

eXPRS EVV for Agency Providers

How to Correct or Add an EVV SD Billing Entry in the eXPRS Desktop

(updated 6/9/2021)

After an Agency's **draft** SD billing entries have been created by the DSP staff from **eXPRS Mobile-EVV** or uploaded via the **Agency SD Import** process, the Agency Provider can review those **draft** entries in the **eXPRS Desktop**. If there are corrections or changes needed to **draft** EVV SD billing entries, such as an update to a **Start** or **End Time** and/or add a **Change Reason**, those changes can be made on the SD billing page before the SDs are submitted.

In situations when manual entry of a SD billing entry is needed for EVV services, the Agency Provider can create those using the **eXPRS Desktop** as well, selecting the **Reason** for the manual entry from the dropdown.

IMPORTANT: Corrections to **draft** EVV SD billings or manual entry of EVV SD billings can only be completed by an Agency Provider staff with one of the below user roles:

- **Provider Agency Claims Manager**
- **Provider Agency Claims Preparer**

****** The Agency DSP EVV role assigned to DSP staff to use the **eXPRS Mobile-EVV** process **does not** include permissions to do any corrections or manual entry to SD billings in the **eXPRS Desktop**.

In addition, the Agency Provider must submit their **draft** SD billings using the **eXPRS Desktop** in order to receive payment. SD billing entries can be submitted from the **Create Service Delivered** billing page for a single individual service authorization, **OR** they can be submitted in mass, as a batch.

Please use the [How to SUBMIT Service Delivered \(SD\) Billings as a Batch in eXPRS/POC](#) user guide for instructions on batch SD submissions.

How to Correct a *draft* EVV SD billing entry:

1. Log in to the **eXPRS Desktop** from a computer or laptop.

Login

Login Name: AgencyUser

Password: ●●●●●●●●●●

Submit

2. From the left-hand menu, click on **Create Service Delivered Entries from Single Service Authorization** to search for your active service authorizations that can be billed against.

Client ▶ Home

Provider ▶ My Notifications

Contracts ▶

Prior Authorization ▶

Plan Of Care ▶ Service Delivered ▶ View Service Delivered Ent

Claims ▶

Liabilities ▶

Reports ▶

Financial Maintenance ▶

Filtered By Type All Notification Types

Create Service Delivered Entries from Single Service Authorization

No matching notifications were found.

3. Now search for the authorization that needs manual entry or SD corrections. Any SD billing entries created from **eXPRS Mobile-EVV** will be saved under its authorization.
 - **For example:** to find authorizations for a specific individual, you can search using:

- **Client Prime**
- **Effective Date** (the first service date you need)
- **End Date** (the last service date you need)

Create Service Delivered Entries from Single Service Authorization

Client Prime:

Service Location/PSW SPD Provider ID:

DHS Contract Num:

Service Element:

Procedure Code:

Svc Modifier Cd:

Effective Date: **Exact:** Yes No

End Date: **Exact:** Yes No

4. A list of active authorizations that match the search criteria entered will show.

Svc Modifier Cd:

Effective Date: **Exact:** Yes No

End Date: **Exact:** Yes No

Name		Service Location/PSW						
DACTYL, TERRY - xyz0000a		Agency Provider - 1****7						
SPA#	Proc Code	Modifier	Rate	Units	Unit	Frequency	Begin	End
4*****6	OR004 - Comm Transp, Mileage	WE - Community	0.485	250.00	Miles	Month	2/1/2021	6/30/2021
4*****7	OR526 - Attendant Care, home or comm	NA - Not Applicable	29.79	40.00	Hours	Month	4/16/2021	6/30/2021
4*****9	OR543 - Sm Grp Supp Emp	W2 - Community	18.10	25.00	Hours	Week	2/1/2021	6/30/2021

- From the results list, click on the green \$ for the EVV service authorization you need enter manual or correct billings for to open it. This will take you to the **Service Delivered by Service Authorization** page for that authorization. Any EVV generated SD billings will be saved here from **eXPRS Mobile-EVV**.

Svc Modifier Cd:
 Effective Date: 6/1/2021
 End Date: 6/30/2021
 Exact: Yes No

Find Reset Print

Name	Service Location/PSW							
DACTYL, TERRY - xyz0000a	Agency Provider - 1****7							
SPA#	Proc Code	Modifier	Rate	Units	Unit	Frequency	Begin	End
4*****6	OR004 - Comm Transp, Mileage	WE - Community	0.485	250.00	Miles	Month	2/1/2021	6/30/2021
4*****7	OR526 - Attendant Care, home or comm	NA - Not Applicable	29.79	40.00	Hours	Month	4/16/2021	6/30/2021
4*****9	OR543 - Sm Grp Supp Emp	W2 - Community	18.10	25.00	Hours	Week	2/1/2021	6/30/2021

- In the **Service Delivered by Service Authorization** page you will see any SD billing entries that have been entered manually or **eXPRS Mobile-EVV** created. All SD billing entries will remain in **draft** status until you submit them for payment.

