

How to Add an EVV Exception for a PSW Provider

CME Staff

(updated 11/19/2019)

Beginning in early 2020, use of **eXPRS Mobile-EVV** to capture time worked providing attendant or personal care services to individuals living in an In-Home setting (not a residential placement) will be mandatory for Personal Support Worker providers. However, it is understood that there may be extenuating or exceptional circumstances that may prevent a PSW provider from using **eXPRS Mobile-EVV** at all. Inability to use eXPRS Mobile-EVV intermittently or temporarily (such as when your mobile device isn't charged) would not require an EVV Exception request. In situations where there is an ongoing or indefinite hardship to using **eXPRS Mobile-EVV**, an exception from reporting time-worked via the **eXPRS Mobile-EVV** process may be granted.

Per ODDS Policy & CME Worker's Guide for PSW EVV Exceptions, available on the [DD Case Management Staff Tools](#) and [DD Brokerage Personal Agent Tools](#) pages, PSW providers who meet the criteria for these extenuating or exceptional circumstances can request an EXCEPTION to using **eXPRS Mobile-EVV** from their authorizing Case Management Entity (CME). The CME staff would then record that EVV Exception information on the PSW's provider record in eXPRS.

Important things to know about entering EVV Exceptions in eXPRS:

- Global EVV Exception segments cannot overlap date ranges with other Global exceptions.
- EVV Exception Start Dates can be retroactive.
- EVV Exception End Dates cannot exceed the end date of the PSW's current PEAA but can end earlier.

This user guide will assist the CME's with the process of entering that EVV Exception information in eXPRS. User's will need to be assigned one of the below eXPRS user roles in order to enter EVV Exceptions for PSWs.

- **CDDPs** = Local Auth Provider EVV Exceptions Manager
- **Brokerages** = Brokerage Provider EVV Exceptions Manager
- **CIIS Program** = State Provider EVV Exceptions Manager

To Add an EVV Exception for a PSW Provider:

1. Login to eXPRS. You will need to be logged in under the Local Authority, Contractor or State organization level to do this work.

CDDPs:

Login

Login Name: CDDPuser1

Password: ●●●●●●●●

Organization/Program Area: County (Local Authority) ▼

Submit

Brokerages:

Login

Login Name: BROKuser1

Password: ●●●●●●●●

Organization/Program Area: Brokerage (Contractor) ▼

Submit

CIIS Program:

Login

Login Name: CIISuser1

Password: ●●●●●●●●

Organization/Program Area: State Kids (State) ▼

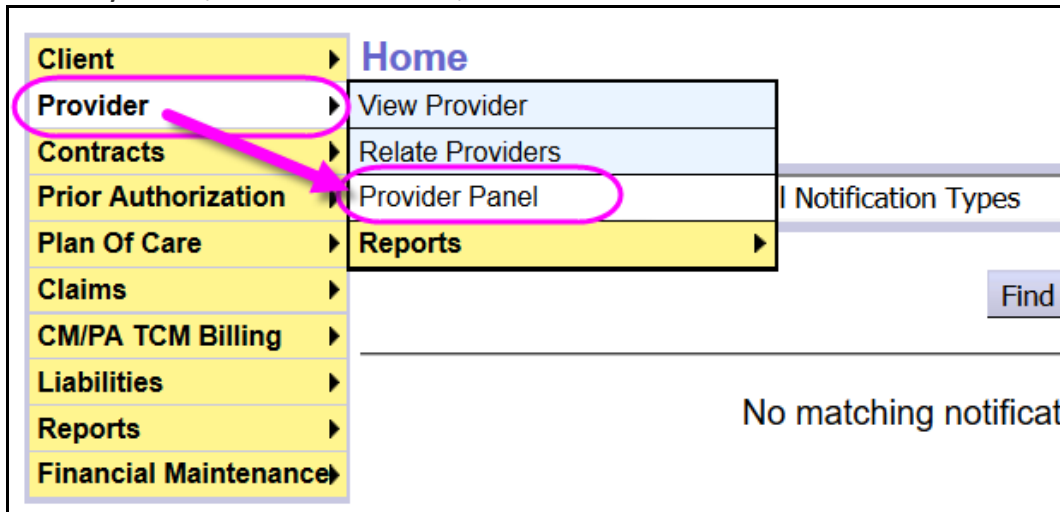
Submit

There are 2 ways find the PSW provider's record to add the EVV Exception information:

