

Personal Support Worker Electronic Visit Verification FAQ

I'm a PSW who provides support to an individual who lives with me and I am with them 24/7, but only get paid for a set number of hours. How do I bill for that in EVV? Am I supposed to clock in/out every time I do something for/with them, like 10 minutes here & then 15 minutes later, etc.?

PSWs should use eXPRS Mobile-EVV to bill for the time worked providing services in accordance with their service agreement. eXPRS Mobile-EVV will allow PSWs to bill multiple shifts in a single day, if needed, even for short periods of time. This means a PSW can “clock in/clock out” multiple times in a day, to record the time they are providing care. eXPRS Mobile-EVV captures your start & end times to the minute, so there is no need to round up/down to the nearest quarter hour.

Can I apply for an exception to using EVV?

A PSW can request an exception to using eXPRS Mobile-EVV if they meet specific exception criteria. Follow the instructions in the Worker Guide: [Personal Support Worker eXPRS Mobile-EVV Exceptions for Case Management Entities](#).

Do I have to “clock out” & not get paid when I support a person while they attend a medical, PT or other type of appointment? I need to be with them to assist/support them in participating in the appointment, but I've been told by my CME that I need to “clock out” during the appointment & cannot be paid for my time/support provided to the individual during that time

If a PSW is providing attendant care services to an individual while they attend an appointment in accordance with the PSW's Service Agreement, then that time would be considered paid time worked. You would not need to “clock out” during that appointment, and then “clock in” again when the appointment is over.

Can I claim the time it takes to transport the individual to the store or other activity/location in the community? I am claiming mileage reimbursement for transporting the individual to/from the community but have been told by my CME that I cannot also claim/bill for that time we travel as attendant care. Is that true?

If a PSW is providing attendant care services to an individual while they are being transported in accordance with the PSW's Service Agreement, then that time would be considered paid time worked. You would not need to “clock out” during that

transportation time, and then “clock in” again when you arrive at the destination. Please note, that transportation to and from medical appointments is considered medical transportation and is not a type of transportation that is authorized or can be claimed & paid via eXPRS.

Can I deduct the cost of a mobile device and my wireless plan monthly service fees on my taxes?

We are not able to provide any information or advice on what would be considered a tax-deductible expense. If PSWs have questions about if/what expenses would be tax deductible, they should consult a tax professional.

What change reason do I use if I need to make corrections to my EVV time to fit within my authorized hours limit or my weekly hours limit? Since EVV won't let me put in the start/end time I want & captures my start/end times to the minute, a few minutes off here & there will eventually put me over my hours limit (weekly &/or SPA) and I'll have to adjust/make corrections to the time to get paid.

PSWs should be monitoring the number of hours they are working to ensure that they are working within their allotted work hours for the work week and/or their service agreement/authorizations. The eXPRS Desktop will show the number of hours billed for a specific individual's service authorization, so PSWs can view that information as needed. eXPRS Mobile-EVV only saves the PSW's time worked information as a draft in the eXPRS Desktop website and will only check the billings against the PSW's hourly limits when the billings are submitted for payment.

Will I get in trouble if the GPS on my device doesn't accurately capture my location every time? For example, sometimes I'll use the location service for some apps on my device & it will say I'm in Eugene, when I'm really in Newport.

ODDS recognizes that GPS can be inaccurate at times. Case managers may do follow up when there are GPS locations that are unexpected for the person receiving services. This may include speaking with the person receiving services or the employer to verify services being delivered. Genuine technical problems with GPS will not cause any action against the PSW.

I understand that Medicaid services cannot be provided/paid for outside the US. What if the individual I work for and I as their PSW visit a US Territory, like Puerto Rico or US Virgin Islands? Are those locations considered “inside the US” or “outside the US” for receiving/paying for Medicaid services? Can I be paid for the time I work there as a PSW?

Medicaid services cannot be provided/received outside the continental US States, Alaska or Hawaii. Sailing on a cruise ship in international waters would be considered “outside the US”, regardless of the ship's port of origin.

