



Starting and Ending a Shift in eXPRS Mobile-EVV

(updated 9/30/2025)

Overview

Agency Providers are required to use either eXPRS Mobile-EVV or a third-party EVV Application to log their time worked when delivering Attendant Care Services. This guide shows step-by-step instructions on using eXPRS Mobile-EVV to start, and end a shift.

Please note that eXPRS Mobile-EVV logs your starting location when you start a shift, and it also logs your ending location when you end your shift. This is a requirement of federal law. eXPRS Mobile-EVV **does not** log your location or track you at any other time.

This guide is divided up into the following sections:

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Starting a Shift

Login

You are in the Production environment

Attention eXPRS Users!

eXPRS is currently experiencing some performance issues. The system is available for use, but users may encounter slower load times when working in eXPRS. At this time, there is no need to submit additional Technical Assistance Requests regarding this issue.

Login Name:

Password:

Submit

[Forgot your password?](#)
[eXPRS User Help Guides](#)
[Contact Us](#)

Access the [eXPRS Website](#) on your mobile device and enter your Login Name and Password. Then select **Submit**.

Hello, [redacted] U1

Today's date is 06/30/2025 01:55 PM PDT

By clicking this box, I acknowledge that the start and end times recorded by the EVV system accurately represent times that I start and end providing services/supports for the recipient. I certify that I will provide services/supports for the recipient for the entire time between the start and end times, and that the services/supports will be delivered according to the recipient's service plan and provider/recipient service agreement. I acknowledge that failure to do so may be considered Medicaid fraud.

Things to Know:
None

Acknowledge

Review any important messages, and then select **Acknowledge** to continue.

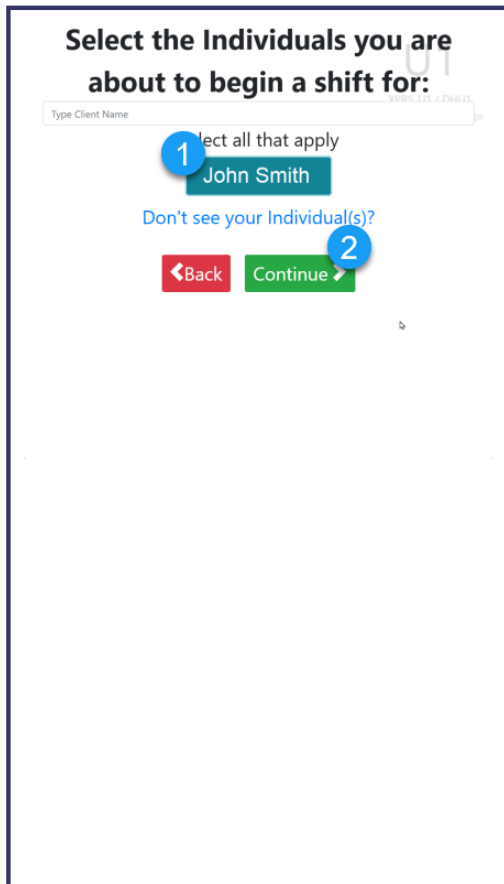
Select the Service you are about to begin:

Attendant Care (OR526)

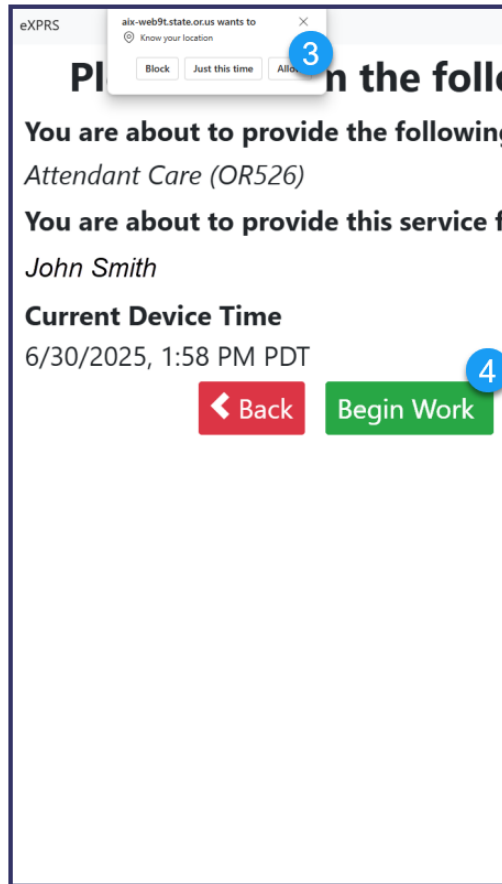
[Don't see your service?](#)

