



Starting a Group Service Shift in eXPRS Mobile-EVV

(updated 9/30/2025)

Overview

When a Direct Support Professional (DSP) supports more than one person at the same time, it is considered “group services.” Agency Providers have three billing codes for Attendant Care, and the correct code depends on how many individuals the DSP is supporting at that time:

- **OR526/NA** – 1:1 Attendant Care
- **OR526/RB** – 1:2 Attendant Care
- **OR526/R3** – 1:3 Attendant Care

In order to be paid the correct rate, the billings created need to match the number of people being served, providers must stop one billing code and start another whenever the group size changes.

This guide will demonstrate the steps needed in two common scenarios.

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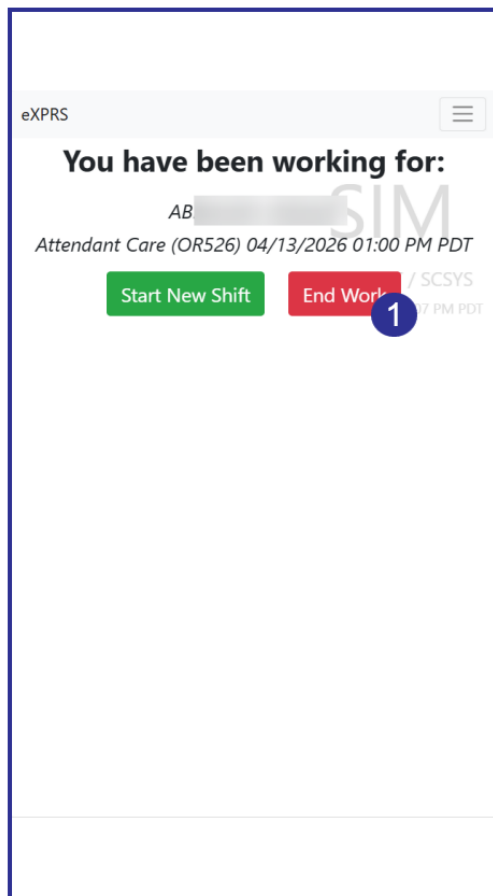
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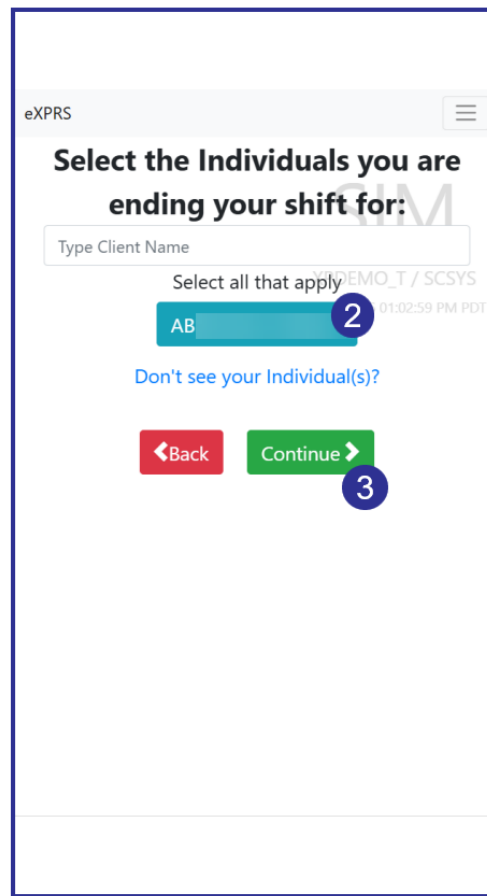
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Moving from 1:1 Attendant Care to 1:2 and then to 1:3 Group Services