If I assist an individual that I work for on a cruise vacation, does the cruise ship need to be flying the American flag to be considered “inside the US” (has a US port of origin)? Is the cruise ship still considered “inside the US” if we don’t leave the ship, even in international waters?

Medicaid services cannot be provided/received outside the continental US States, Alaska or Hawaii. Sailing on a cruise ship in international waters would be considered “outside the US”, regardless of the ship’s port of origin.

What if we cruise from San Diego to Hawaii & don’t leave the ship (and thus do not need a passport)? Is the time we remain on the cruise ship between US ports considered “inside the US”?

Medicaid services cannot be provided/received outside the continental US States, Alaska or Hawaii. Sailing on a cruise ship in international waters would be considered “outside the US”, regardless of the ship’s port of origin.

What is Electronic Visit Verification?

Electronic Visit Verification (or EVV) is part of a federal law that was passed by Congress in 2016. It requires states to verify the delivery of Medicaid funded Attendant or Personal Care services in real-time (meaning at the time the service is occurring) from providers. eXPRS Mobile-EVV will capture all the required information & save it in eXPRS automatically.

What is the “eXPRS Desktop”?

The eXPRS Desktop is what we call the regular eXPRS website PSWs use now to log in & view all their eXPRS related information, plus enter their SD billing & travel time data. eXPRS Desktop is best used from a regular desktop or laptop computer.

What is “eXPRS Mobile-EVV”?

eXPRS Mobile-EVV is not an app that is downloaded to your device. It refers to the standard eXPRS website that has been updated to work on smartphones & tablets when accessed by the device’s browser. eXPRS Mobile EVV is used by PSWs to track the time they work for individuals with I/DD in real-time, and also capture all the federally required EVV data elements.

What services require EVV & what services do not?

EVV is only required for Attendant Care or Personal Care type services:

- **OR526** – Attendant Care
- **OR526/ZE** – Attendant Care 2:1 staff
- **OR507** – Daily Relief Care
- **OR502** – State Plan Personal Care

The following services are billed using the standard eXPRS Desktop.

- Mileage Transportation
- Job Coaching Employment Supports
- PSW Travel Time

Is using EVV required for PSWs?

Yes. PSWs working for an individual enrolled in services with a Case Management Entity (CME) are required to use EVV. A PSW can request an exception to using eXPRS Mobile-EVV if they meet specific exception criteria. Follow the instructions in the Worker Guide: [Personal Support Worker eXPRS Mobile-EVV Exceptions for Case Management Entities](#).

What if I don't have a mobile device or cell phone, or my cell doesn't have smartphone web features, what do I do?

If you do not have access to a smartphone, tablet or a device with web features, notify your authorizing CME regarding an EVV Exception. Follow the instructions in the Worker Guide: [Personal Support Worker eXPRS Mobile-EVV Exceptions for Case Management Entities](#).

What if I don't have internet or cell service during a full shift, what do I do?

Enter your SD billings for the date worked using the eXPRS Desktop, selecting the appropriate reason from the dropdowns available for each SD entered.

What if I don't want to have eXPRS Mobile-EVV track my geo-location (for privacy)? Can I still work?

No. capturing geo-location information is required by the federal law for EVV & must be enabled on your device and browser app used with eXPRS Mobile-EVV. eXPRS Mobile-EVV only captures the location at the time you start and end your shift.

The eXPRS site is down, but I need to start/end my shift, what do I do?

Work as scheduled and then use eXPRS Desktop to enter your SD billing manually, selecting the appropriate reason from the dropdowns available for each SD billing manually entered.

I forgot to start a shift, what do I do?

Start your shift using eXPRS Mobile-EVV on your device as soon as you are able, and then end your shift as normal. Afterwards, login to the eXPRS website (meaning eXPRS Desktop) to edit the SD billing entry created to correct the start time & select the appropriate reason from the dropdowns available for each SD billing corrected.

I forgot to end a shift, what do I do?

Log in to eXPRS Mobile-EVV as soon as you are able & end the open shift. After ending the shift, log in to the eXPRS Desktop site and correct the end time, selecting the appropriate reason from the dropdowns available for each SD billing corrected.

