

## eXPRS Mobile-EVV for Agency DSP Staff How to Start an EVV Shift

*(updated 3/26/2020)*

**eXPRS Mobile-EVV** allows DSP Staff for Agency Providers to log their time-worked immediately when they start (and stop) working with individuals. **eXPRS** saves the **Service Delivered (SD)** billing information from EVV as a **draft** to the eXPRS website. The **draft** EVV SD billings that are created will be ready for someone else at your Agency Provider to review & submit them for payment.

### **IMPORTANT THINGS TO KNOW:**

- **eXPRS Mobile-EVV** uses the term '**shift**' to mean the time you, as a DSP, work with an individual receiving services that creates an SD billing entry. **Shift** *does not* necessarily mean your entire day working for the Agency Provider as a DSP. These '**shifts**' in **eXPRS Mobile-EVV** create the SD billing entries that document when you worked as a DSP for the Agency. If you work with multiple individuals for the Agency in your workday, you will **Start & End** multiple '**shifts**' in **eXPRS Mobile-EVV** to create the SD billing entries for each individual.
- You must have **LOCATION** services turned **ON** for the **mobile device** **AND** the **web browser application** (*like Chrome or Safari*) that you will be using for **eXPRS Mobile-EVV**.

Logging your location when you **START & END** working with individuals *is a requirement of the federal law for EVV*. **eXPRS Mobile-EVV** will document your location as a single 'point-in-time' **ONLY** at the time you **START & END** working with the individual. eXPRS *does not* continuously track where you go during or after you work.

- **eXPRS Mobile-EVV** will show authorizations for services & individuals enrolled with your Agency **that are active\* on the same date you are scheduled to work.**
  - **\*Active** means the CDDP or Brokerage has set it up the authorization in eXPRS, it is **accepted** by the system and is ready to bill against.

- If the service authorization you need to work against is not active (*meaning it is not showing up in eXPRS Mobile-EVV*), have your Agency Provider contact the authorizing CDDP or Brokerage for assistance.

This guide will give you step-by-step instructions on how to use **eXPRS Mobile-EVV** as a DSP to tell eXPRS when you start working with an individual on behalf of the Agency Provider, meaning to **Start an EVV Shift**.

### **To Start a Shift working with an individual in eXPRS Mobile-EVV:**

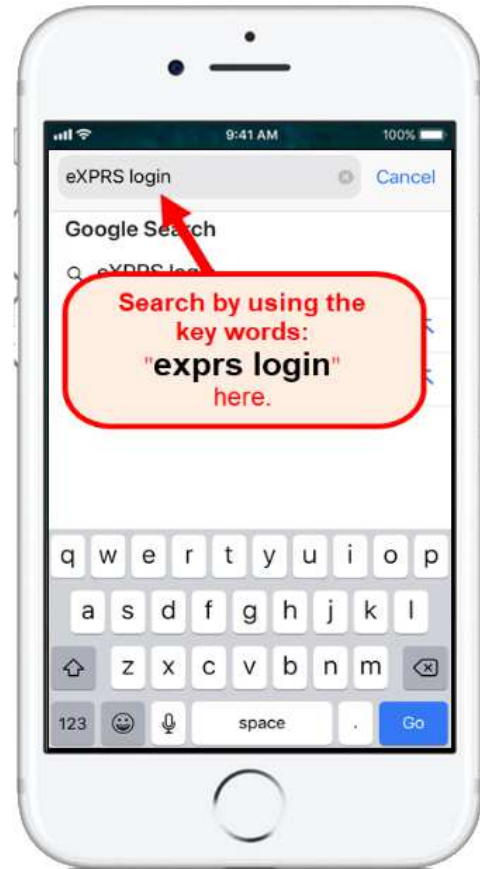
1. When you arrive to start working with an individual as a DSP for an Agency Provider, use a mobile device (*smartphone or tablet*) to launch an internet browser (*such as Safari, Chrome, Firefox, Edge, etc*).

This guide uses Safari in its examples.