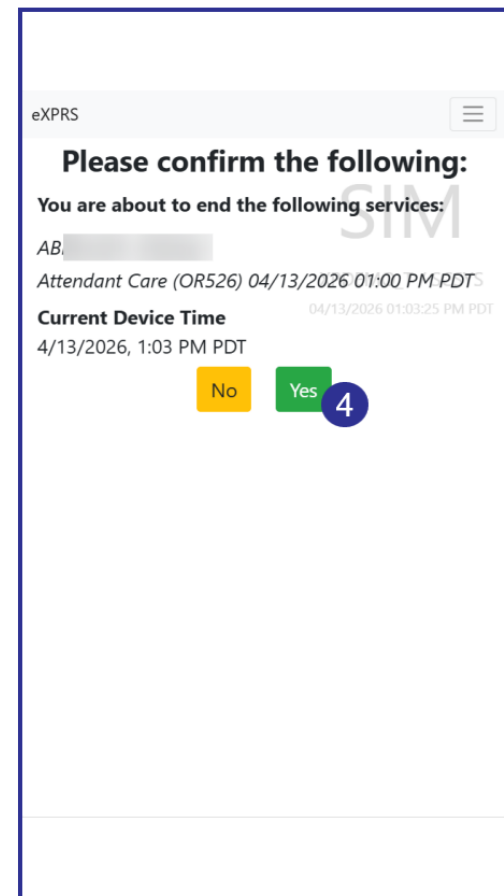
In this scenario, we begin with a 1:1 Attendant Care shift already started. Another individual has joined the group, which means that the DSP is now delivering 1:2 Attendant Care. The DSP should take the following steps:



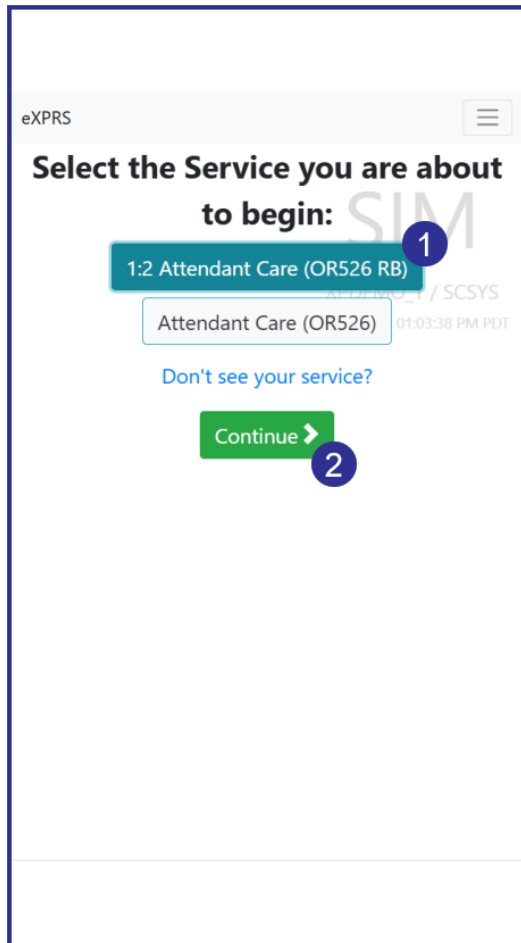
Login to the [eXPRS Website](#) on your mobile device. On the **You Have Been Working For** screen, select **End Work**.



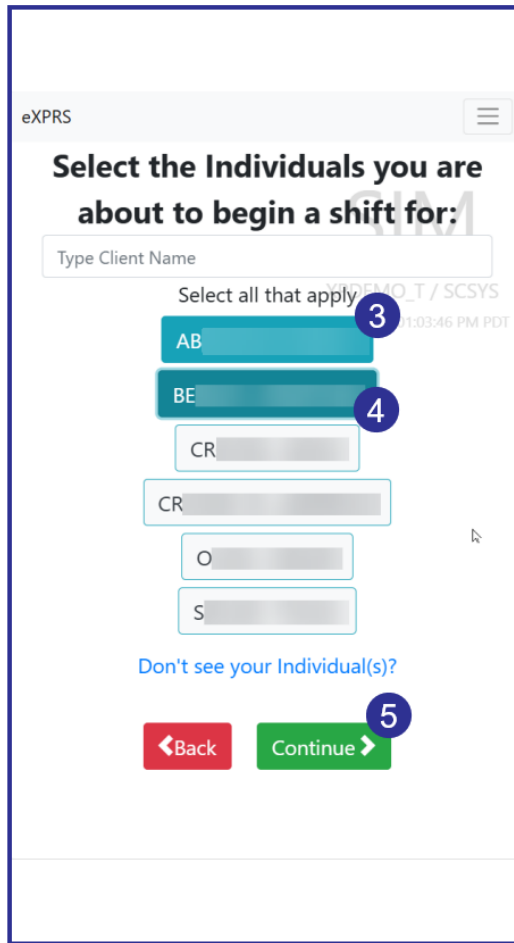
Select the individual you are ending the 1:1 shift for, then select **Continue**.