I'm about to start my shift in eXPRS Mobile-EVV, but the service I provide isn't listed for the individual I'm working with, what do I do?

First, confirm what service are you scheduled to provide.

- If it's a non-EVV service (such as Mileage or Job Coaching), work as normal, and your SD billings for these services manually via the eXPRS Desktop.
- If it a service that requires the use of EVV (OR526, OR507 or OR502) and it is not listed, contact the authorizing CME. PSWs cannot work unless they have an active (accepted) authorization for the individual + service in place for the days they need to work.
 - Remember, you can confirm your active authorizations are in place BEFORE you are scheduled to work by logging in to the eXPRS Desktop and going to the regular billing pages. If your authorizations show on the regular billing pages in eXPRS Desktop for the dates you need to work, they will show up in eXPRS Mobile-EVV.

I'm about to start my shift in eXPRS Mobile-EVV, but the individual I work with isn't listed in eXPRS Mobile-EVV, what do I do?

Contact the authorizing CME if you do not see the individual listed for the service & date you are scheduled to work in eXPRS Mobile-EVV. PSWs cannot work unless they have active (accepted) authorization for the individual and the service in place for the days they need to work.

- Remember, you can confirm your active authorizations are in place BEFORE you are scheduled to work by logging in to the eXPRS Desktop and going to the regular billing pages. If your authorizations show on the regular billing pages in eXPRS Desktop for the dates you need to work, they will show up in eXPRS Mobile-EVV.

The eXPRS Mobile-EVV has timed me out/logged me out, is my shift still going?

Yes, the shift timer runs in the online eXPRS Desktop application.

Can I make or receive calls or texts on my device once I have a shift running?

Yes. Your shift information is saved immediately in the eXPRS website, so using your smartphone for other activities will not be an issue.

If I must use eXPRS Mobile-EVV, but can't afford to buy a smartphone, what do

I do? Will the state purchase a smartphone for me?

No, the state will not purchase a smartphone or tablet for you. If you do not have access to the required technology for EVV (meaning a smartphone or tablet), contact your CME regarding a possible EVV Exception.

What if I arrive for my shift, but need technical assistance at that time with eXPRS Mobile-EVV? Will there be technical assistance available? Even after 5pm or on weekends?

No, there will not be technical assistance available in the form of someone answering live calls. If you can't use eXPRS Mobile-EVV due to a technical issue, enter your time worked manually via the eXPRS Desktop & select the appropriate reason from the dropdowns available for each SD billing manually entered.

What if I provide an EVV required service & a non-EVV service at the same time? How do I track each?

You would track the EVV required service using the eXPRS Mobile- EVV on your device, and you would enter your SD billings for any non-EVV services the standard way, using the eXPRS Desktop method.

Will eXPRS Mobile-EVV use up all my mobile minutes/data?

eXPRS Mobile-EVV only uses mobile minutes/data when you are actively using your device for EVV, such as when you start or end a shift. Once you log out of eXPRS Mobile-EVV on your device, your active shifts will continue in the eXPRS Desktop website but will not use your minutes/data.

How do I report an unpaid meal break during my shift?

If you are still "on duty" providing care during your lunch, then you are still working, so your shift would continue. If you are relieved from duty (such as if another provider arrives & takes over, or you can leave the individual to run an errand, purchase lunch, etc.) during your break, then you would end your shift via eXPRS Mobile-EVV and start a new shift when you return from your break.

Please note that Labor rules define "relieved from duty" to mean the PSW can leave the setting or individual and doesn't need to check back in for a certain amount of time. In that case, the PSW would end their shift via eXPRS Mobile-EVV & start a new shift when they return. PSWs do not need to end current/start new shift for paid rest breaks.

Additional information is available on the [Bureau of Labor and Industries website](#).

How will I make EVV SD billing corrections, if needed?

eXPRS Mobile-EVV will provide you with a confirmation message prior to starting your shifts. Please review that information carefully. Use the red back button in the eXPRS Mobile-EVV application (not your mobile device's browser button) to make corrections BEFORE you start your shift. If corrections are needed after the shift has ended, use the

eXPRS Desktop method to make those changes.

