

Billing for 2:1 Attendant Care Services

(updated 10/23/2025)

Some individuals are eligible to receive 2:1 Attendant Care Services. This type of service may be delivered to the individual by one or more providers.

To support the possible 2:1 situations, eXPRS uses two Procedure Codes (OR525 & OR526) and four Modifier Codes (NA, ZE, ZC, Z2). This guide will outline how providers should bill in the following situations:

- [Scenarios Involving 2:1 Attendant Care](#)
- [Scenarios Involving 2:1 Paid Parent Attendant Care](#)

To take the steps in this guide, users will need the **Claims Manager** role.

Guidance for 2:1 Billing

The following guidance ensures that an individual's Authorized Monthly Hours are used correctly. It also ensures that providers are paid the correct rate for the amount of staff they are sending as part of a 2:1 staffing ratio.

1. The ZE Modifier Code represents when a provider (either a PSW or Agency) is one part of a 2:1 staffing ratio. The rate paid to that provider is for one staff. A ZE billing is meant to overlap an NA billing from another provider that is delivering the other part of the 2:1 staffing ratio. Although an NA and a ZE billing are created in this situation, only one hour of the individual's monthly hours limit is used.
2. The ZC Modifier Code represents when an Agency Provider is sending two DSPs as part of a 2:1 staffing ratio. The rate paid to an agency provider for a ZC billing is higher than a ZE or NA billing. This is because the rate for a ZC billing is for two DSPs. Although the agency sends two DSPs, only one hour of the individual's monthly hours limit is used.
3. When a single provider or DSP arrives and is delivering service to an individual before the other provider or DSP arrives, the service is 1:1. The billing should begin as either OR526/NA or OR525/NA depending on the circumstance. When the second provider arrives, the service is now 2:1, and the billings should be adjusted as described in the scenarios below.

4. When two providers or DSPs are rendering 2:1 service to an individual and then one of those providers or DSPs ends their shift, the individual is now receiving 1:1 Attendant Care. The remaining provider should ensure that the rest of the time they are providing service to the individual is billed under the NA Modifier Code. This may mean ending a shift for a service (such as OR526/ZE or OR526/ZC) and clocking in under a different service (such as OR526/NA).
5. eXPRS Mobile-EVV is not available for OR526/ZC and OR525/ZC. Any Agency Provider delivering shifts of OR526/ZC or OR525/ZC must create these billings by either manually using the eXPRS Desktop Site or using their own third-party application and then uploading them into eXPRS via the Agency SD Import Process.
6. Agency Providers that are using a third-party application for their Electronic Visit Verification and uploading the billings into eXPRS must ensure that they are also complying with the billing guidance provided in this document.

Scenarios Involving 2:1 Attendant Care

1 - A single Agency sends two DSPs¹

The agency must bill under OR526/ZC. If one DSP leaves, resulting in a 1:1 staffing ratio, then the ZC billing must end, and a new shift of OR526/NA should begin.

When creating a ZC billing, the **Direct Support Professional** field should have the names of both DSPs entered in the following format:

- [FIRST NAME AND LAST NAME] and [FIRST NAME AND LAST NAME].
 - For example – “Sam Smith and Sara Stone”

2 - An Agency sends one DSP and a different Agency sends one DSP

The first DSP to arrive must bill under OR526/NA, and the second DSP to arrive should bill under OR526/ZE. If the first DSP leaves, resulting in a 1:1 staffing ratio, then both billings must end, and the remaining DSP should start a new billing under OR526/NA.

¹ A single agency provider that sends two of their own DSP staff is not considered “different providers”. eXPRS views this scenario as a single provider that is delivering 2:1 Attendant Care.

3 - A PSW Provider and an Agency DSP

The first provider to arrive must bill under OR526/NA, and the second provider to arrive should bill under OR526/ZE. If the first provider leaves, resulting in a 1:1 staffing ratio, then both billings must end, and the remaining provider should start a new billing under OR526/NA.

4 - Two different PSWs

The first PSW to arrive must bill under OR526/NA, and the second PSW to arrive should bill under OR526/ZE. If the first PSW leaves, resulting in a 1:1 staffing ratio, then both billings must end, and the remaining PSW should start a new billing under OR526/NA.

