

How to Run the EVV Exception Report

CME Staff

(7/14/2020)

With the implementation of **eXPRS Mobile-EVV** for DD Personal Support Worker providers, there may be extenuating or exceptional circumstances that may prevent a PSW provider from using **eXPRS Mobile-EVV** at all. In situations where there is an ongoing or indefinite hardship for a PSW to using **eXPRS Mobile-EVV**, an exception from reporting time-worked via the **eXPRS Mobile-EVV** process may be granted.

There is now an EVV Exceptions report available in eXPRS for CMEs to use to get a list of PSWs who have an EVV exception. This may be useful to use if there are questions about why a PSW is not using **eXPRS Mobile-EVV**.

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.

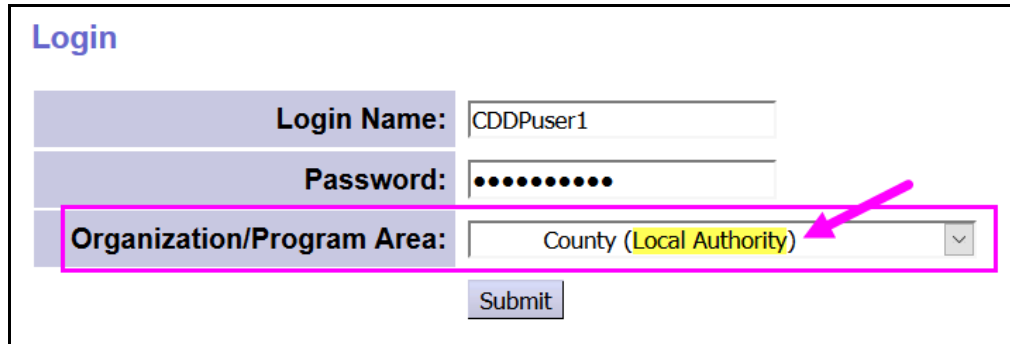
CME users will need to be assigned one of the below eXPRS user roles in order to access & run the EVV Exceptions report for PSWs.

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

To Run the EVV Exception report:

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

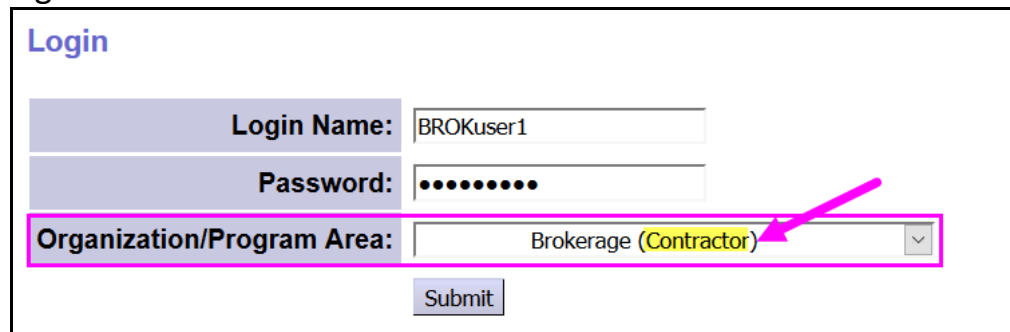
Login Name: CDDPuser1

Password: ●●●●●●●●

Organization/Program Area: County (Local Authority) ▼

Submit

Brokerages:



Login

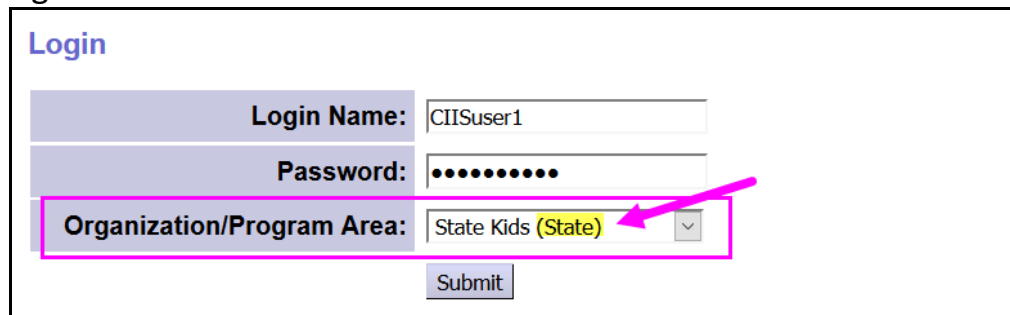
Login Name: BROKuser1

Password: ●●●●●●●●

Organization/Program Area: Brokerage (Contractor) ▼

Submit

CIIS Program:



Login

Login Name: CIISuser1

Password: ●●●●●●●●

Organization/Program Area: State Kids (State) ▼

Submit

2. From the yellow, left-hand menu, click on **Reports** → **EVV Exceptions**.

The screenshot shows a web application interface. On the left is a navigation menu with items: Client, Provider, Contracts, Prior Authorization, Plan Of Care, Claims, CM/PA TCM Billing, Liabilities, Reports, and Financial Maintenance. The 'Reports' item is circled in pink, and a pink arrow points to the 'EVV Exceptions' report item in the dropdown list. On the right, there is a search area with a 'Filtered By Type' dropdown set to 'All Notification Types' and a 'Find' button. Below the search area, a table displays search results. The table has two columns: 'Report Name' and 'Details'. The first row shows 'CHC and PEA Expiring' with details 'SEPA Detail' and 'Suspended Claim'. The second row shows 'EVV Exceptions' with details 'Express Payment and Report'. The 'EVV Exceptions' report name is circled in pink.

3. In the **EVV Exceptions Report by Provider** search page, use the search criteria needed to pull the report data desired. The report will access EVV Exceptions information for ALL DD Personal Support Workers, so use of search criteria will help in returning report data quickly.
 - **Start Date** = the first date an EVV Exception is valid.
 - **End Date** = the last date an EVV Exception is valid
 - **Provider ID** = a specific PSW's *eXPRS Provider ID* number

The screenshot shows the 'EVV Exceptions Report By Provider' search page. It features three input fields: 'Start Date' with the value '1/1/2020', 'End Date' with the value '12/31/2020', and 'Provider ID' which is empty. Below the input fields are three buttons: 'Find', 'Reset', and 'Close'. A pink arrow points to the 'Find' button.

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

4. When the report information returns, you will see a list of PSW providers with exceptions that meet the search criteria used. The information appears in columns defined as:

- **Provider ID** = the PSW provider's *eXPRS Provider ID* number
- **Provider** = the **NAME** of the PSW provider
- **Approval Date** = the date the Exception was approved
- **Effective Date** = the first date the EVV Exception is valid
- **End Date** = the last date the EVV Exception is valid
- **Exception Level** = the type of EVV Exception, either **Global** or **Individual**.
- **Exception** = the Exception criteria for which the EVV Exception that was approved.

Provider ID: [] [Find] [Reset] [Close]

Export options: CSV | Excel | PDF | RTF

Provider ID	Provider	Approval Date	Effective Date	End Date	Exception Level	Exception
11***49	Alcott, Louisa May	7/10/2020	9/1/2020	4/30/2021	Global	[Language - Other/]
44***56	THOREAU, HENRY DAVID	7/9/2020	7/9/2020	3/1/2021	Global	[Language - Korean]
21***90	Twain, Mark	6/1/2020	9/1/2020	9/30/2020	Global	[No Internet]
10***82	Beecher Stowe, Harriet	3/23/2020	7/1/2020	2/29/2024	Global	[No Internet]
10***84	Dickens, Charles	3/18/2020	7/1/2020	6/30/2024	Global	[Device Not Available]

The EVV Exception report results list is exportable to an external file format that can be saved by the CME for later use.