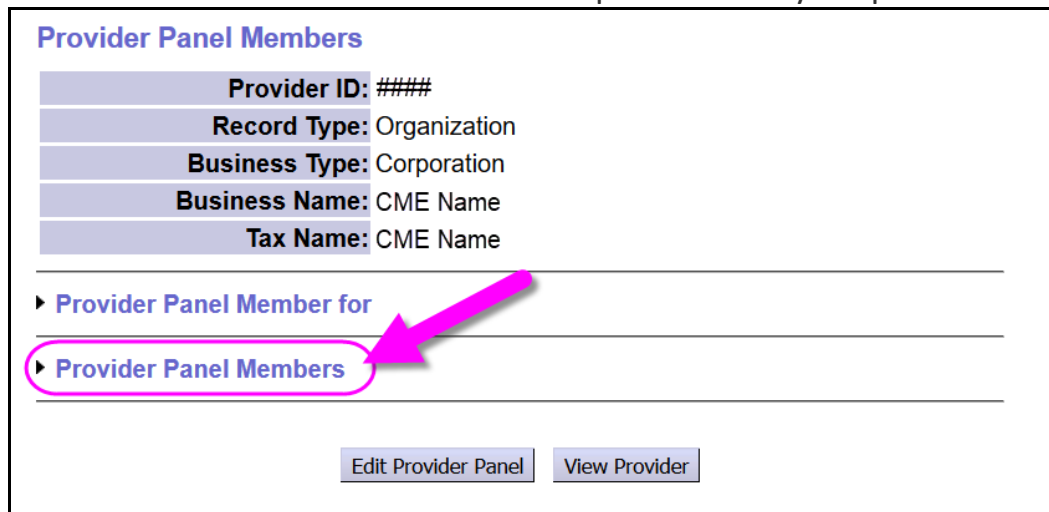
- A. From your **POC Provider Panel** pg. 3
- B. From the PSW's record directly via **View Provider**. pg. 11

A - From your POC Provider Panel

1. From the yellow, left-hand menu, click on **Provider** → **Provider Panel**.



2. Once on the **Provider Panel Members** page for your CME, click on the blue header for **Provider Panel Members** to expand & view your panel.



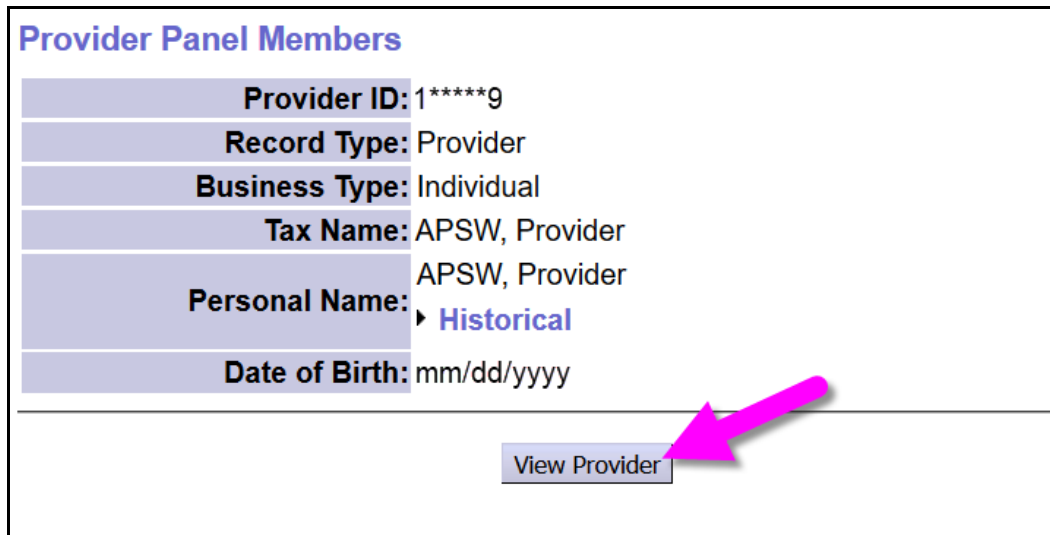
3. Scroll down your expanded **Provider Panel Members** list until you find the PSW provider's record listed that you need to add EVV Exception information.