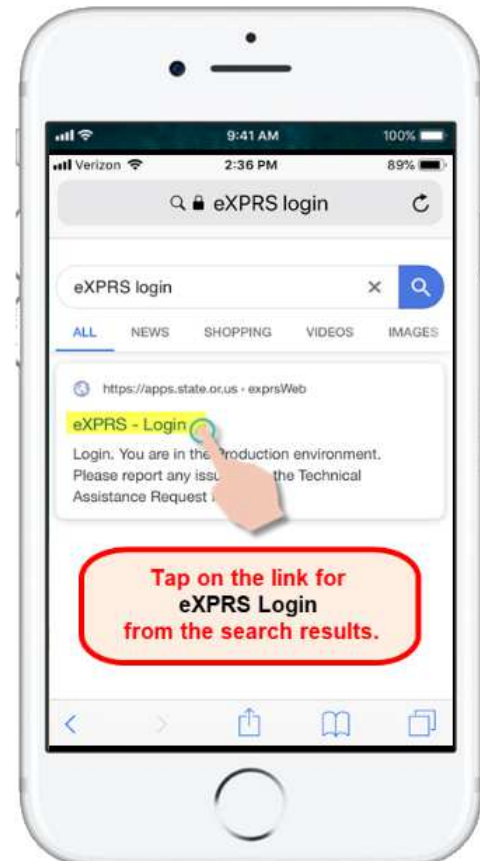
2. In the browser app you've opened, enter the key words "**exprs login**" in the search window, like shown here.

Then tap **GO** to search




3. From the search results, tap on the link for **eXPRS - Login** to go to the eXPRS website.

→ **REMEMBER!!** – eXPRS Mobile-EVV *is not an app* that you download to the device. It is the eXPRS website that has been configured to be used on a mobile device.

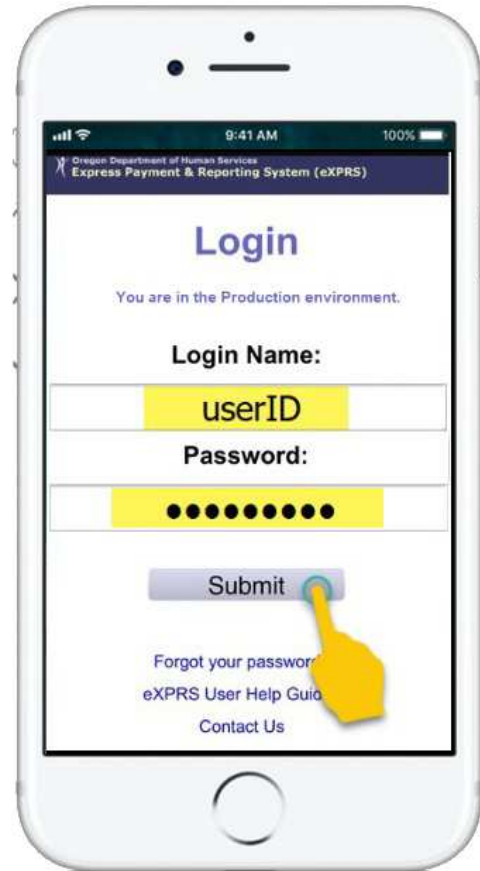


4. You're now at the **eXPRS Mobile-EVV** login screen.

 **Pro-Tip:** Once here, save the page to your **Bookmarks, Favorites** or as a **shortcut** on your device's home screen for easier access next time you need to log in.

Enter your eXPRS **Login Name & Password** in the appropriate fields.

Tap **SUBMIT** to log in.