Continue

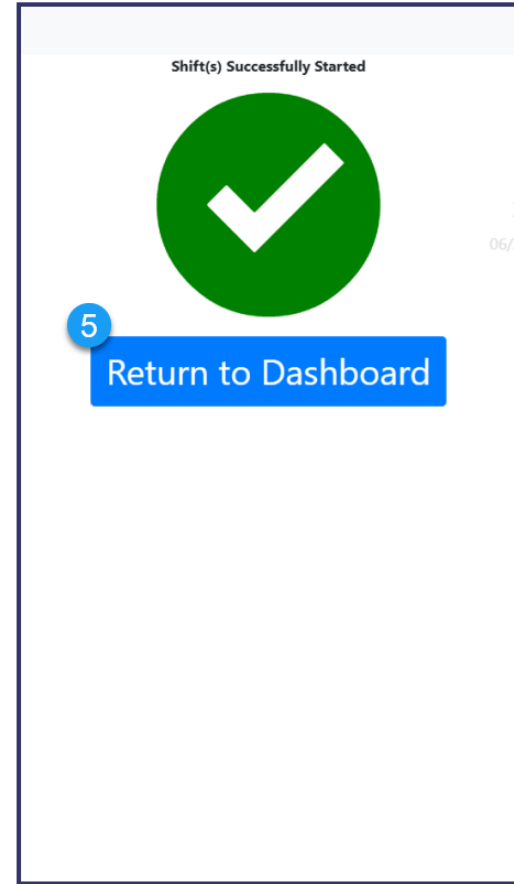
On the **Select the Service** screen, choose from the list of active Service Prior Authorizations for that day, then select **Continue**.



On the **Select the Individuals** screen, select the individual(s) you are starting a shift for. If you are working with more than one person, select the name of each individual. Then select **Continue**.



On the **Please Confirm** screen, review the information and select **Begin Work**. Depending on your device settings, you may be prompted for location permissions. These must be allowed to start the shift.



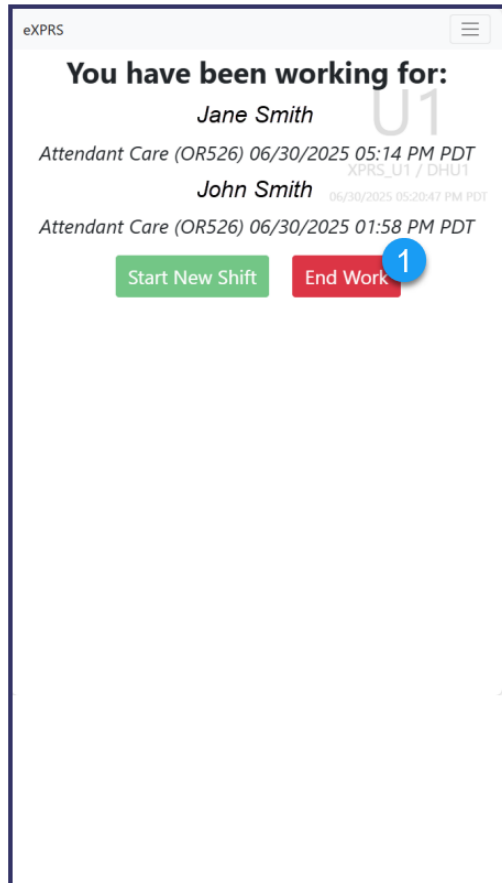
After selecting **Begin Work**, you will be taken to the **Shift Successfully Started** screen, where the Green Checkmark indicates that you have started the shift.