The screenshot shows the 'Provider Panel Members' list expanded. It includes a table with columns: SPD ID, eXPRS ID, Provider, Provider Specialty, Start Date, End Date, and Termination. The row for 'APSW, Provider' is circled in pink, and an arrow points to it. Above the table, there are 'Export options' for CSV, Excel, PDF, and RTF.

SPD ID	eXPRS ID	Provider	Provider Specialty	Start Date	End Date	Termination
1****1	6****0	ABC Agency Provider	DD Comprehensive Service Agency	7/1/2018	12/31/9999	
5****5	2*****2	Mary's Foster Care	Foster Care - Child DGR	1/1/2018	11/20/2018	
7****0	1*****9	APSW, Provider	DD Personal Support Worker	6/10/2017	12/31/9999	
5****7	2*****8	Sam's Foster Care	Foster Care - Adult DD	2/1/2019	12/31/9999	
7****3	1*****0	BPSW, Provider	DD Personal Support Worker	12/23/2015	3/21/2016	
8****7	2*****4	CPSW, Provider	DD Personal Support Worker	8/28/2018	12/31/9999	

Click on the [blue hyperlink Name](#) for the PSW you need. This will open that PSW's provider record.

4. With that PSW provider's record page open, click on the **View Provider** button to view the record details.

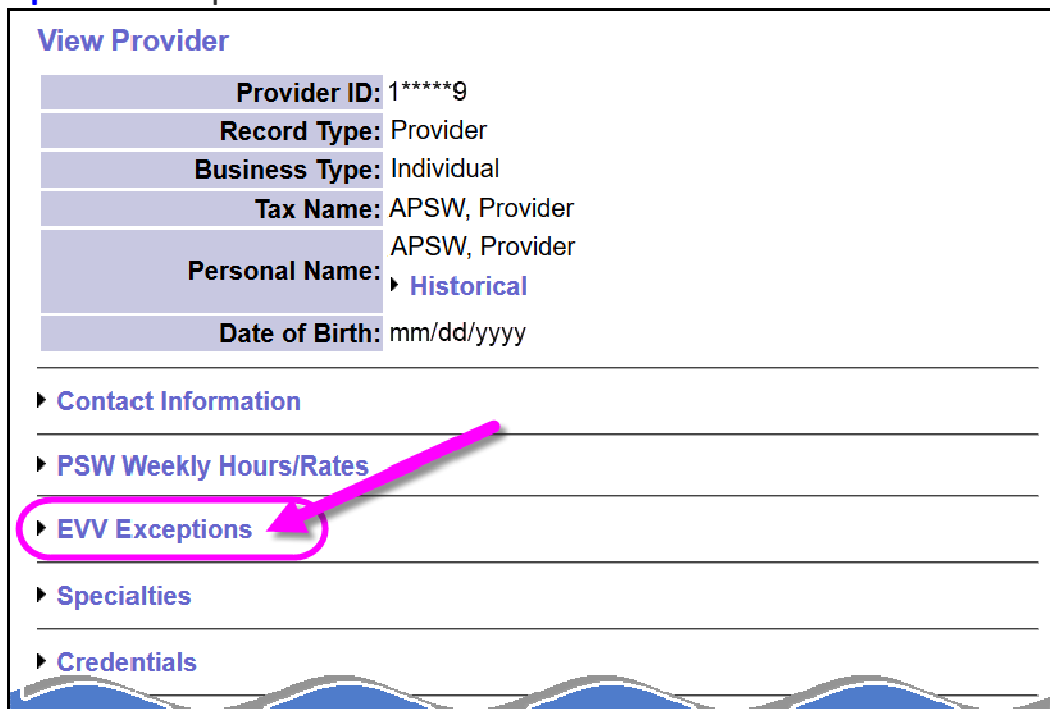


Provider Panel Members

Provider ID:	1*****9
Record Type:	Provider
Business Type:	Individual
Tax Name:	APSW, Provider
Personal Name:	APSW, Provider ▶ Historical
Date of Birth:	mm/dd/yyyy