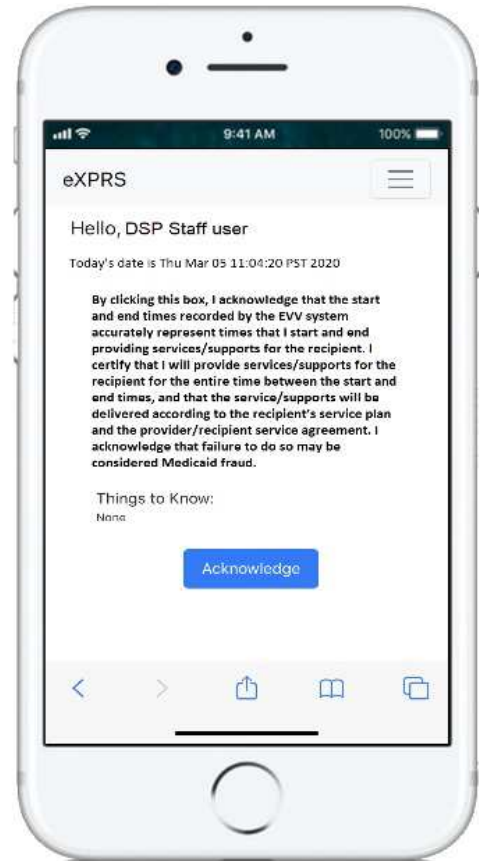
If you also work as a PSW, be sure to select the correct user type – **Direct Support Professional** – for the Agency you work for from the **Organization/Program Area** dropdown.

Tap **SUBMIT** again, to complete your log in.



5. Once you have successfully logged in you will see a message screen.

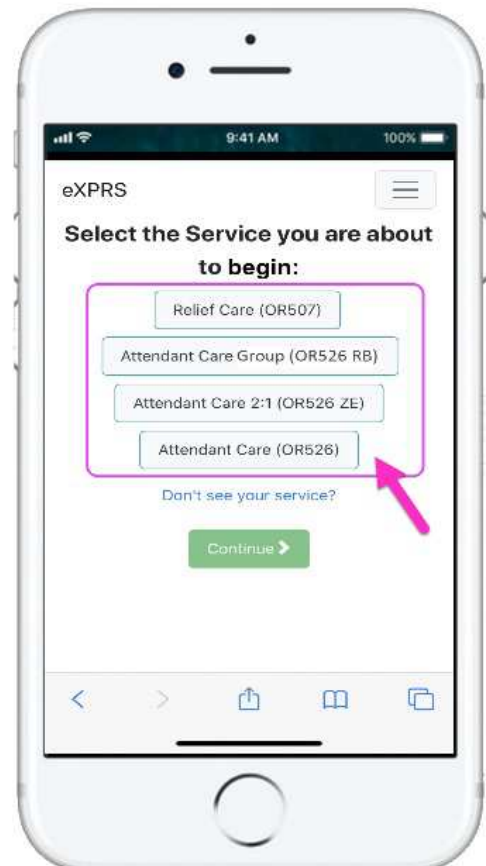
Please read the message & then tap on **Acknowledge** to continue.



6. Now you will be on the “**Select the Service...**” screen.

This screen will show the services your Agency has active authorizations for, **for the day you logged in** (the actual day you are working).

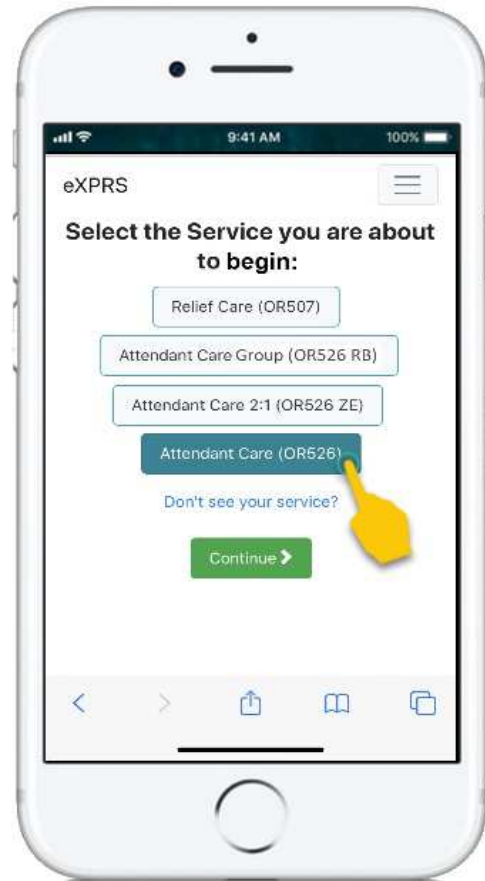
- If you **do not see** the service listed that you are about to start working, let someone at your Agency Provider know so they can follow up with the CME.



