

## Viewing Your PSW Weekly Hours Limit

### Overview

There are limits to how many hours of attendant care and relief care that a PSW can be authorized to work each week. PSWs can view this limit and the number of hours they have worked for the current work week (Sunday-Saturday).

Additionally, per the 2023-25 OHCC Collective Bargaining Agreement, beginning on 1/1/2024, PSWs can work up to 60 hours per week without an exception.

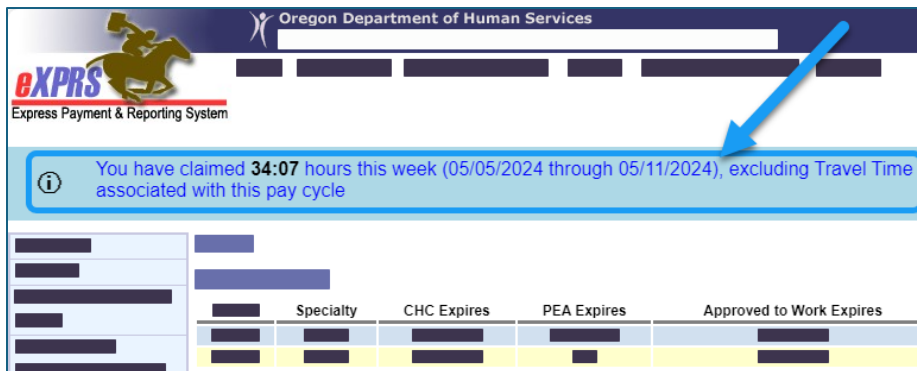
- This change does not adjust the number of hours that a PSW is authorized to work for an individual. PSWs are still limited to working only the number of hours that are included in their Service Agreement and eXPRS.
- This change also does not increase the number of hours that a person has in their Individual Support Plan (ISP). All attendant care by PSWs and agency providers must still be within the number of hours in the ISP.

A PSW may be given an exception allowing them to work more than 60 hours a week.

If you believe your PSW Weekly Hours limit is incorrect or have questions, please submit a Technical Assistance Request. For more information on these changes, see DD-PT-23-067: 2023-2025 SEIU PSW Collective Bargaining Agreement Changes.

### How to View Your PSW Weekly Hours Limit

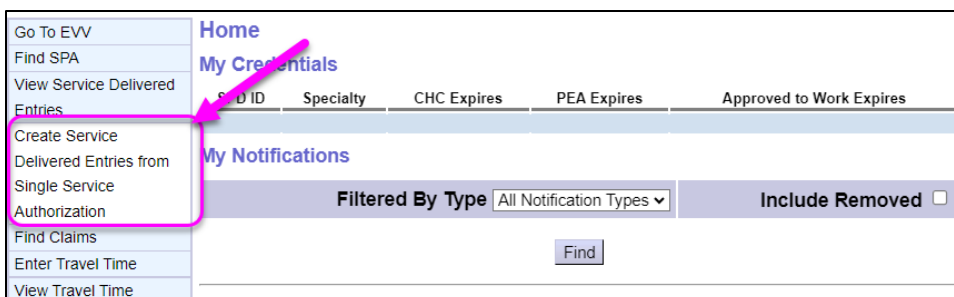
- 1) Log into eXPRS or eXPRS Mobile-EVV and view the alert on the Dashboard.



The screenshot shows the eXPRS dashboard with a blue alert box at the top. The alert text reads: "You have claimed 34:07 hours this week (05/05/2024 through 05/11/2024), excluding Travel Time associated with this pay cycle". Below the alert, there is a table with columns for Specialty, CHC Expires, PEA Expires, and Approved to Work Expires. The table contains several rows of data, some of which are highlighted in yellow.

A similar message appears on the eXPRS Mobile-EVV page after logging in. The message tells you how many hours you've worked this week by adding up the time on all Attendant Care SDs in **Draft, Pending, Suspended or Approved** status.

- 2) To access your Provider Record, select **Create Service Delivered Entries from Single Service Authorization**.



Go To EVV Home  
Find SPA My Credentials  
View Service Delivered Entries  
Create Service  
Delivered Entries from Single Service Authorization  
Find Claims  
Enter Travel Time  
View Travel Time

SPD ID Specialty CHC Expires PEA Expires Approved to Work Expires

My Notifications

Filtered By Type All Notification Types Include Removed ☐

Find

- 3) Enter search criteria to return your authorizations and select **Find**.

**Create Service Delivered Entries from Single Service Authorization**


How to use this page:

- Date range defaults to current month, but can be changed as needed.
- Use the below fields to select, enter or modify the search criteria as needed, then click Find to get a list of authorizations to bill against. The more criteria used, the more specific or narrow the results returned.
- If no results are found, use less criteria and search again.
- If still no results are found, authorizations returned are not in "accepted" status or are incorrect, please contact the CDDP or Brokerage who authorizes the services for your customers. They are responsible for entering and maintaining the authorizations.

For more instructions on entering Service Deliveries, please download and use this assistance guide: [How to Create Service Delivered Entries by PSW/IC-PSW Provider](#).

Please consult your Service Agreements for specific authorized UNIT amount details.

Client Prime:


Service Location/PSW SPD Provider ID:  


DHS Contract Num:

Service Element:

Procedure Code:

Svc Modifier Cd:

Effective Date:  



End Date:  

Exact: ☐ Yes ☒ No

Exact: ☐ Yes ☒ No

Find Reset

- 4) From the results list, select the **SPA #** hyperlink to open the SPA.

Name	Service Location/PSW					
SPA#	Proc Code	Modifier	Rate	Begin	End	
6996	OR004 - Comm Transp, Mileage	WE - Community	0.56	7/1/2023	12/31/2023	
6996	OR526 - Attendant Care, home or comm	NA - Not Applicable	19.36	7/1/2023	12/31/2023	

- 5) Select either the **Rendering Provider** or **Service Location** hyperlink to open your provider record.

**View Service Prior Authorization**

Please consult your Service Agreements for specific authorized UNIT amount details.

<b>Service Prior Authorization:</b>	<b>Status: Accepted</b>
<b>Client Prime:</b>	<b>Client Name:</b>
<b>Service:</b>	
<b>Rendering Provider:</b> <a href="#">PSW Provider 1</a>	
<b>Service Location:</b> <a href="#">PSW Provider 1</a>	
<b>Pay To Provider:</b>	
<b>DHS Contract Num:</b>	

- 6) On the **View Provider** page, expand the **PSW Weekly Hours/Rates** section.

**View Provider**

<b>Provider ID:</b>
<b>Record Type:</b>
<b>Business Type:</b>
<b>Tax Name:</b>
<b>Personal Name:</b>
<b>Date of Birth:</b>

► **Contact Information**

▼ **PSW Weekly Hours/Rates**

Weekly Hours	Client Prime	Start	End	Exception Reason	Entered By User	Per CME
60.00		1/1/2024	12/31/9999			

[Log](#)