[View Provider](#)

5. With the PSW's record now expanded, click on the blue section header **EVV Exceptions** to expand that section.



View Provider

Provider ID:	1*****9
Record Type:	Provider
Business Type:	Individual
Tax Name:	APSW, Provider
Personal Name:	APSW, Provider ▶ Historical
Date of Birth:	mm/dd/yyyy

▶ [Contact Information](#)

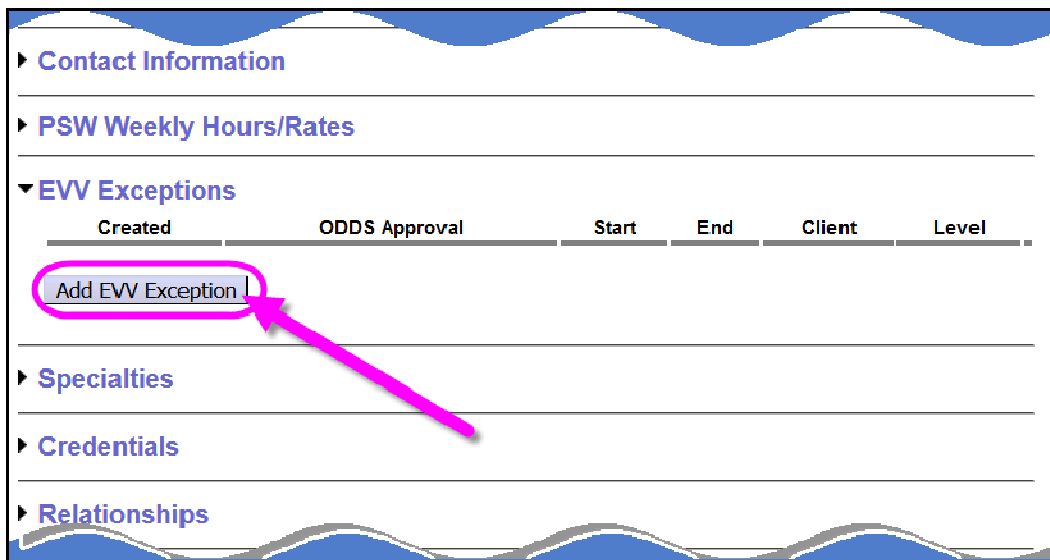
▶ [PSW Weekly Hours/Rates](#)

▶ [EVV Exceptions](#)

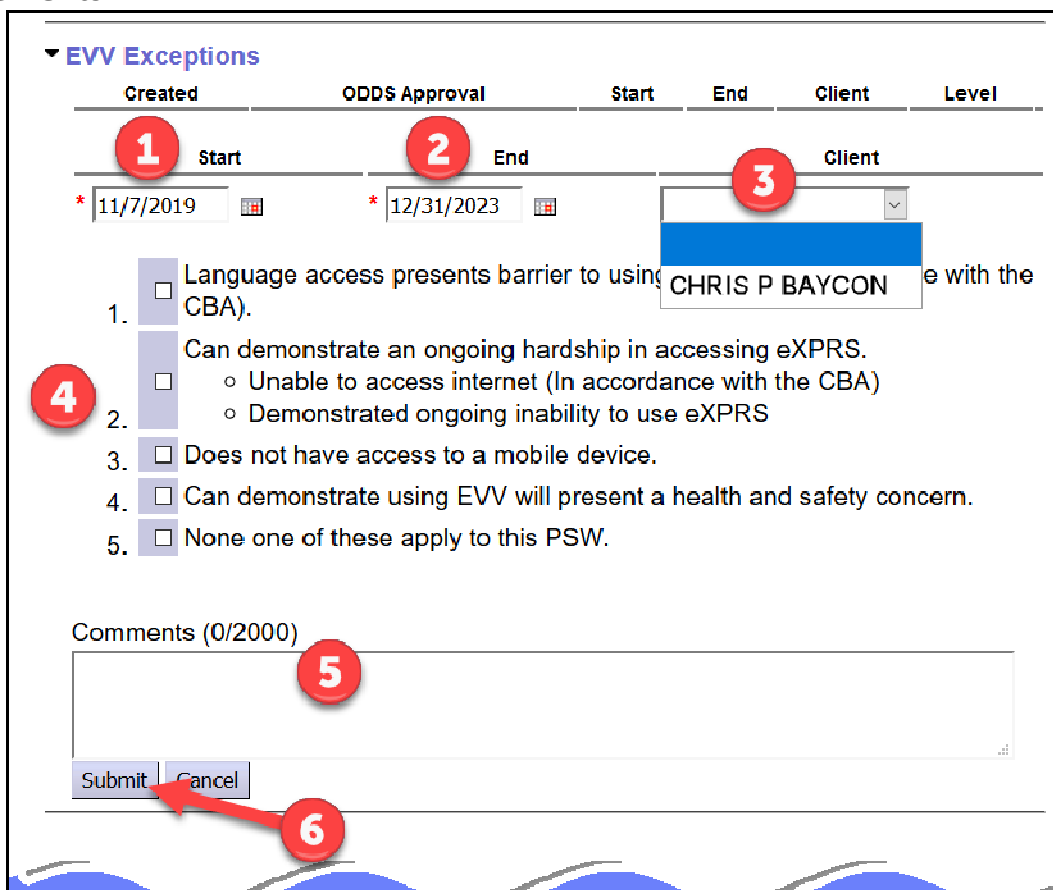
▶ [Specialties](#)

