

# Quick Guide to eXPRS for Personal Support Workers (PSWs)

How to use the online billing system called eXPRS

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## 1. Sign up for an account to use eXPRS.

- Fill out the eXPRS enrollment form and email it to [info.exprs@state.or.us](mailto:info.exprs@state.or.us).
- You will receive a secure email with your eXPRS login name and password. Sometimes this email goes to your spam or junk folder, so check there. If you don't receive an email within 10 days, you can email [info.exprs@state.or.us](mailto:info.exprs@state.or.us) to check on the status.
  - A note about the state secure email system: to access the secure email with your eXPRS account information, you will have to create a separate login name and password for the secure email system.
- If you get stuck, contact **PSW eXPRS Support**:  
Phone: **1 (844) 874-2788** (toll free)  
Email: [technical.triage@state.or.us](mailto:technical.triage@state.or.us)

## 2. Go to the eXPRS website at the below address & log in:

<https://apps.state.or.us/exprsWeb/>

- Enter your eXPRS login name and password, then click the “**Submit**” button.
- The first time you log in, you will need to accept the security policies.
- Now you are ready to record the services you have provided.

## 3. Click the box on the left called: *Create Service Delivered Entries from Single Service Authorization.*

- This will take you to a page where you will search for your billing authorizations.
  - Examples of services a PSW may be authorized to provide are attendant care, relief care and transportation services.
- You will enter the hours you work or miles you drive in eXPRS. These entries are called **Service Delivered** billing entries (**SDs**).

## 4. Enter the date range you want to bill for and click the **Find button**.

- You can leave the rest of the fields blank.
- You will see a list of clients you work with and service authorizations that are active for the services you authorized to provide.

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## 5. Choose the line you want to bill for and click on the \$ symbol.

- This brings you to the page where you will enter & submit your **Service Delivered** billing entries.

## 6. To record hours worked, enter the date and start and stop time you worked on that date.

- Click the **Save All** button after each entry.
- For transportation, enter the total miles driven for the day.
- These entries will be saved in **draft** status. While they are listed as **draft** you can make changes to these entries.
- You can select & submit your time entries at the end of the pay period.

## 7. To submit your **draft SD** billing entries for payment, check the box next to each entry you wish to submit for payment and click the “Submit” button at the bottom of the page.

- The status for these entries should change to **pending**.
- Once in **pending** they are now available online for the County or Brokerage agency to review. You can no longer make changes to entries in **pending** status.
- The final step is to print a copy of your timesheet with your **pending** entries for signatures & submission to the CDDP or Brokerage.
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## 8. To print your timesheet, click the **Print** button.

- Both you and your employer need to sign this timesheet.
- Then submit this signed hard copy timesheet + progress notes to the County or Brokerage agency.
- This agency will review and “approve” your billings for the claims/payment processing.
- eXPRS will then send any **approved** claims to the payroll vendor, who will process that information & send you your paycheck.