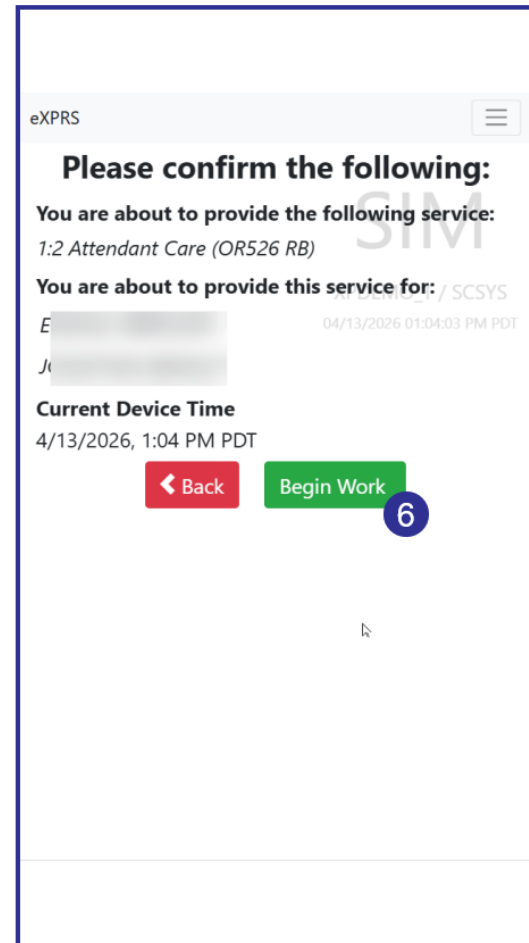
On the **Please Confirm** screen, review the information and select **Yes**



After ending the shift, on the **Select the Service** screen, select **1:2 Attendant Care (OR526 RB)**.



On the **Select the Individuals** screen, select the two individuals who will be receiving 1:2 Attendant Care. Then select **Continue**.



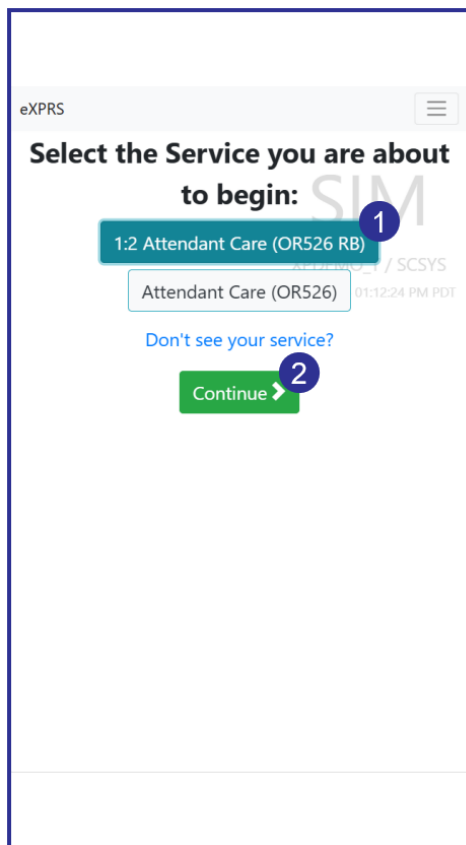
On the **Please Confirm** Screen, review the information and select **Begin Work**. You will be taken to the **Shift Successfully Started** screen, where a Green Checkmark indicates that you have started the shift.

If at this point, a third individual joins, then that the DSP is now delivering 1:3 Attendant Care. The DSP should take the following steps:

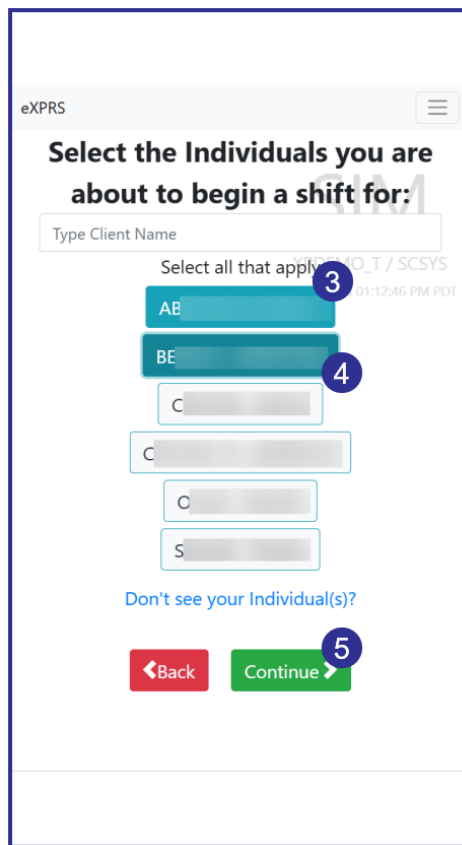
- 1) End the 1:2 Attendant Care Shift in eXPRS Mobile-EVW
- 2) Keep track of the hours spent delivering 1:3 Attendant Care.
- 3) When the 1:3 Attendant Care is finished, begin billing for 1:2 or 1:1 Attendant Care in eXPRS Mobile-EVW (if needed).
- 4) Inform the Claims Manager at their agency about the time spent delivering 1:3 Attendant Care so that OR526/R3 billings can be entered as needed.

Moving from 1:3 Group Services to 1:2 Group Services and then to 1:1 Attendant Care

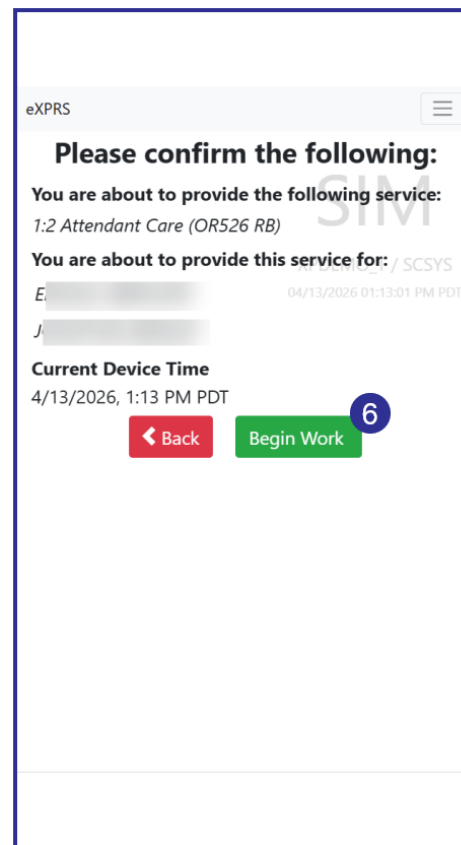
In this scenario, we begin with the DSP already manually tracking the time for a 1:3 attendant care shift, and one of the individuals is leaving the group. This means the DSP is now delivering 1:2 Attendant Care. The DSP should take the following steps:



Login to the [eXPRS Website](#), on the **Select the Service** screen, select **1:2 Attendant Care (OR526 RB)**.

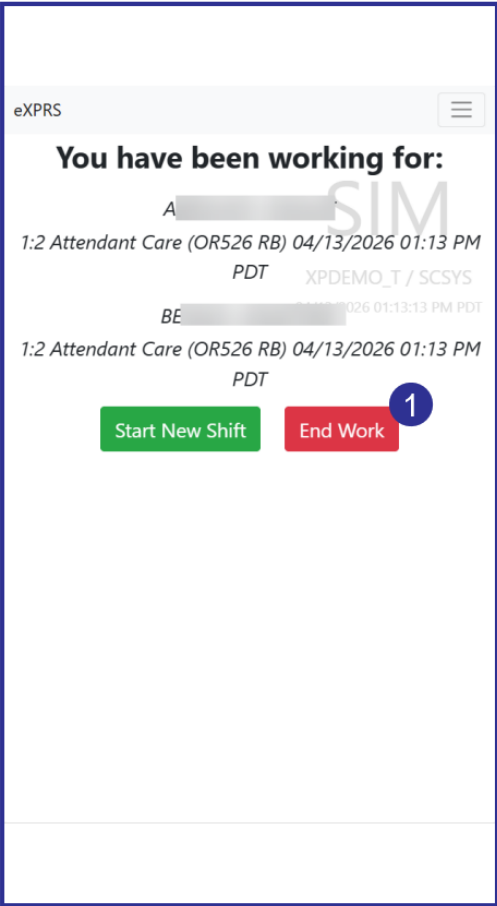


On the **Select the Individuals** screen, select both individuals for whom you beginning the 1:2 shift. Then select **Continue**.