▶ [Credentials](#)

6. With the section expanded, click on the **Add EVV Exception** button to add the exception information for this PSW. This will expand this section further & allow you add the specific exception information.



7. With the exceptions information now displaying, you can add the details specific to this PSW's exception request. We'll review each of these data elements.



1 Start Date = the first date the exception is valid. The system will default to the current date, but that date can be changed by the CME user, if needed.

2 **End Date** = the last date the exception is valid. The system will default to the end date of the PSW’s current PEAA but can also be changed to an earlier date by the CME user, if needed.

3 **Client** = select the name of the individual receiving services that the exception specifically applies to, if any. **For Global exceptions, no client name need be selected.**

4 The **specific exception circumstances** for why the request is being made. Select one of the 5 options.

1. **Language Access Barrier** – select this if the EVV exception being requested is due to a non-English language barrier, as allowed in the PSW CBA. Select the specific language from the dropdown provided.

This is a GLOBAL exception.

1. Language access presents barrier to using eXPRS (In accordance with the CBA).
Select Language:

- Arabic
- Bosnian
- Bulgarian
- Burmese
- Cambodian
- Chinese

2. **Ongoing hardship to accessing eXPRS** – select this if the PSW experiences an ongoing & indefinite hardship in accessing eXPRS/Mobile-EVV. This may include lack of access to a mobile device, internet service or the inability to consistently & effectively use eXPRS for EVV time-worked reporting.

This is a GLOBAL exception.

2. Can demonstrate an ongoing hardship in accessing eXPRS.
 Unable to access internet (In accordance with the CBA)
 Demonstrated ongoing inability to use eXPRS

3. **Lack of access to a mobile device** – select this option if the EVV exception is being requested due to lack of mobile/internet access **for a specific client**. Be sure to select the client’s name from the **Client** dropdown under **3** above, then add the client specific details in the fields provided.

This is an INDIVIDUAL/client specific exception.

Does not have access to a mobile device.

Client Address

Address **City**

State **Zipcode**

Please select ALL that apply for this PSW/Client relationship:

3. I. PSW does not have device / technology available to use for EVV

II. A mobile device is available to be used, but there is no WIFI internet connection available at the location where services are delivered

III. A mobile device is available to be used, but there is no mobile data internet connection available at the location where services are delivered

4. **Use of eXPRS Mobile-EVV will present a health & safety concern** – select this if using eXPRS Mobile-EVV presents a health or safety concern for either the PSW or Individual. *For example, when there is a domestic violence safety risk for either the individual or PSW.*
- I. *Risk to client - **this is an INDIVIDUAL/client specific exception.***
- II. *Risk to PSW - **this is a GLOBAL exception.***

Can demonstrate using EVV will present a health and safety concern.