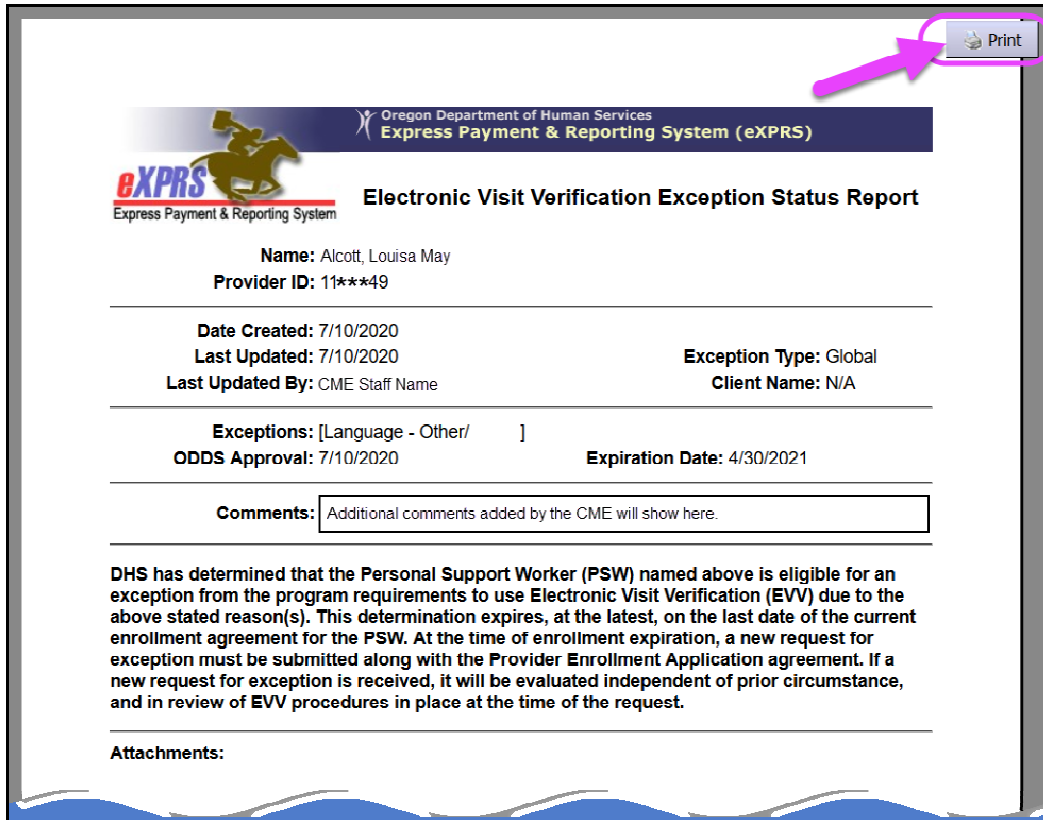
5. Clicking on the **blue Provider ID** number will open a printable report of that EVV Exception that can be shared with the PSW as documentation of their Exception Approval.

Provider ID: [] [Find] [Reset] [Close]

Export options: CSV | Excel | PDF | RTF

Provider ID	Provider	Approval Date	Effective Date	End Date	Exception Level	Exception
11***49	Alcott, Louisa May	7/10/2020	9/1/2020	4/30/2021	Global	[Language - Other/]
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6. With the EVV Exception report open, click on the **PRINT** button to print a paper copy or print to PDF to save the document, that can be shared with the PSW provider.



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

eXPRS
Express Payment & Reporting System

Electronic Visit Verification Exception Status Report

Name: Alcott, Louisa May
Provider ID: 11***49

Date Created: 7/10/2020
Last Updated: 7/10/2020
Last Updated By: CME Staff Name

Exception Type: Global
Client Name: N/A

Exceptions: [Language - Other/]
ODDS Approval: 7/10/2020
Expiration Date: 4/30/2021

Comments:

DHS has determined that the Personal Support Worker (PSW) named above is eligible for an exception from the program requirements to use Electronic Visit Verification (EVV) due to the above stated reason(s). This determination expires, at the latest, on the last date of the current enrollment agreement for the PSW. At the time of enrollment expiration, a new request for exception must be submitted along with the Provider Enrollment Application agreement. If a new request for exception is received, it will be evaluated independent of prior circumstance, and in review of EVV procedures in place at the time of the request.

Attachments: