

Creating a Travel Time Claim

(updated 9/30/2025)

Overview

Personal Support Workers (PSWs) may be eligible to claim payment for the time it takes to travel directly between two individual's homes or worksites when that travel occurs on the same day. This is called **Travel Time**,¹ and is different from **Mileage Reimbursement**.²

For important details about this service, see the [PSW Travel Time Letter](#) on ODDS' Website.

Important: eXPRS checks each Travel Time entry to ensure that there are paid Service Delivered Billing Entries documenting that the PSW served individuals before and after the Travel Time being claimed. These SDs are called "Bookends" for the Travel Time Claim, and must be in place for the PSW to be paid for Travel Time.

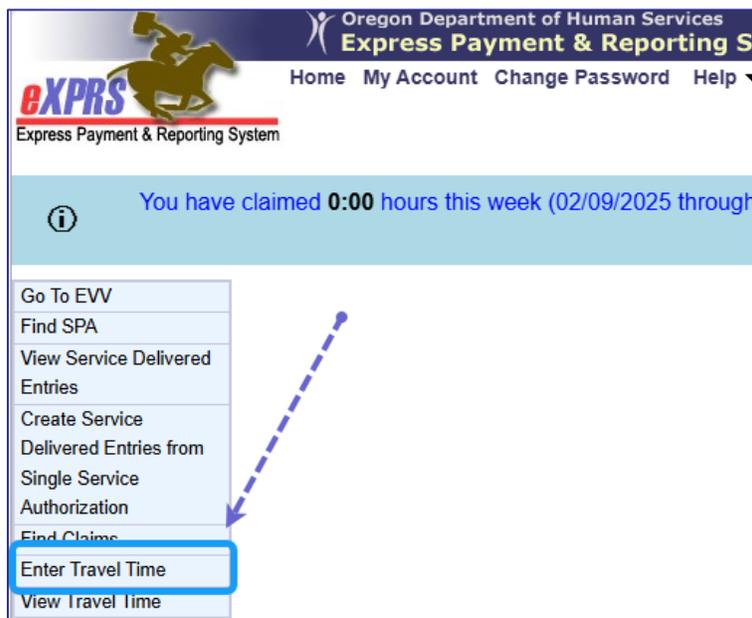
PSWs should ensure that all the Service Delivered Billing Entries (SDs) for services provided to clients before & after the period of Travel Time being claimed are submitted, approved, and are part of a paid claim prior to creating Travel Time claims.

How to Create a Travel Time Claim

1. Log into the eXPRS Desktop Site and select **Enter Travel Time**.

¹ **Travel Time:** The time needed for a PSW to travel between their work locations for the individuals they serve in a single day. It is worksite-to-worksite commute time once the PSW has started their workday. No clients are with or being served by the PSW during a PSW's Travel Time.

² **Mileage:** Reimbursement for providing transportation TO a client(s); it is a service provided by the PSW to a client(s). The client(s) being served is with/receiving care from the PSW at time the mileage expense is incurred.



2. Enter the data needed in each field to create a Travel Time Claim and select **Save**. In the following example, we are entering a Travel Time Claim for 45 minutes.

- ① **Travel Date:** Enter the date the travel between individuals occurred.
- ② **Travel Start Time:** Enter a time that is after you have “clocked out” for the individual you finished working for and are leaving. In this example, the SD ended on 12:12PM, and travel began at 12:14PM.

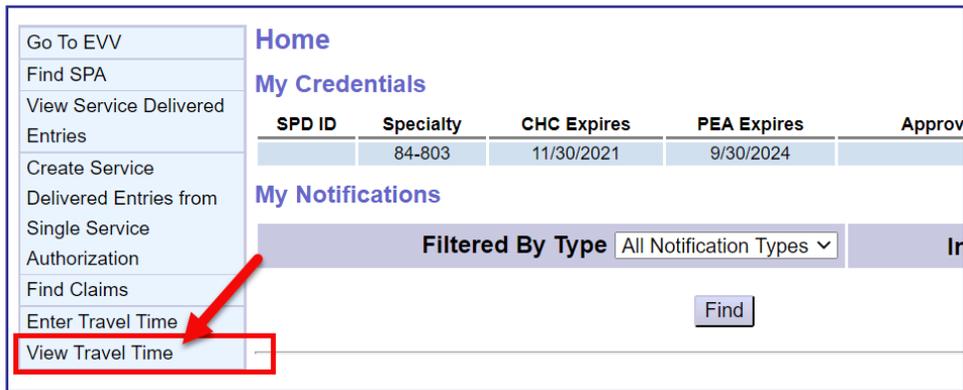
- ③ **Travel End Time:** Enter a time that is before you “clock in” for the individual you will be working with next. In this example, the travel time ended at 12:59PM, and the SD started at 1:00PM.
- ④ **Mode:** Enter the mode of travel used.
- ⑤ **Billed Minutes:** Enter the total amount of travel time claimed either as a whole number or as HH:MM. In the example above, either “45” or “00:45” would work.
- ⑥ **Start Prime:** Select the individual you are traveling from (the worksite you are leaving).
- ⑦ **Start Address:** Select the address for the individual you are traveling from (the worksite you are leaving). You can also manually enter the address if needed.

