into these fields:
- Weekly Hours** – Enter the total number of hours approved for the PSW to work each week during the Start and End Date. The default base amount entered for PSWs as of 01/01/2024 amount entered is 60 hours **PLUS** any additional hours approved (up to 112 hours).
  - Prime** – Enter the Prime for the individual that the PSW will be working for.
    - NOTE:** CMEs may only approve increases in a PSW’s Weekly Hours limit based on the exceptional need of an individual. CMEs should not be approving overtime so that the PSW can work with multiple people.
  - Start** – Enter the Start Date of the Exception to the PSW’s weekly hours limit. This date must be a Sunday.
  - End** – Enter the End Date of the Exception to the PSW’s weekly hours limit. This date must be a Saturday.

**PSW Weekly Hours/Rates Add**

Display Name: PSW PROVIDER DEMO      Provider ID: 12 79

Weekly Hours:     Prime:     Start:     End:     Exception Reason: Select...

Notes:

Weekly Hours	Client Prime	Start	End	Exception Reason	Entered By User	Per CME
40.00		9/1/2016	12/31/9999	Default		Unknown

<sup>1</sup> Screenshots in this guide reflect hours limits prior to 01/01/2024. However, after 01/01/2024, PSWs will be able to work up to 60 hours per week without an exception. The steps for entering exceptions in eXPRS will remain the same, and in the future these screenshots will be updated.

**TIP:** CMEs can add multiple segments without restriction. However, each date range for the segment cannot exceed 90 days. In some cases, segments longer than 90 days must be approved and entered by ODDS.

7) Select the **Exception Reason** dropdown and choose a value.

**TIP:** Each of these values and their usage is described in the [Exceptions to Individual Support Plan Hourly Cap for PSWs](#) worker guide.

8) Enter any needed documentation in the **Notes** field and select **Save**.

9) After saving, the new entry will appear, showing all the details entered for the exception.

Weekly Hours	Client Prime	Start	End	Exception Reason	Entered By User	Per CME	
40.00		9/1/2016	11/12/2022	Default		Unknown	
50.00		11/13/2022	1/28/2023	Provider Capacity Exception	CME USERONE	CME ONE	Edit Remove Log
40.00		1/29/2023	12/31/9999	Default		Unknown	

**TIP:** As shown in the screenshot below, entering an exception will modify the **End Date** for the previously existing row (which is system generated). Additionally, another row will be created after the **End Date** of the exception, which returns the PSW's weekly hours back to the normal value.

Weekly Hours	Client Prime	Start	End	Exception Reason	Entered By User	Per CME	
40.00		9/1/2016	11/12/2022	Default		Unknown	
50.00		11/13/2022	1/28/2023	Provider Capacity Exception	CME USERONE	CME ONE	Edit Remove Log
40.00		1/29/2023	12/31/9999	Default		Unknown	