How do I submit my EVV SD billings for payment at payroll time?

The SD billings created by eXPRS Mobile-EVV are sent to & saved in eXPRS Desktop website as draft SD billings. At payroll time, you will login to eXPRS Desktop & review/submit any draft SD billings you wish to be paid for.

Do I need to print & submit paper timesheets signed by my employer?

Yes, your employer must review and sign your timesheets, and you need to turn in the signed timesheets and any other required documentation to your CME.

Are there limits to where attendant care services can be delivered to an individual by a PSW?

ODDS does not restrict community locations where PSWs can provide services when that care is provided consistent with the person's needs & preferences. Using eXPRS Mobile-EVV should not change the location where service will be provided. eXPRS Mobile- EVV is accessed in community locations using mobile data or Wi-Fi with your device, even if services are provided while the individual is temporarily out of state. However, Medicaid funded services cannot occur outside of the continental United States, Alaska or Hawaii.

We live with the individual we are PSWs for, and like to go camping in the summer where there is no cell or internet service. How do we use EVV to bill for the supports we provide to the individual while we are camping?

At any time that you are in a location without the ability to use eXPRS Mobile-EVV, you will need to enter any SD billings for services provided during that time manually using the eXPRS Desktop (regular eXPRS website). You may then select the applicable dropdown option for the reason why the SD was not entered using eXPRS Mobile-EVV.

Is it legal for EVV to track where PSWs deliver services? Are PSWs implying consent to this EVV location "tracking" by being a provider?

The [21st Century CURES Act](#), a law enacted by Congress, outlines the requirements for EVV, including the electronic capture of the location where Medicaid attendant care services are delivered. ODDS is committed to only capturing the information required by the CURES Act. eXPRS Mobile-EVV does not continuously track a PSW during, before or after their shift. eXPRS Mobile-EVV only captures point-in-time information for the location at the time the PSW "clocks in" (starts a shift) and "clocks out" (ends a shift).

How does EVV work for PSWs who are family members living with the individual they support? Often these PSWs are only authorized a limited number of hours per week they can be paid but provide 24/7 care. How do these PSWs use EVV to record time for care that is provided intermittently or in “as needed” bursts of time (15-minutes for ADLs in the morning, 30-minutes to prepare a meal, getting up in the middle of the night to deal with an illness, etc.)?

ODDS expects PSWs to only bill for hours when the PSW is providing attendant care. This expectation has not changed. ODDS does not allow for PSWs to bill for blocks of time where services are not being provided. PSWs will need to use eXPRS Mobile-EVV to “clock in” (start a shift) and “clock out” (end a shift) for actual time worked providing attendant care consistent with the person’s needs & preferences.

How much of my cell minutes or data is used for starting or ending a shift?

For an approximate 1.5 minutes it would take to “clock in” (start a shift) & “clock out” (end a shift) using eXPRS Mobile-EVV, you would use 0.00125 GB of data.

How are “group” services be handled with EVV? Do PSWs need to make corrections to the billings or split them up to account for other individuals in the “group”?

No, eXPRS Mobile-EVV knows when you are “clocked in” for multiple individuals & will automatically adjust/pro-rate the amount each individual’s plan is charged to equal the PSW’s hourly wage for any time the PSW is working with more than one individual.

What does the Location information captured by EVV look like?

The geographical location information captured shows as a series of numbers – the latitude & longitude GPS coordinates for where you were when you started/ended your shift.

What do I do if I need to bill for additional awake hours during the night when I’m also providing Daily Relief Care-OR507?

For Daily Relief Care-OR507, use eXPRS Mobile-EVV to track the start/end of your full 24-hour shift. If additional awake hours were provided during that shift (billed under OR508-Hourly Relief Care), notify your authorizing CME. The CME will add an authorization for those additional awake hours & you will bill for them manually using the eXPRS Desktop after that authorization is in eXPRS & active.

How do I use EVV when I provide multiple, consecutive days of Daily Relief

Care-OR507?

For multiple, consecutive days of Daily Relief Care-OR507, PSWs will use eXPRS Mobile-EVV to “clock out” (end a shift) at the end of a 24hr period, then immediately “clock in” (start a shift) for the next 24hr period providing relief care.