- ⑧ **End Prime:** Select the individual you are traveling to (the worksite you arrive at).
- ⑨ **End Address:** Select the address for the individual you are traveling to (the worksite you arrive at). You can also manually enter the address if needed.

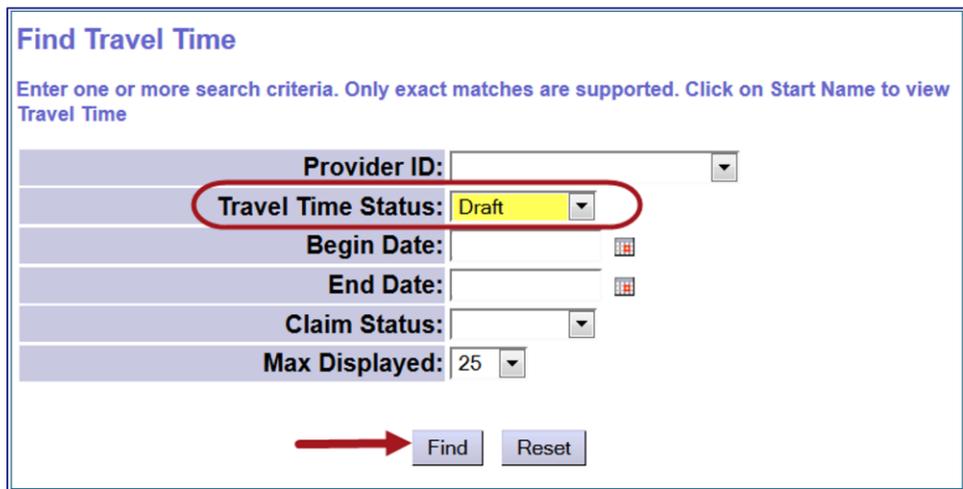
3. After the save is complete, the Travel Time Claim will display in **Draft** status. You can then **Submit** the claim if needed.

TIP: While a Claim is in Draft or Suspended Status, you can select the **Edit** button to edit the fields on the claim.

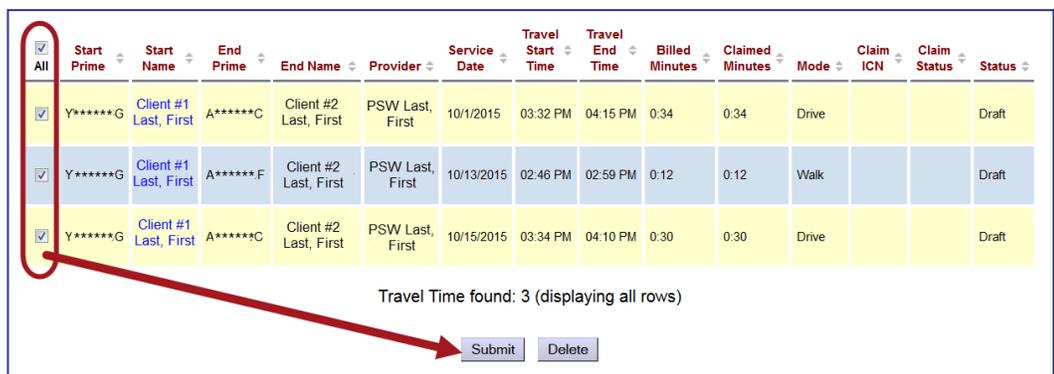
- If needed, users can also find and submit Travel Time Claims by selecting **Left Menu > View Travel Time Claims**



- On the **Find Travel Time** page, enter search criteria and select a status of **Draft**.



- From the results list, select the checkboxes at the left of each Travel Time Claim, and then click **Submit**.



After selecting **Submit**, you will see a new page showing the new status of the claims.