After completing these steps, you can review the details of the shift you have started:

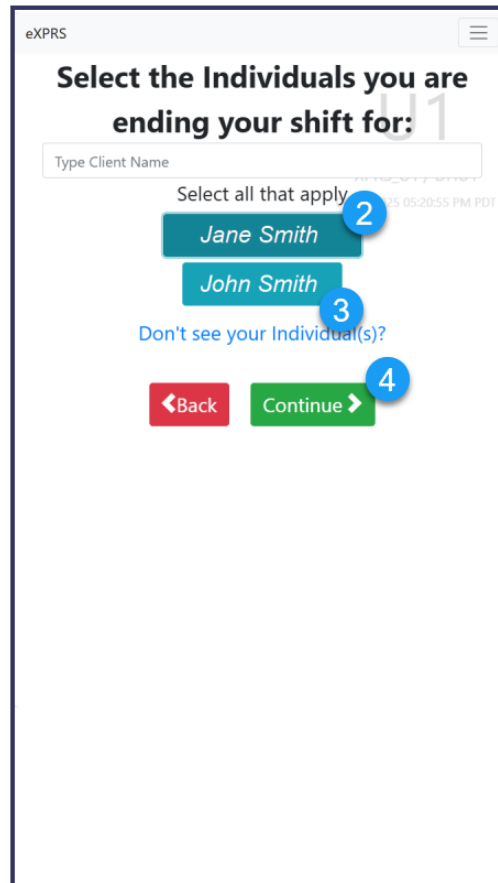
The screenshot displays the eXPRS application interface. At the top left, there is a navigation menu with the following items: 'eXPRS', 'eXPRS Help Guides', 'Contact Us', 'eXPRS Desktop', and 'Logout'. The 'Logout' item is highlighted with a blue circle containing the number '1'. In the top right corner, there is a hamburger menu icon. The main content area features the text 'XPRS_UT / DHUT' and '06/30/2025 01:36 PM PDT' in the upper right. The central message reads: 'You have been working for: John Smith Attendant Care (OR526) 06/30/2025 01:58 PM PDT'. Below this message are two buttons: a green 'Start New Shift' button and a red 'End Work' button.

You can now logout of the system and begin working your shift.

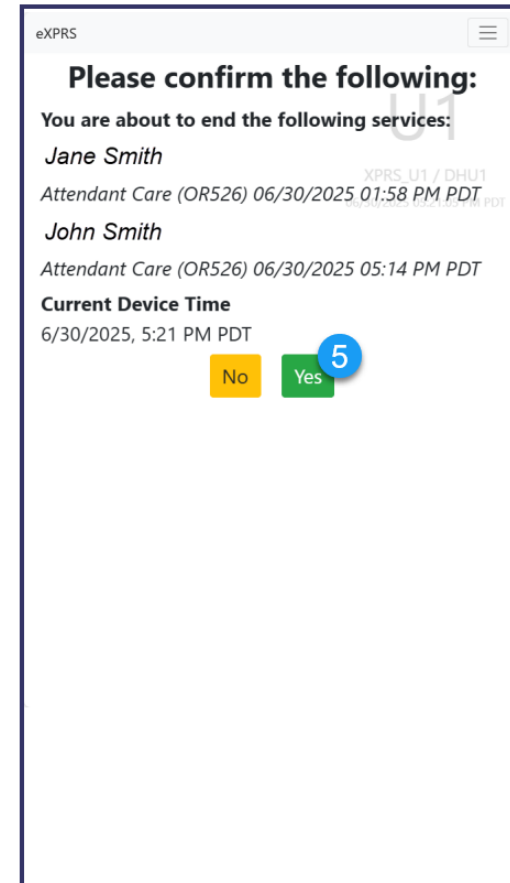
Ending a Shift



Login to the [eXPRS Website](#) on your mobile device and review your current active shift. Then select **End Work**.