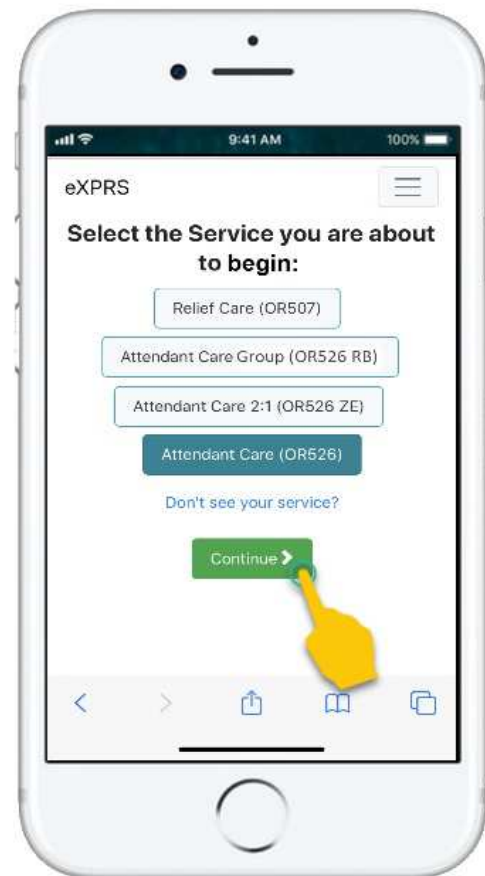
7. From the list, tap on the service you are about start working with an individual.

The service button will **turn dark** when selected.

***You can select only 1 service at a time.***

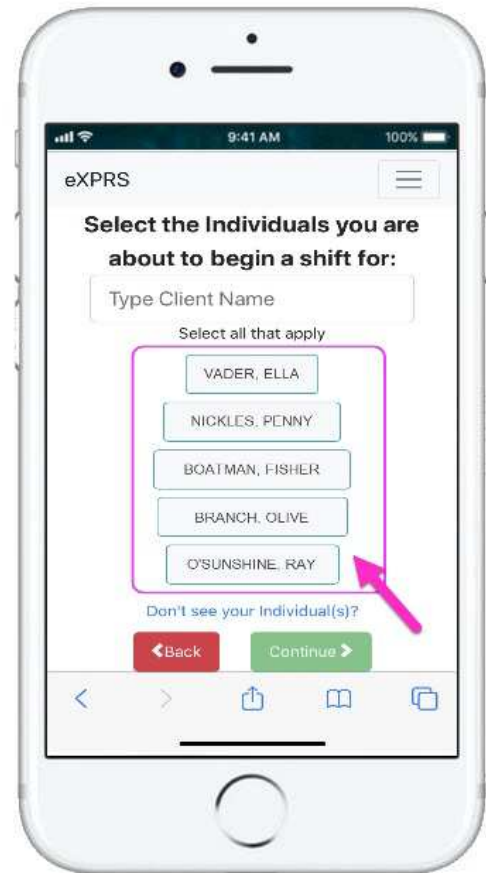


8. With the service you are about to work selected, tap the **Continue >** button to move to the next screen.



9. You're now in the "**Select the Individuals...**" screen.

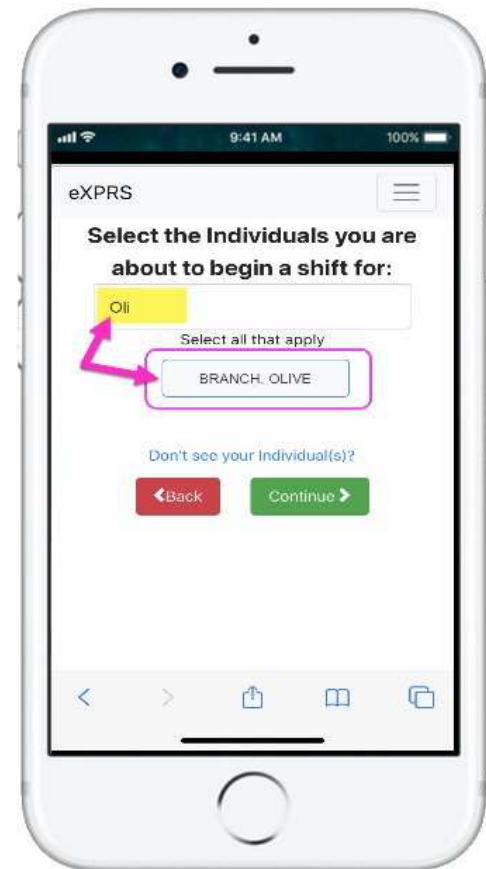
This screen will show all the individuals with your Agency who have an active authorization for the service you just selected.