Does eXPRS Mobile-EVV know when I reach my weekly hours limit & prevent me from clocking in? Or will EVV give me a warning that I’m reaching my weekly hours limit? What if I work over my weekly hours limit, how do I adjust the time, so my billings aren’t rejected (suspended)?

No, there is currently no edit in eXPRS or eXPRS Mobile-EVV to warn or prevent a PSW about getting close to or exceeding their weekly hours limit. There is a notification on the eXPRS Mobile-EVV Login Page and the eXPRS Desktop that notifies the PSW of how many hours they have worked for the current work week. PSWs will need to monitor this themselves.

Additionally, SDs billings created by eXPRS Mobile-EVV are created & saved as draft. Those SD billings are not validated against any authorization limits (or overlapping, etc.) until they are submitted by the PSW for payment processing.

Will EVV be updated to allow for “leeway” or a “tolerance limit” for “clocking in” or “clocking out”? For example, if a PSW arrives to work at 6am, but doesn’t get a chance to clock in until 6:12am due to care needs. Will EVV auto-correct back to actual start time? Or do the PSWs have to do this correction manually every time it’s needed?

Currently eXPRS Desktop and eXPRS Mobile-EVV use to-the-minute times on SDs, either manually entered or eXPRS Mobile-EVV generated. If corrections are needed to an SD start or end time, those corrections can be made via the eXPRS Desktop while the SD is still in draft status. Be sure to choose the applicable change reason from the dropdowns for any start/end time edits made.

Are there limits to where or how far from the individual’s home the PSW can drive and claim for OR004-Mileage if transportation support is authorized & provided? For example, if a PSW needs to assist at an appointment in a different county than where the individual lives (lives in Grants Pass, but has an appointment in Medford), or out of state?

Claims for mileage must meet the definition of community transportation, which is as follows: *The purpose of community transportation through K-Plan services is to enable eligible individuals to access their local community to engage in services necessary to meet their Activities of Daily Living (ADL) and Instrumental Activities of Daily Living (IADL).*

Medical transportation (transportation to/from medical or professional treatment/therapy services) is not an allowable use of community transportation. Reimbursement for

medical transportation must be coordinated through the individual's local OHP/medical card services office, and is not authorized or paid via eXPRS.

Can a guardian of an adult with I/DD also be paid as their PSW? Can a guardian be the individual's EOR? Can a guardian be a PSW + the EOR?

ODDS has a [Conflict of Interest Policy \(APD-PT-15-009\)](#) outlining the allowable roles for each of these titles.

Can a PSW bill for services provided to an individual when the individual is not present or with the PSW? For example, the PSW does community tasks, such as picking up medications from the pharmacy or groceries, but the individual stays at home. How would the PSW use EVV to bill for these "indirect" service hours?

ODDS expects that all attendant care services are provided in person. In rare cases, there may be specific reasons for some IADL supports to be provided without the individual present. Those tasks and the specific reasons should be agreed upon in a service agreement, and consistent with the person's needs & preferences. In these situations, the PSW would use eXPRS Mobile-EVV to "clock in" (start a shift) & "clock out" (end a shift), the same as any other attendant care service.

Our CME refuses to accept timesheets, progress notes or other items Electronically & has a 5pm cutoff for turning in paperwork. Is there something that ODDS can do to approach an alternative to this with the CME? Other CMEs accepts electronic documents from PSWs.

Local Case Management Entities (CMEs) can establish business processes & practices for their specific agency, as long as they are within the rules & policies established by ODDS.

Our CME has told PSWs that we are not allowed to provide services to more than 1 individual at a time (eg: in a "group"). Is this true?

ODDS policy allows for group services to be delivered by PSWs that are consistent with the individuals' service needs, preferences & individual support plan.

A CME Manager has informed their staff to not refer individuals to using PSW providers, as the time it takes to process PSW timesheets, etc. by their agency staff is too time consuming & cumbersome. Is this allowed?

No, CME staff must offer the full choice of provider types to all individuals eligible for the service.