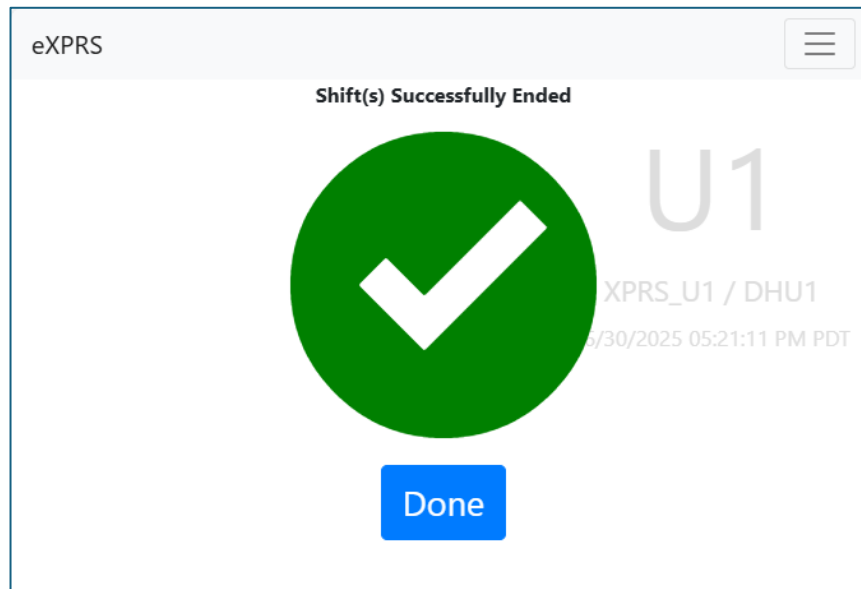


On the **Select the Individuals** screen, select each individual for whom you are ending the shift. Then select **Continue**.



On the **Please Confirm** screen, review the information and select **Yes** to end the shifts.

After completing these steps, you will receive a green checkmark shows that the shifts have ended:

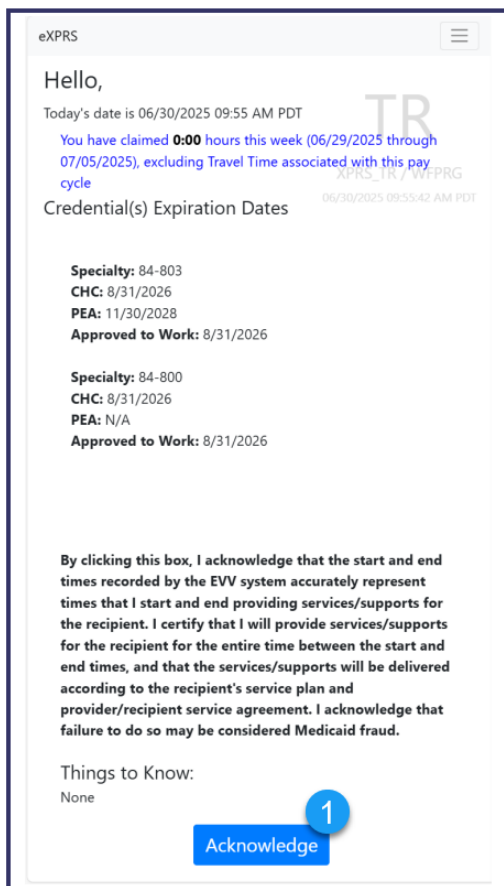


These shifts are saved as **draft** Service Delivered Billing Entries in eXPRS:

SPA ID	SD ID	Client Prime	Client Name	Provider	DHS Contract Num	Contractor Name	SE	Proc	Mod	SD Mod Reason	Service Begin	Service End	Group Setting	Service Hours	Service Units	Billed Hours/Units	Total Direct Support Time	Rate	Amount	SD Status	Claim ICN	SD Status	Begin Location	End Location			
11	[REDACTED]	63	R	[REDACTED]	John Smith	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	49	OR526	NA	REG	06/30/2025 01:58 PM PDT	06/30/2025 05:21 PM PDT	Yes	3.23		3.23	NA		Draft		Draft	44.0 -122	44.9 -122
13	[REDACTED]	74	B	[REDACTED]	Jane Smith	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	149	OR526	NA	REG	06/30/2025 05:14 PM PDT	06/30/2025 05:21 PM PDT	Yes	0.07		0.07	NA		Draft		Draft	44.9 -122	44.9 -122

Appendix A: Forgetting to End a Shift on Time

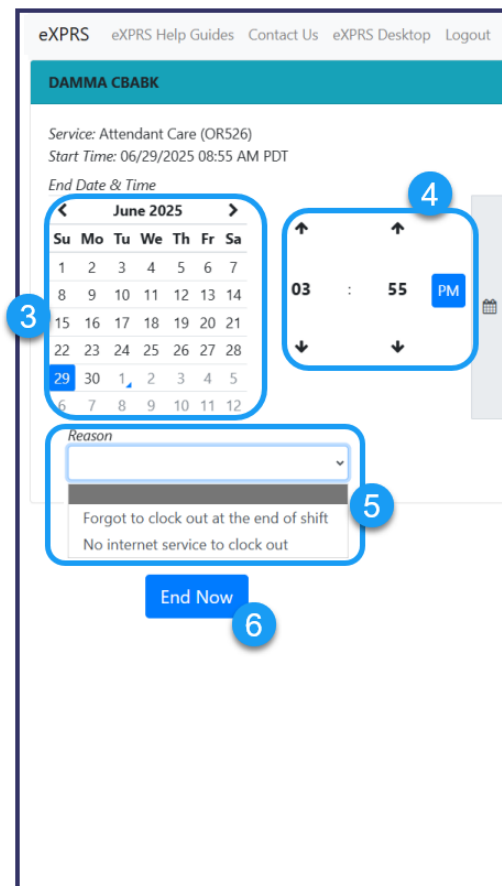
If you forget to end an EVV shift more than 24 hours after you started the shift, **eXPRS Mobile-EVV** will prompt you to end those open shifts the next time you login. **You cannot start a new shift until the open shift is ended.**