Please select ALL that apply for this PSW/Client relationship:

4. I. Documented risk to client when using location services on mobile device

II. Documented risk to PSW when using location services on mobile device

5. **None of the other reasons above apply** – select this if none of the above exception reasons apply.

5. None one of these apply to this PSW.

Selecting this option will generate a pop-up message:

Entering an exception of NONE will result in no exception being granted.

No exception will be approved for option #5.

▼ EVV Exceptions

Created	ODDS Approval	Start	End	Client Level	
CME user on 2019-11-19	11/19/2019	11/19/2019	1/31/2020	None	Remove
Exceptions [Other]					
Address					
Comments test for results for option 5					
<input type="button" value="Add EVV Exception"/>					

- 5 Comments** – use the comments box to add any information that may assist in explaining the need/issue that is necessitating the EVV Exception request. Do not be shy about using this to document information related to the request.

Comments (122/2000)

Add any information or comments here that may help document the exception request. You have up to 2000 characters to use. |

⋮

Submit Cancel

- 6 Submit** – click the Submit button when the information related to the exceptions request has been completed.

8. Once submitted, the exceptions information & details will display in the **EVV Exceptions** section.

▼ **EVV Exceptions**

Created	ODDS Approval	Start	End	Client	Level	
CME Staff Name on 10/22/2019	10/22/2019	10/22/2019	12/31/2019		Global	Remove
Exceptions [No Internet]						
Address						
Comments PSW does not have access to a mobile device nor has internet/cell service available.						
Add EVV Exception						

9. Under the **LEVEL** column in the exception entry you can view if an exception was approved by the system & the type.

- GLOBAL** = the exception was *approved* & is global for the PSW. The PSW does not need to use eXPRS Mobile-EVV or EVV features in the eXPRS Desktop for the dates of the exception.

Created	ODDS Approval	Start	End	Client	Level	
CME Staff Name on 2019-11-19	11/19/2019	11/19/2019	1/31/2020		Global	Remove

- INDIVIDUAL** = the exception was *approved* & is specific for the individual client noted for the PSW. The PSW does not need to use eXPRS Mobile-EVV for entering time worked for this individual client for the dates of the exception. however, they do need to select “**Exception Granted**” from the Start

Time Change Reason when manually entering time-worked information in the eXPRS Desktop for this individual client.

Only CME's that have an active CM CPA for the specific individual client will see that individual's name displayed in the **Client** column.

Otherwise, the **Client** column will be blank.

Created	ODDS Approval	Start	End	Client	Level	
CME Staff Name on 2019-11-19	11/19/2019	11/19/2019	1/31/2020	Chris P Baycon	Individual	Remove

- **NONE** = the exception *was not approved* by the system for the PSW.

Created	ODDS Approval	Start	End	Client	Level	
CME Staff Name on 2019-11-19	11/19/2019	11/19/2019	1/31/2020		None	Remove

10. For **Global level** exceptions, once the EVV Exception information has been entered & approved, the EVV validation features will be disabled for the PSW.

If using a mobile device, the PSW will no longer default to the Mobile-EVV view/format of the website. Once logged in, they will be taken straight to the regular eXPRS Desktop view/format.

In the regular eXPRS Desktop view/format of the website, the PSW can enter their time-worked as they had prior to EVV implementation from that point forward. They will not need to select any reasons from the Change Reason dropdowns.

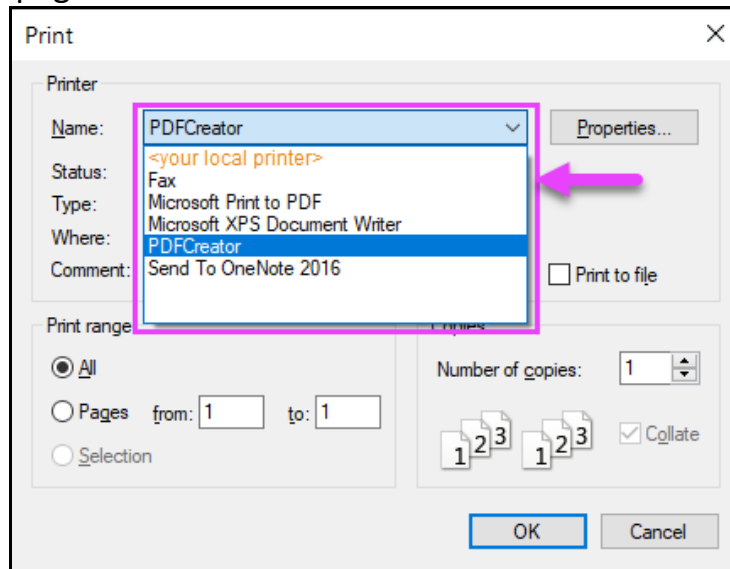
For **Individual client level** exceptions, the Mobile-EVV features & validations will continue to be active for the PSW to use for other individuals they work for whom they do not have an EVV exception. For entering time-worked information manually for the Individual client with the exception, the PSW would select "**Exception Granted**" from the **Start Time Change Reason** dropdown in the eXPRS Desktop.