You can scroll down through the list or use the quick search field to find the name(s) of the individual(s) needed.

To use the quick search field, type in the individual's first or last name & EVV will filter the list to show you matches. Partial names will also work.

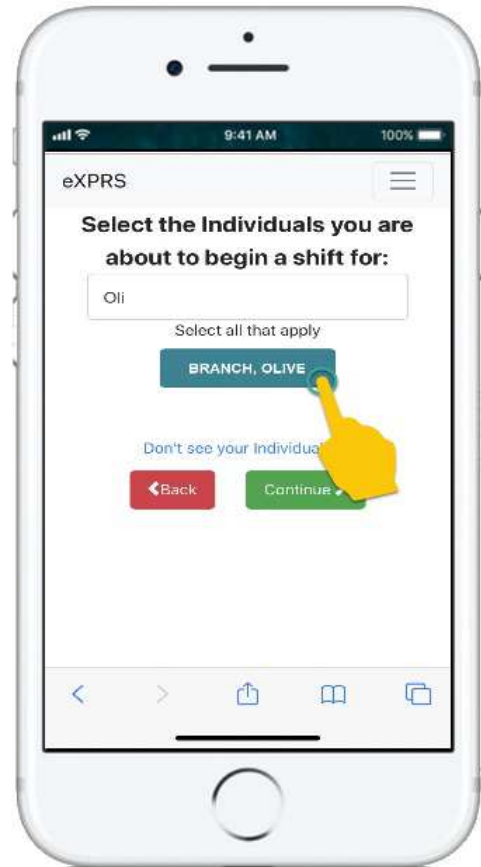
- If you ***do not find*** an individual listed for the service you need to work, let someone at your Agency Provider know so they can follow up with the CME.



10. Once you've found the individual(s) you're about to start working with, tap on their name(s).

Once you've tapped on an individual's name, the button for them will **turn dark** when selected.

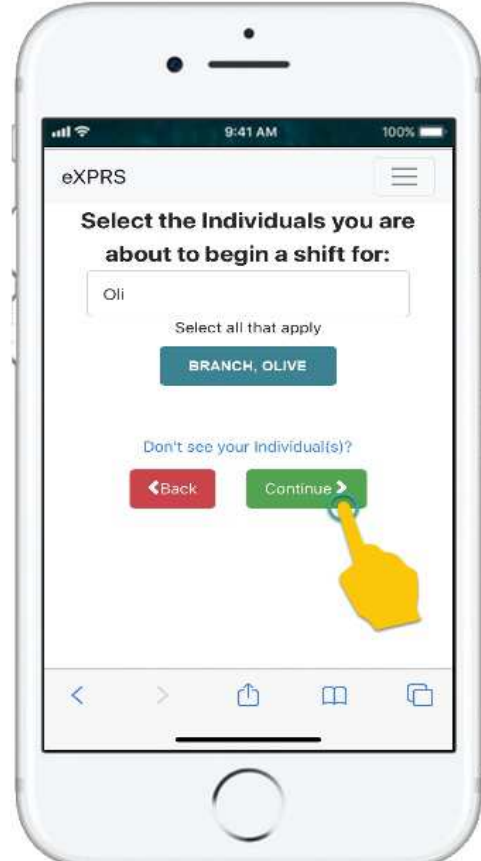
***If you are working with more than 1 individual for the selected service, you may tap on/select all the individuals you need.***



11. With the individual's name selected, tap on the **Continue>** button to move to the next screen.

If needed, use the **< Back** button to return to the previous **"Select the Service..."** screen.