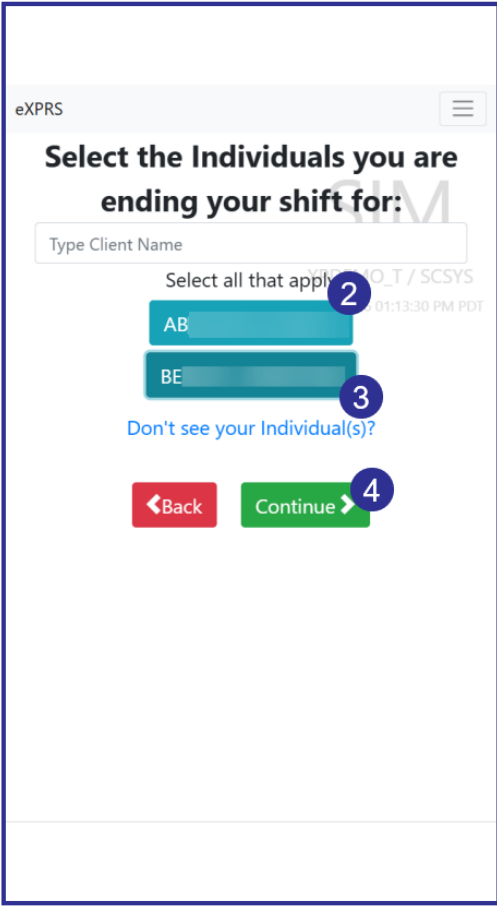


On the **Please Confirm** screen, review the information and select **Begin Work** to start the shifts.

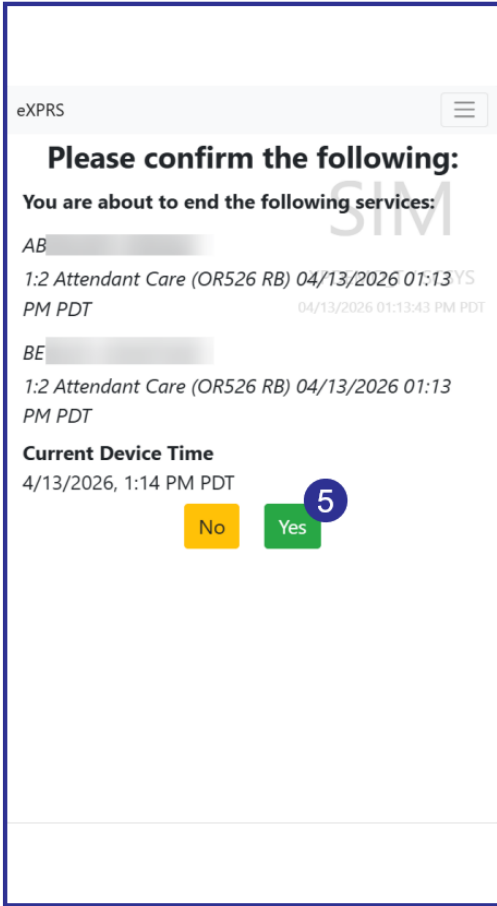
Later on, if the shift ends for both individuals, then the shift for 1:2 Attendant Care can be ended as usual. However, if only one person leaves care, then the DSP is now delivering 1:1 Attendant Care. The DSP should then take the following steps:



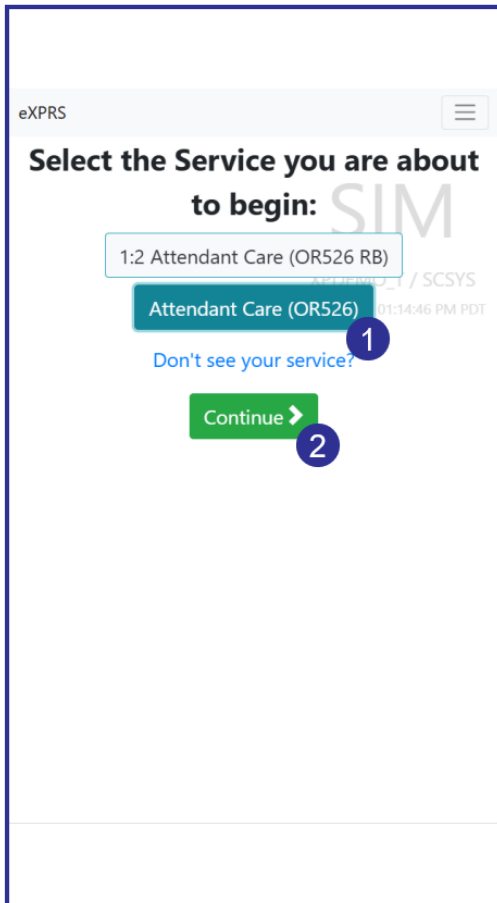
On the **You Have Been Working For** screen, select **End Work**.



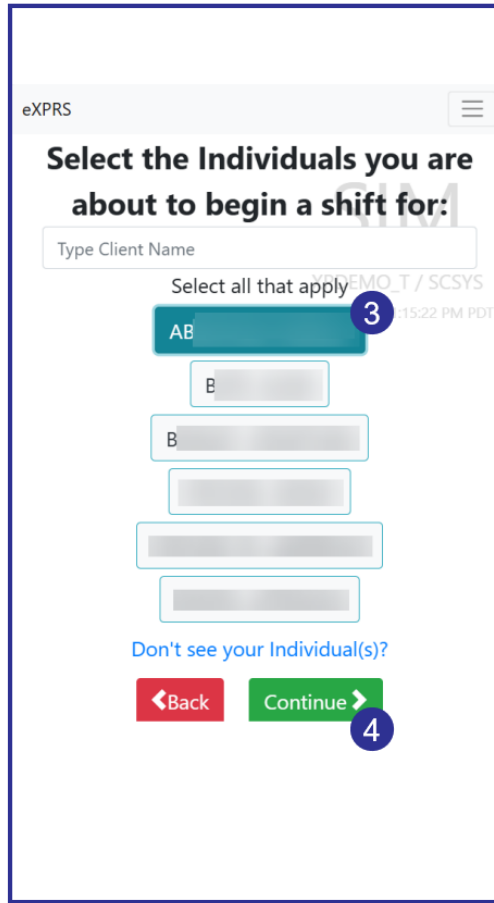
On the **Select the Individuals** screen, select both individuals for whom you ending the 1:2 shift. Then select **Continue**.



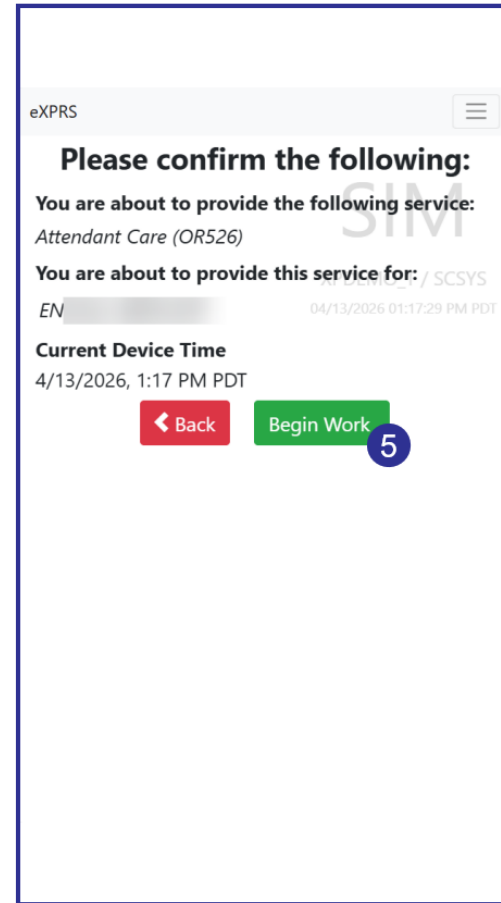
On the **Please Confirm** screen, review the information and select **Yes** to end the shifts.



On the **Select the Service** screen, select **Attendant Care (OR526)**.



On the **Select the Individuals** screen, select the individual for whom you ending the 1:1 shift. Then select **Continue**.



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