Service: SE149/OR526 - Attendant Care, home or comm/NA - Not Applicable
 Rate: \$29.79
 Review Req: No

Select	Begin Date/Time	End Date/Time	Total Service Time	Status	Start Time Change Reason	End Time Change Reason	Direct Support Professional	Start Location	End Location
<input type="checkbox"/>	05/14/2021 12:06 PM PDT	05/15/2021 12:00 AM PDT	11:54	Draft	Reason	Reason	DSP Sam	4*****5	4*****5
<input type="checkbox"/>	05/15/2021 12:00 AM PDT	05/15/2021 08:39 AM PDT	8:40	Draft	Reason	Reason	DSP Sam	4*****5	4*****5
<input type="checkbox"/>	05/16/2021 10:50 AM PDT	05/16/2021 12:56 PM PDT	2:06	Draft	Reason	Reason	DSP Sam	4*****5	4*****5
<input type="checkbox"/>	06/01/2021 09:00 AM PDT	06/01/2021 11:00 AM PDT	2:00	Draft	Reason				
<input type="checkbox"/>				Draft	Reason				
			24:40	Cancel Changes					

For items checked above Void Submit Delete

7. The service **Begin Date/Time** and service **End Date/Time** data has been reformatted to include the date and time for both **Service Begin** and **Service End** in the same data field.

mm/dd/yyyy hh:mm AM/PM PST

UPDATED FEATURE - *the SECONDS has been removed and is no longer required on SD times.*

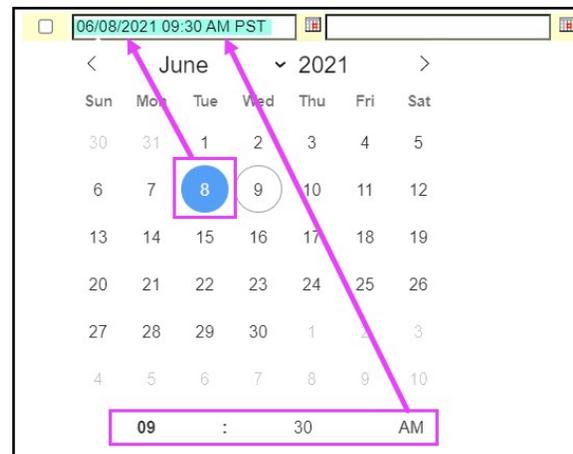
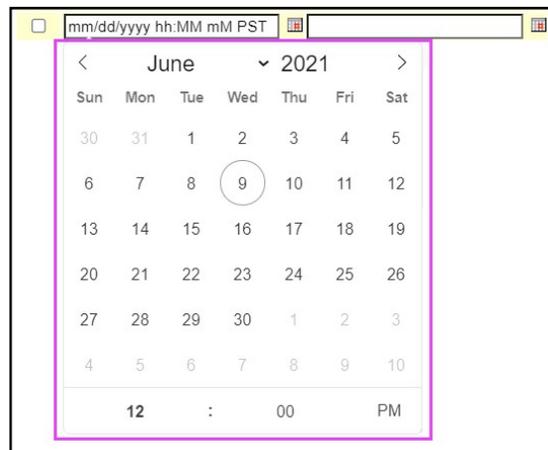
This format change was made to accommodate **eXPRS Mobile EVV** billing for services in a different time zone. When manually entering the SD billing date and time information, you can change the “**PST/PDT**” to reflect the actual time zone the service was provided in, such as to **MST/MDT** for Mountain time zone if needed for those individuals living on the Oregon/Idaho state border.

! Important: *The default in eXPRS will be to show the SD date and times as in the Pacific time zone.*

If SD billings 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 billing 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**”. This is because 10 o’clock in Mountain time is the same as (equivalent to) 9 o’clock in Pacific time.