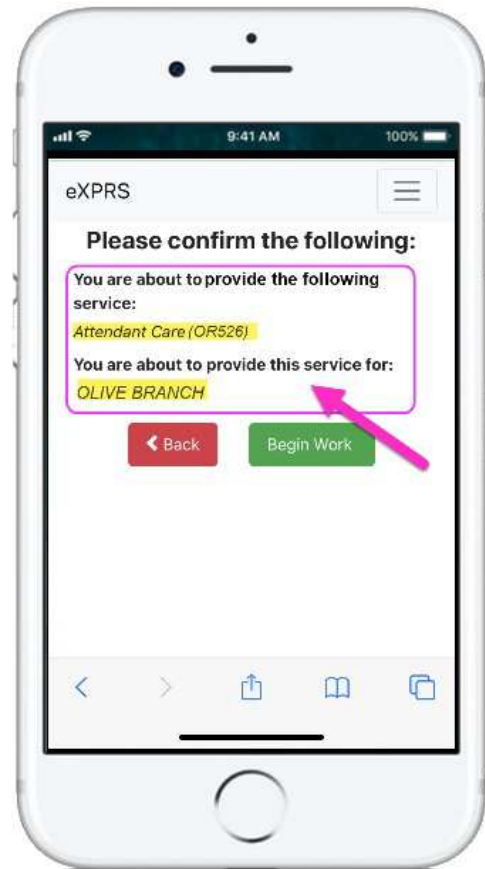
***Always use the < Back button to go back. Do not use the browser app's back button.***





12. You will now see the “**Please Confirm...**” screen, showing the **Service** & the **Individual(s)** you selected to begin working.

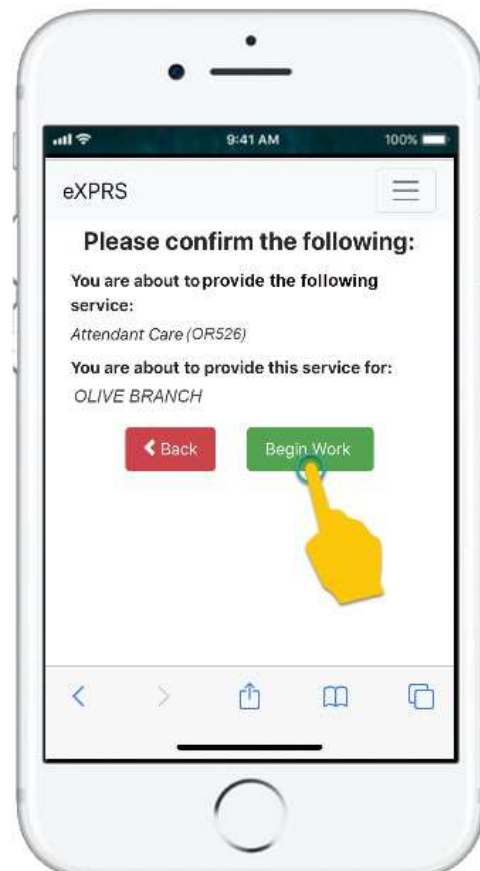
**Please review this information CAREFULLY!**



If the service & individual information is **Correct**, tap the **Begin Work** button to document you’ve started working with that person(s) (*started their ‘shift’ with you*).

If the information listed is **Incorrect**, use the **< Back** button to return to the previous screens & make the correct selections needed.

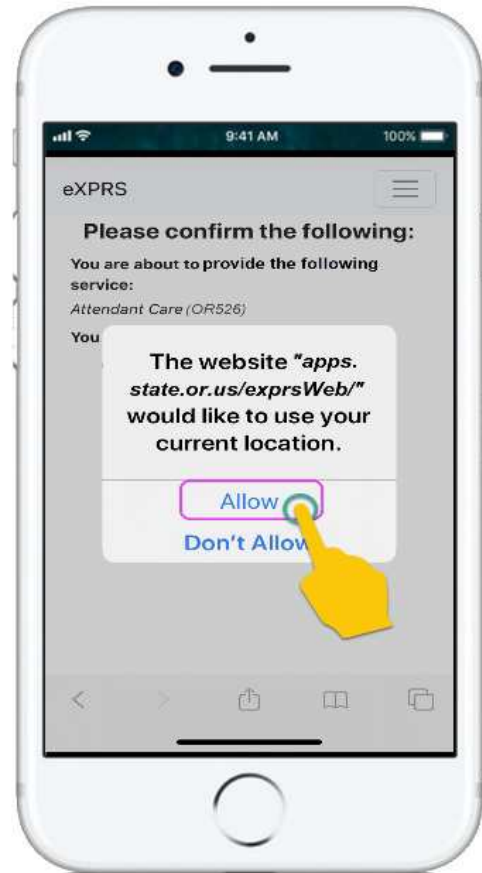
Then use steps #6 - #10 above in this guide to come back to this screen.