Scenarios Involving 2:1 Paid Parent Attendant Care

5 - A single Agency sends two Paid Parent DSPs¹

The agency must bill under OR525/ZC. If one DSP leaves, resulting in a 1:1 staffing ratio, then the ZC billing must end, and a new shift of OR525/NA should begin.

When creating a ZC billing, the **Direct Support Professional** field should have the names of both DSPs entered in the following format:

- [FIRST NAME AND LAST NAME] and [FIRST NAME AND LAST NAME].
 - For example - "Sam Smith and Sara Stone"

6 - A single Agency sends one DSP and also one Paid Parent DSP¹

The agency must bill the DSP's shift under OR526/Z2 and the Paid Parent DSP's shift under OR525/NA. If the Paid Parent DSP leaves, resulting in a 1:1 staffing ratio, then both billings must end, and the remaining DSP should start a new billing under OR526/NA.

7 - An Agency sends one Paid Parent DSP and a different Agency sends a Paid Parent DSP

The first DSP to arrive must bill under OR525/NA, and the second DSP to arrive should bill under OR525/ZE. If the first DSP leaves, resulting in a 1:1 staffing ratio, then both billings must end, and the remaining DSP should start a new billing under OR525/NA.

8 A PSW Provider, and an Agency Paid Parent DSP

If the PSW is the first provider to arrive:

- The PSW must start billing under OR526/NA.
- When the Paid Parent DSP arrives, the PSW should end their OR526/NA billing and start a new billing under OR526/ZE. The Agency Paid Parent DSP should start a billing under OR525/NA.
 - If the Agency Paid Parent DSP leaves, resulting in a 1:1 staffing ratio, then both billings must end, and the remaining PSW should start a new billing under OR526/NA.

If the Paid Parent DSP is the first to arrive:

- The DSP must start billing under OR525/NA.
- When the PSW arrives, they must start billing under OR526/ZE. If the DSP leaves, resulting in a 1:1 staffing ratio, then both billings must end, and the remaining PSW should start a new billing under OR526/NA.

Appendix A: Scenario Matrix

Provider(s)	Staff Type(s)	First to Arrive Billing (1:1)	Second to Arrive Billing (2:1)	Billing Codes (2:1)	Who Leaves First?	Remaining Provider	Post-Departure Billing Code (1:1)
Single Agency	2 DSPs	OR526/NA	OR526/ZC	OR526/ZC	Either	DSP	OR526/NA
Single Agency	2 Paid Parent DSPs	OR525/NA	OR525/ZC	OR525/ZC	Either	DSP	OR525/NA
Single Agency	1 Paid Parent DSP + 1 DSP	OR525/NA (Paid Parent DSP)	OR526/Z2 (DSP)	OR525/NA + OR526/Z2	Paid Parent DSP	DSP	OR526/NA
Two Agencies	1 DSP each (2 total)	OR526/NA (First DSP)	OR526/ZE (Second DSP)	OR526/NA + OR526/ZE	First DSP	Second DSP	OR526/NA
Two Agencies	1 Paid Parent DSP each (2 total)	OR525/NA (First DSP)	OR525/ZE (Second DSP)	OR525/NA + OR525/ZE	First DSP	Second DSP	OR525/NA
PSW + Agency DSP	PSW & DSP	OR526/NA (First to arrive)	OR526/ZE (Second to arrive)	OR526/NA + OR526/ZE	First Provider	Second Provider	OR526/NA
PSW (arrives first) + Paid Parent DSP	PSW & Paid Parent DSP	OR526/NA (PSW)	PSW switches to OR526/ZE and Paid Parent DSP starts OR525/NA	OR525/NA + OR526/ZE	Paid Parent DSP	PSW	OR526/NA

Paid Parent DSP (arrives first) + PSW	PSW & Paid Parent DSP	OR525/NA (Paid Parent DSP)	OR526/ZE (PSW)	OR525/NA + OR526/ZE	Paid Parent DSP	PSW	OR526/NA
Two PSWs	2 PSWs	OR526/NA (First PSW)	OR526/ZE (Second PSW)	OR526/NA + OR526/ZE	First PSW	Second PSW	OR526/NA