11. Since a PSW cannot view their provider record via eXPRS, best practice will be for the CME who processed & entered an EVV Exception request to provide the PSW a copy of that exception entry information once completed.

To print the EVV Exception request from eXPRS:

- a) With the PSW provider's record page open & the EVV Exception section expanded, simply press **CTRL+P** to launch the **PRINT** process.

- b) When the print pop-up window appears, select the printer you wish to print the screen to, or select a different option, such as PDF, to save the printed page as an electronic file.



- c) With your print option selected, click **OK** to print to the page to that option.
- d) Either follow the instructions to save your printed doc as an electronic file or print to hard copy. Then provide a copy to the PSW for their records.

sXPRS - View Provider

View Provider

Provider ID: 13*****2
Record Type: Provider
Business Type: Individual
Tax Name: APSW, Provider
Personal Name:
Date of Birth: mm/dd/yyyy

Contact Information

PSW Weekly Hours/Rates

EVV Exceptions

Created	ODDS Approval	Start	End	Client	Level
CME Staff Name 2019-11-19	11/19/2019	11/19/2019	1/31/2020		Global

Exceptions [No Internet]

Address

Comments The PSW reports that they do not have, nor can use a mobile device for EVV time-worked reporting.

Specialties

Credentials

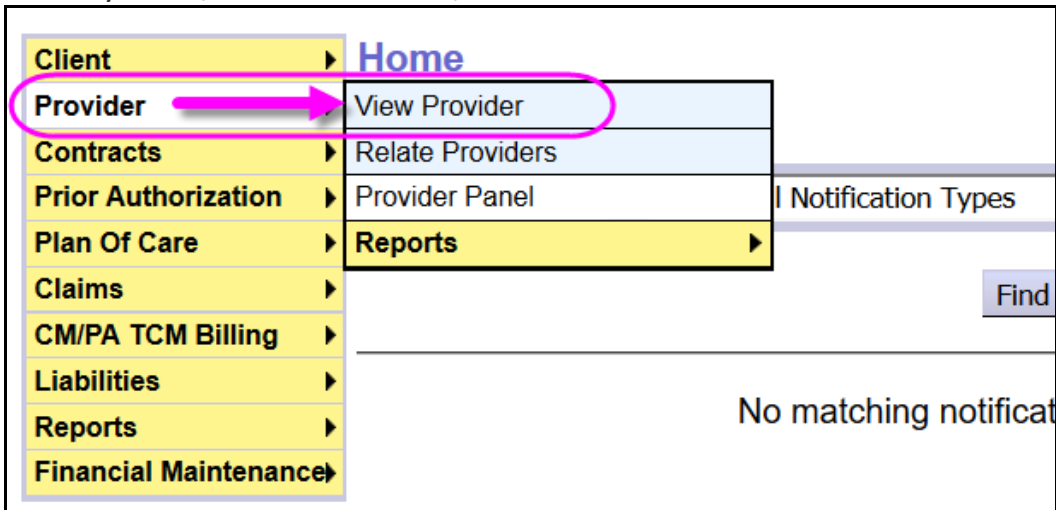
Relationships

Employment Relationship

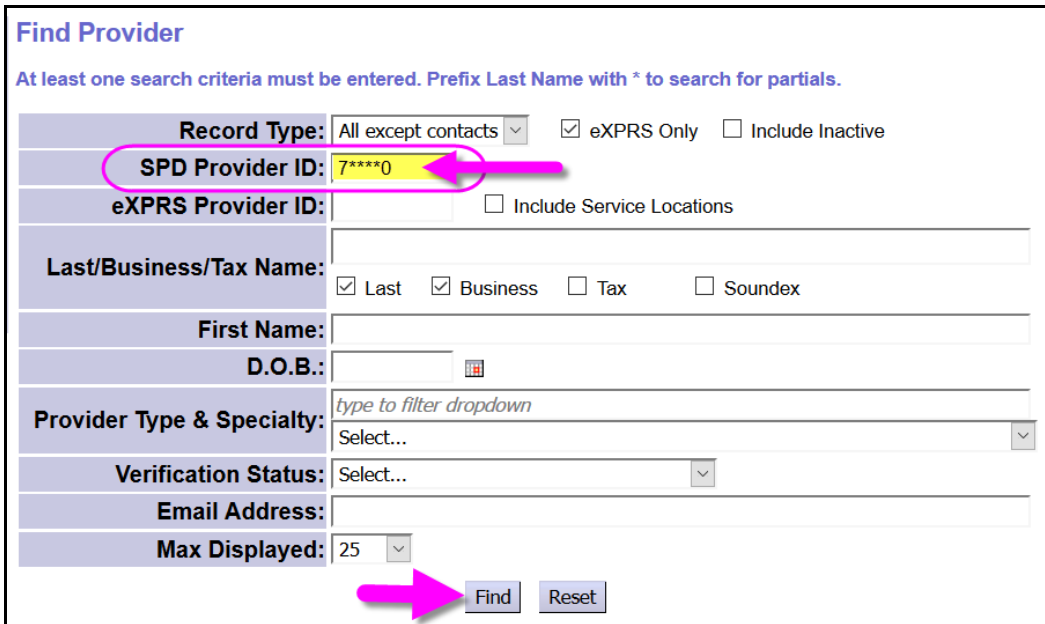
1 of 1 11/19/2019, 1:22 PM

B - From the View Provider page

1. From the yellow, left-hand menu, click on **Provider** → **View Provider**.



2. In the **Find Provider** page, search for the provider record for the PSW requesting an EVV Exception. The easiest way to search will likely be by the **SPD Provider ID** number for the PSW Provider (*as shown below*). However, other search criteria can be used, if needed, to find the PSW's record.