Login to the [eXPRS Website](#) on your mobile device. Review the landing page and select **Acknowledge**.

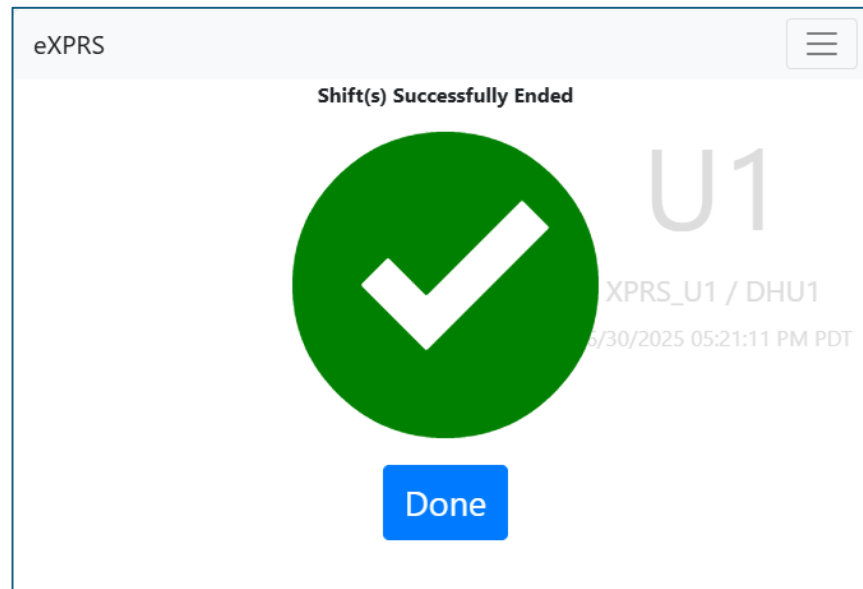


You will be notified that you have an open shift for longer than 24 hours. Select the **End Now** button.



On the next screen, review the information about the shift at the top. Then, enter the Date and Time the shift should have ended. Then select an **End Reason**, and select **End Now**.

After completing these steps, you will receive a green checkmark shows that the shifts have ended:



Appendix B: Ending a Shift Late

There may be times that you are not able to end your shift in **eXPRS Mobile-EVV** at the time you stop working. For example, your device may not have power or internet access when you stopped working, etc.

In these situations, follow the steps above under the heading “**Ending Your Shift**” as soon as you are able. A Claims Manager at your organization can also enter your End Time manually. A Claims Manager can also make corrections to Start/End times for **draft** EVV SD billing entries if needed.

Appendix C: Service Specific Information

OR507 Daily Relief Care

Here are some unique details regarding OR507 Daily Relief Care:

- **Unit Type:** "Day" (not "Hour"). It is paid at a flat daily rate.
- **Billing:** Must be billed in 24-hour increments based on your clock-in time. The system does not automatically enter an end-time set for the next day.
- **Prevents Overlap during the Shift:** If a billing for OR507 is created and approved for 16 or more hours, but less than 24 hours, the system will recognize that and prevent further attendant care billings during that time period.
 - For example, if an OR507 shift is entered that starts on 2/5/26 @ 9:00 AM, and ends at 2/6/26 @ 6:00AM (21 hours total, the system will still deny any attendant care billings created during the period or 2/6/26 6:00AM to 9:00AM.
- **Billing for less than 16 Hours:** Relief Care can be billed in segments less than 24 hours (e.g., 16-hour segments). However, any billings for less than 16 hours will suspend for review by ODDS before approval.
- **Clocking In and Out:** For consecutive days of Relief Care, clock out after each 24-hour shift and immediately clock in again to start the next shift.
- **Overnight Care:** Do not split billings at midnight; the system will handle overnight shifts.