

Adding an EVV Exception for a PSW Provider

In 2020, Personal Support Workers began using eXPRS Mobile-EVV to capture time worked when providing attendant care services to individuals. However, some PSWs may have exceptional circumstances that prevent them from using eXPRS Mobile-EVV.

In certain situations, Case Management Entities may grant a PSW an exception from using eXPRS Mobile-EVV.¹ This exception is then entered on the PSW's record in eXPRS.

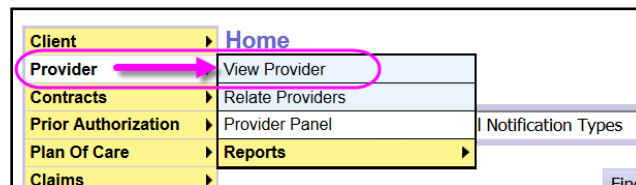
User's will need to be assigned the **Provider EVV Exceptions Manager** role to do this work.

To Add an EVV Exception for a PSW Provider:

1. Login to eXPRS under the role that allows you to work with Provider Records.
2. Open the Provider Record. You can do this by accessing your Provider Panel or searching for the Provider directly.

From the View Provider page

1. From the yellow, left-hand menu, click on **Provider** then **View Provider**.



2. Enter Search Criteria to find the PSWs record and select Find.

¹ For detailed information about EVV Exceptions, see the Worker Guide entitled: Personal Support Worker eXPRS Mobile-EVV Exceptions for Case Management Entities

Find Provider

At least one search criteria must be entered. Prefix Last Name with * to search for partials.

Record Type: All except contacts eXPRS Only Include Inactive

SPD Provider ID: 7****0

eXPRS Provider ID: Include Service Locations

Last/Business/Tax Name:
 Last Business Tax Soundex

First Name:

D.O.B.:

Provider Type & Specialty: type to filter dropdown
 Select...

Verification Status: Select...

Email Address:

Max Displayed: 25

Find **Reset**

3. From results list, select the provider's **Display Name** to open their record.

Reset

Export options: CSV | Excel | PDF | RTF

Type	eXPRS Prov ID	SPD Prov ID	Display Name	Prov Type & Specialty	Verification	Beds	Program Start	Program End	Program Status	Primary Email	Secondary Email
EXP	12*****9	7****0	APSW, Provider	Personal Support Worker -	OMAP Number		3/2/2016	12/31/9999	A		

From your POC Provider Panel

1. From the yellow, left-hand menu, click on **Provider** then **Provider Panel**.

The screenshot shows a vertical navigation menu on the left side of a web application. The menu items are: Client, Provider, Contracts, Prior Authorization, Plan Of Care, Claims, CM/PA TCM Billing, Liabilities, Reports, and Financial Maintenance. The 'Provider' item is highlighted in yellow, and a sub-menu is open showing 'View Provider', 'Relate Providers', and 'Provider Panel'. The 'Provider Panel' item is also highlighted in yellow. A 'Find' button is visible on the right side of the page.

2. Under the **Provider Panel Members** section, select the blue link for the PSW record needed.

Business Name:

Tax Name:

▶ **Provider Panel Member for**

▼ **Provider Panel Members**

Export options: CSV | Excel | PDF | RTF

SPD ID	eXPRS ID	Provider	Provider Specialty	Start Date	End Date	Termination
1****1	6****9	ABC Agency Provider	DD Comprehensive Service Agency	7/1/2018	12/31/9999	
5****5	2*****2	Mary's Foster Care	Foster Care - Child DCR	1/1/2018	11/20/2018	
7****0	1*****9	APSW, Provider	DD Personal Support Worker	6/19/2017	12/31/9999	
5****7	2*****8	Sam's Foster Care	Foster Care - Adult DD	2/1/2019	12/31/9999	
7****3	1*****0	BPSW, Provider	DD Personal Support Worker	12/23/2015	3/21/2016	
8****7	2*****4	CPSW, Provider	DD Personal Support Worker	6/28/2018	12/31/9999	

3. Click on the **View Provider** button to view the record details.

Provider Panel Members

Provider ID: 1*****9

Record Type: Provider

Business Type: Individual

Tax Name: APSW, Provider

Personal Name: APSW, Provider
▶ **Historical**

Date of Birth: mm/dd/yyyy

[View Provider](#)

4. Expand the **Add EVV Exception** section, and select the **Add EVV Exception** button.

▶ **PSW Weekly Hours/Rates**

▼ **EVV Exceptions**

Created	ODDS Approval	Start	End	Client	Level
Add EVV Exception					

▶ **Specialties**

▶ **Credentials**

5. Enter in the details of the exception request:

EVV Exceptions

Created	ODDS Approval	Start	End	Client	Level
1 Start	2 End			3 Client	
* 11/7/2019	* 12/31/2023			CHRIS P BAYCON	
<p>4</p> <p>1. <input type="checkbox"/> Language access presents barrier to using eXPRS (In accordance with the CBA).</p> <p>2. <input type="checkbox"/> Can demonstrate an ongoing hardship in accessing eXPRS. <ul style="list-style-type: none"> o Unable to access internet (In accordance with the CBA) o Demonstrated ongoing inability to use eXPRS </p> <p>3. <input type="checkbox"/> Does not have access to a mobile device.</p> <p>4. <input type="checkbox"/> Can demonstrate using EVV will present a health and safety concern.</p> <p>5. <input type="checkbox"/> None one of these apply to this PSW.</p>					
<p>Comments (0/2000)</p> <p>5</p> <p>Submit Cancel</p> <p>6</p>					

- 1) **Start Date:** The first date the exception is valid.
- 2) **End Date:** The last date the exception is valid. This cannot be after the end date of the PSW's current PEAA.
- 3) **Client:** Select the name of the individual receiving services that the exception specifically applies to, if any. For Global exceptions, do not select a name.
- 4) **Exception Circumstances:** Select one of the options for the exception.
 1. **Language Access Barrier (Global):** Select when the EVV exception is requested due to a non-English language barrier. Select the specific language from the dropdown.