Travel Time Results

Start Prime	Start Name	End Prime	End Name	Provider	Service Date	Begin Time	End Time	Actual Time	Billed Time	Mode	Status	Notes
Y*****G	Client #1 Last, First	A*****C	Client #2 Last, First	PSW Last, First	10/1/2015	03:32 PM	04:15 PM	0:34	0:34	Drive	Approved	
Y*****G	Client #1 Last, First	A*****F	Client #2 Last, First	PSW Last, First	10/13/2015	02:46 PM	02:59 PM	0:12	0:12	Walk	Approved	
Y*****G	Client #1 Last, First	A*****C	Client #2 Last, First	PSW Last, First	10/15/2015	03:34 PM	04:10 PM	0:30	0:30	Drive	Approved	

Appendix A: Travel Time Error Messages

Unable to save Draft Travel Time

Error Message	What it means	How to fix it?
<i>Your request could not be completed because: More than one active CPA found for [date / time]</i>	The Travel Time entry is unable to be saved, even as a draft because there are multiple authorizations for Travel Time for the PSW.	Authorizations for Travel Time are automatically generated by eXPRS and duplicate authorizations can occur. If this error occurs when trying to save a new Travel Time claim, submit an <u>eXPRS Technical Assistance Request</u> to notify us of the issue. Once received, we can remove the duplicate authorization & then the Travel Time claim can be recreated and saved.

Travel Time Claim Suspend Reasons

When **Travel Time** claims are submitted, the system checks the claim before it is approved for payment. If a **Travel Time** entry does not clear these checks, it may suspend or be denied. Below are the most common reasons a claim suspended and what it means.

Rule Description or Exception Text	What it means	Can it be overridden?	How to fix it?
<i>Awaiting payment cycle</i>	The Travel Time entry has cleared all system validation edits and will be processed for payment in the next scheduled Travel Time claims process cycle.	Yes, but only if needed for a PSW who has stopped working has requested their last payment/check. A formal request must be submitted to ODDS for last payment to be processed.	No need, unless a correction is needed from the provider. This travel time entry is ready to process for payment.

<p>Claim unit over limit;</p> <p>Travel Claim for [date] - start [time hh:mm] AM/PM to end [time hh:mm] AM/PM actual travel time exceeds 60 minutes</p>	<p>The Travel Time entry is for a travel time that exceeds the allowed 60 minutes. The start/end times on the entry calculate at timespan longer than 60 minutes.</p>	<p>Yes</p>	<p>The suspended Travel time can be edited to change the start and/or end times, as needed.</p> <p>If changes are made, save the new information and then re-submit the Travel Time entry.</p>
<p>Claim unit over limit;</p> <p>Travel Claim for [date] - start [time hh:mm] AM/PM to end [time hh:mm] AM/PM billed time exceeds 60 minutes</p>	<p>The amount of travel time billed as entered by the PSW on the Travel Time entry exceeds the allowed 60 minutes.</p>	<p>Yes</p>	<p>The suspended Travel time can be edited to change billed time amount, as needed.</p> <p>If changes are made, save the new information and then re-submit the Travel Time entry.</p>
<p>Missing service before or after travel time request;</p> <p>Travel Claim for [date] - start [time hh:mm] AM/PM to end [time hh:mm] AM/PM is missing a service for Client (prime #) before / after it.</p>	<p>There must be a paid SD billing entry on either side of the Travel time entry to document services were provided to the clients the PSW is traveling to/from. These paid SD billings are called "book end" SDs.</p>	<p>Yes, but only the Travel Time billing includes travelling to/from an APD client.</p>	<p>PSWs should be sure that all their service SD billing entries have been submitted, reviewed approved and paid, so they can be used as "book ends" for the travel time entry they are submitting.</p>

<p><i>Suspected duplicate.</i></p> <p><i>Date range or a portion of the date range overlaps an approved claim; Travel Claim for [date] - start [time hh:mm] AM/PM to end [time hh:mm] AM/PM overlaps a Service Delivered entry for the same date.</i></p>	<p>The travel time entry overlaps an SD billing entry documenting that the PSW was working providing service to a client for part or all of the time being claimed as travel.</p> <p>Travel time is NOT time worked serving clients, so it cannot overlap a service SD billing entry.</p>	<p>No</p>	<p>Edit the Travel time entry so that it does not overlap a service SD billing entry.</p>
<p><i>Claim amount over limit;</i></p> <p><i>Travel Claim for [date] - start [time hh:mm] AM/PM to [time hh:mm] AM/PM exceeds the calculated 10% of gross wages for provider.</i></p>	<p>Per ODHS/ODDS policy, Travel Time can only be paid up to a maximum limit of 10% of the PSW's gross wages received for that calendar month.</p> <p>This travel time entry exceeds that allowed 10% limit.</p>	<p>Yes</p>	<p>The Travel Time entry will stay suspended until additional wages are paid for that time period or other paid Travel Time claims are voided.</p>