13. Depending on how the **Location** preferences are set up for the mobile device **AND** the web browser you are using, you **might** receive a pop-up message asking you to confirm your location where you started working with that individual(s).

If you get a pop-up message like shown here, tap **Allow** or **OK** to continue.

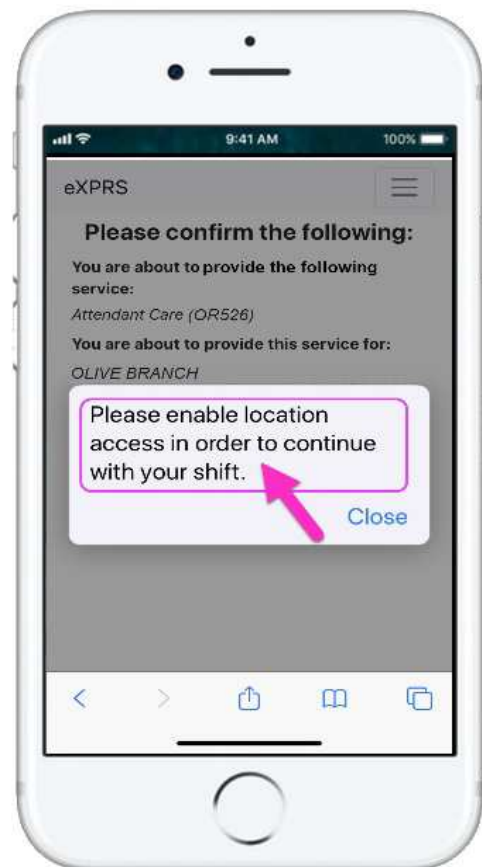
**eXPRS Mobile-EVV** will capture single 'point-in-time' coordinates of where you are **ONLY** when you **START & END** working with individuals, which *is a requirement of the federal law for EVV*.



If you **do not** have the **Location** services preferences set up correctly for the device **AND** the web browser you used to log in to **eXPRS Mobile-EVV**, you will receive an error message like shown here.

### **REMEMBER ...**

**Location services** must be turned **ON & enabled** for **BOTH** the **Device AND** the **Web Browser** you are using.



14. If you have successfully started your *'shift'* with the individual(s) in **eXPRS Mobile-EVV**, the system will confirm by showing you a large **green check mark**.

Tap on the blue **Return To Dashboard** button.



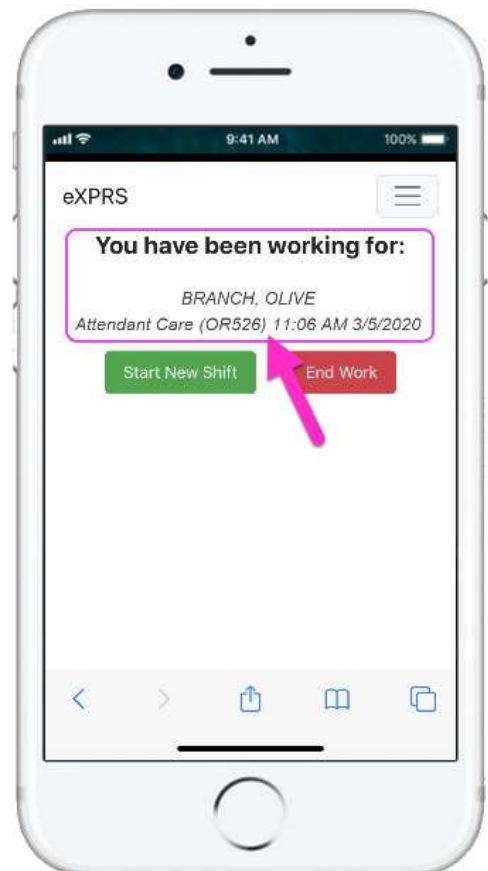
15. Now back on the **'Dashboard'** screen, you will see who you are working with, the service, the start time & date you started.