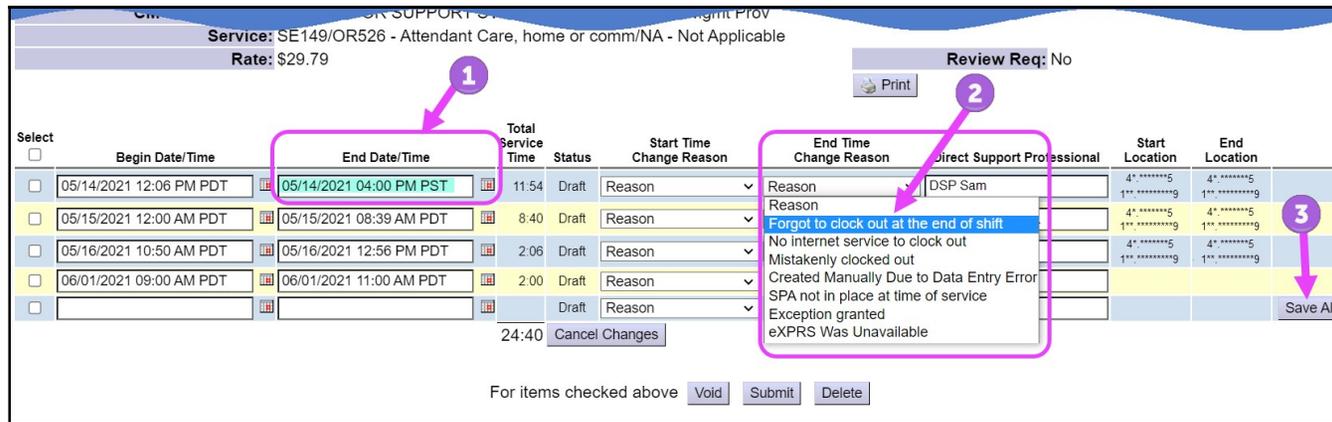
8. **NEW FEATURE:** The calendar widgets have been added back to eXPRS as an option for entering **Begin & End Dates/Times**. Simply click on the **calendar icon** next to the Date/Time entry field to activate. Then click on the service **DATE** from the calendar and enter the hours and minutes for the **TIME**.



9. If other changes or corrections are needed to EVV SD billing entries, you can make them if the SD billing entry is still **draft**.

- **For example:** The **End Time** for the first **draft** SD billing was changed from 5/15/2021 12:00 AM to 5/14/2021 4:00 PM because the DSP forgot to end their EVV “**shift**” on time when using eXPRS Mobile-EVV.

1. The Agency’s Provider **Claims Manager** made the correction to the **End Time**,
2. selected the appropriate **End Time Change Reason** from the dropdown, and then
3. clicked **Save All** to save the changes.



- Using the **Change Reason** dropdowns will be needed work for manual SD billing entry. Just enter the **draft** SD billing entry information manually, as in the past, and select the **Reason** for the manual entry from the **Start Time Change Reason** dropdown.

**Start Time
Change Reason**

Reason ▼

Reason

Forgot to clock in at the beginning of shift

Clocked in too early

No Internet service to clock in

Created Manually Due to Data Entry Error

SPA not in place at time of service

Exception granted

eXPRS Was Unavailable

**End Time
Change Reason**

Reason ▼

Reason

Forgot to clock out at the end of shift

No internet service to clock out

Mistakenly clocked out

Created Manually Due to Data Entry Error

SPA not in place at time of service

Exception granted

eXPRS Was Unavailable

10. When you are ready for your **draft** SD billing entries to be processed for payment, the submission process is the same as in the past. Select the SD billings you wish to submit for payment from this page, then click **SUBMIT**.

Service: SE149/OR526 - Attendant Care, home or comm/NA - Not Applicable
Rate: \$29.79
Review Req: No
Print

Select	Begin Date/Time	End Date/Time	Total Service Time	Status	Start Time Change Reason	End Time Change Reason	Direct Support Professional	Start Location	End Location
<input checked="" type="checkbox"/>	05/14/2021 12:06 PM PDT	05/14/2021 04:00 PM PDT	3.54	Draft	Reason	Forgot to clock out at	DSP Sam	4* *****5 1** *****9	4* *****5 1** *****9
<input checked="" type="checkbox"/>	05/15/2021 12:00 AM PDT	05/15/2021 08:39 AM PDT	8.39	Draft	Reason	Reason	DSP Sam	4* *****5 1** *****9	4* *****5 1** *****9
<input checked="" type="checkbox"/>	05/16/2021 10:50 AM PDT	05/16/2021 12:56 PM PDT	2.06	Draft	Reason	Reason	DSP Sam	4* *****5 1** *****9	4* *****5 1** *****9
<input checked="" type="checkbox"/>	06/01/2021 09:00 AM PDT	06/01/2021 11:00 AM PDT	2.00	Draft	Reason				
<input type="checkbox"/>				Draft	Reason				
			16:39	Cancel Changes					

For items checked above

OR ... you can search for your **draft** SD billings using the [View Service Delivered](#) page and submit them in a larger batch. Please see the user guide [How to SUBMIT Service Delivered \(SD\) Billings as a Batch in eXPRS/POC](#) for instructions on the batch submission process.