1. Language access presents barrier to using eXPRS (In accordance with the CBA).

Select Language:

- Arabic
- Bosnian
- Bulgarian
- Burmese
- Cambodian
- Chinese

2. **Ongoing hardship to accessing eXPRS (Global):** Select when the PSW has an ongoing and hardship in accessing eXPRS Mobile-EVV, such as a lack of access to a mobile device, internet service etc.

2. Can demonstrate an ongoing hardship in accessing eXPRS.

- Unable to access internet (In accordance with the CBA)
- Demonstrated ongoing inability to use eXPRS

3. **Lack of access to a mobile device (Individual/Client Specific):** Select when the EVV exception is being requested due to lack of mobile/internet access for a specific individual. Select the individual's name from the **Client** dropdown, and add the specific details in the fields provided.

3. Does not have access to a mobile device.

Client Address

Address **City**

State **Zipcode**

Please select ALL that apply for this PSW/Client relationship:

- I. PSW does not have device / technology available to use for EVV
- A mobile device is available to be used, but there is no WIFI internet connection available at the location where services are delivered
- II. A mobile device is available to be used, but there is no mobile data internet connection available at the location where services are delivered
- III. A mobile device is available to be used, but there is no mobile data internet connection available at the location where services are delivered

4. **Use of eXPRS Mobile-EVV will present a health and safety concern:** Select when using eXPRS Mobile-EVV presents a health or safety concern for either the PSW or Individual. For example, when there is a domestic violence safety risk.

When the risk is to the individual, it is an Individual/client specific exception. When the risk is to the PSW, it is a Global Exception.

4. Can demonstrate using EVV will present a health and safety concern.

Please select ALL that apply for this PSW/Client relationship:

- I. Documented risk to client when using location services on mobile device
- II. Documented risk to PSW when using location services on mobile device

5. **None of the other reasons above apply** – Select if none of the above exception reasons apply.

5. None one of these apply to this PSW.

Selecting this option will generate a pop-up message:

Entering an exception of NONE will result in no exception being granted.

OK Cancel

No exception will be approved for option #5.

▼ EVV Exceptions

Created	ODDS Approval	Start	End	Client	Level	
CME user on 2019-11-19	11/19/2019	11/19/2019	1/31/2020		None	Remove
Exceptions [Other]						
Address						
Comments test for results for option 5						
Add EVV Exception						

5) **Comments:** Add any additional information about the EVV Exception Request

Comments (122/2000)

Add any information or comments here that may help document the exception request. You have up to 2000 characters to use. |

Submit Cancel

6) **Submit:** Click Submit to complete the exceptions request has been completed

6. Once submitted, Exception information displays in the **EVV Exceptions** section.

▼ EVV Exceptions

Created	ODDS Approval	Start	End	Client	Level	
CME Staff Name on 10/22/2019	10/22/2019	10/22/2019	12/31/2019		Global	Remove
Exceptions [No Internet]						
Address						
Comments PSW does not have access to a mobile device nor has internet/cell service available.						
Add EVV Exception						

The **Level** column shows if an exception was approved by the system, and what type.

- **Global:** The exception was approved and is global for the PSW. The PSW does not need to use eXPRS Mobile-EVV or EVV features in the eXPRS Desktop for the dates of the exception.

Created	ODDS Approval	Start	End	Client	Level	
CME Staff Name on 2019-11-19	11/19/2019	11/19/2019	1/31/2020		Global	Remove

- **Individual:** The exception was approved and is specific for the individual listed. The PSW does not need to use eXPRS Mobile-EVV for entering time worked for this individual for the dates of the exception. When entering billings manually, they must select “**Exception Granted**” from the Start Time Change Reason.

Only CME’s that have an active CM CPA for the specific individual client will see that individual’s name displayed in the **Client** column. Otherwise, the **Client** column will be blank.

Created	ODDS Approval	Start	End	Client	Level	
CME Staff Name on 2019-11-19	11/19/2019	11/19/2019	1/31/2020	Chris P Baycon	Individual	Remove

- **None:** The exception **was not approved** by the system for the PSW.

Created	ODDS Approval	Start	End	Client	Level	
CME Staff Name on 2019-11-19	11/19/2019	11/19/2019	1/31/2020		None	Remove

Appendix A: Information Regarding EVV Exceptions

Global EVV Exceptions

When a **Global** EVV Exception is entered and approved, the EVV validation features will be disabled for the PSW. If using a mobile device, the PSW will no longer default to the Mobile-EVV view/format of the website. Once logged in, they will be taken straight to the regular eXPRS Desktop view/format.

Global EVV Exception segments cannot overlap date ranges with other Global exceptions.

Individual EVV Exceptions

When an **Individual** EVV Exception is entered, the eXPRS Mobile-EVV features and validations will continue to be active for the PSW to use for individuals they work for that do not have an exception. For entering time-worked information manually for the Individual

client with the exception, the PSW would select “**Exception Granted**” from the **Start Time Change Reason** dropdown in the eXPRS Desktop.

It is best practice for the CME who processed and entered an EVV Exception request to provide the PSW a copy of that exception entry information once completed. This can be printed by opening the PSW record and using your browser’s features to print a PDF or paper copy of the record.

Inability to use eXPRS Mobile-EVV intermittently or temporarily (such as when your mobile device isn’t charged) would not require an EVV Exception request.