From here you can:

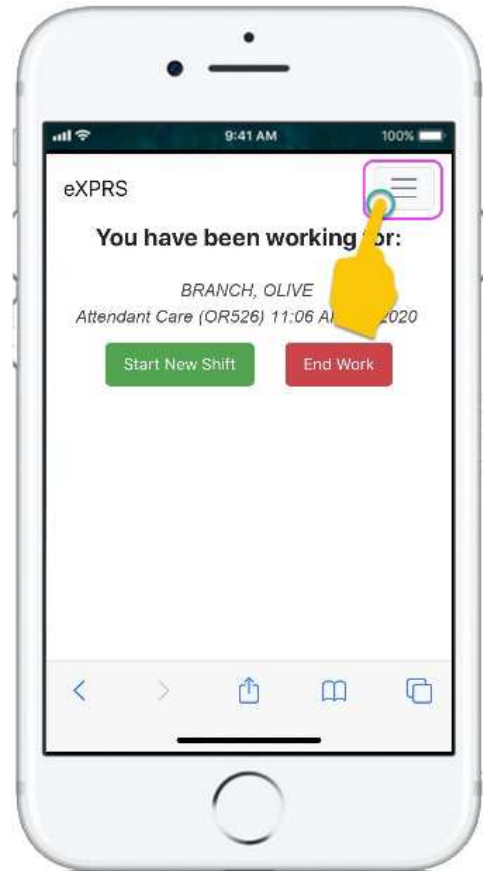
- Add (Start) a New Shift for other individuals who may be joining you (see the [How to Add a New Shift](#) guide for instructions),

**OR ...**

- Log out of **eXPRS Mobile-EVV** & work.

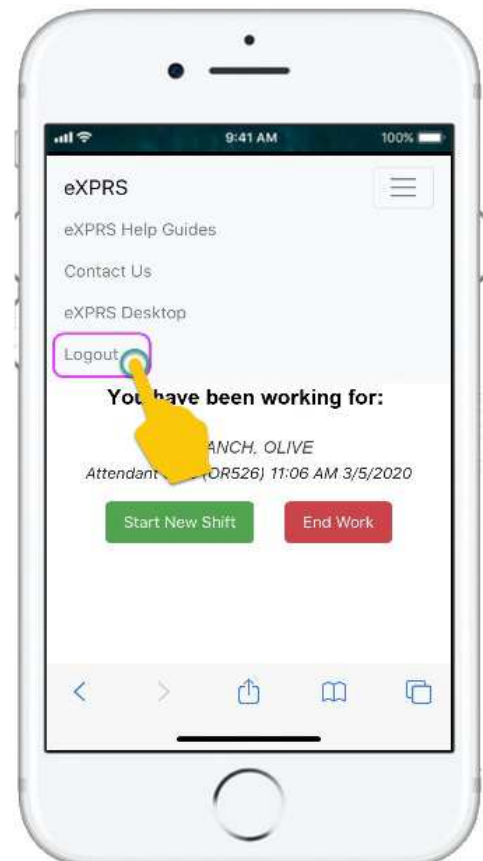


16. To log out of **eXPRS Mobile-EVV**, tap on the 3-lined **Menu Icon** in the top right corner of the screen to activate the menu.



17. From the Menu that opens, tap on **Logout** to log out of **eXPRS Mobile-EVV**; your work time information will continue running on the eXPRS website.

You can continue to work with the individual.



18. See the [How to End a Shift](#) guide for step-by-step instructions on how to use **eXPRS Mobile-EVV** to tell us you are finished working with an individual, and that eXPRS needs to end your '*shift*' & save the SD billing entry for your Agency to review.