A screenshot of the 'Find Provider' search form. The form has a title 'Find Provider' and a subtitle 'At least one search criteria must be entered. Prefix Last Name with * to search for partials.' The form contains several fields and checkboxes: 'Record Type:' with a dropdown menu set to 'All except contacts', 'eXPRS Only' (checked), and 'Include Inactive' (unchecked); 'SPD Provider ID:' with a text input field containing '7****0' and a pink arrow pointing to it; 'eXPRS Provider ID:' with a text input field and 'Include Service Locations' (unchecked); 'Last/Business/Tax Name:' with a text input field and checkboxes for 'Last' (checked), 'Business' (checked), 'Tax' (unchecked), and 'Soundex' (unchecked); 'First Name:' with a text input field; 'D.O.B.:' with a text input field and a calendar icon; 'Provider Type & Specialty:' with a dropdown menu set to 'Select...' and a subtitle 'type to filter dropdown'; 'Verification Status:' with a dropdown menu set to 'Select...'; 'Email Address:' with a text input field; and 'Max Displayed:' with a dropdown menu set to '25'. At the bottom of the form, there are 'Find' and 'Reset' buttons, with a pink arrow pointing to the 'Find' button.

With the search criteria entered, click **FIND** to search.

3. From the list of search results returned, click on the provider's **Display Name** to open their record.

Type	eXPRS Prov ID	SPD Prov ID	Display Name	Prov Type & Specialty	Verification	Beds	Program Start	Program End	Program Status	Primary Email	Secondary Email
EXP	12*****9	7*****0	APSW, Provider	Personal Support Worker - OMAP Number	Personal Support Worker	Issued	3/2/2016	12/31/9999	A		

4. With the PSW's provider record now open, follow steps #5 - #11 under the instructions in section "A - From your POC Provider Panel", starting on page 4 above.