

Authorizing 2:1 Attendant Care Services

(updated 9/18/2025)

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

1. Two different Personal Support Worker (PSW) Providers
2. A PSW Provider and an Agency Provider’s Direct Support Professional (DSP)
3. One Agency Provider’s DSP and a different Agency Provider’s DSP
4. Two DSPs from a single Agency Provider.¹

Additionally, some agencies may participant in the Children’s Extraordinary Needs Program. These Agencies can hire the parents of children as Direct Support Professionals to provide Paid Parent Attendant Care to their children.

To support all of these situations, eXPRS uses two Procedure Codes (**OR525 & OR526**) and four Modifier Codes (**NA, ZE, ZC, Z2**) in eXPRS.

Attendant Care Services

Service Codes	Service Name	Brief Service Description
OR526/NA	In-Home Attendant Care / 1:1	1:1 Attendant Care provided to individuals living in their own or family home.

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.

OR526/ZE*	In-Home Attendant Care / 2:1 Single Provider	In-Home Attendant Care with 2:1 supports provided by two different providers, each providing a single staff. One provider bills under this code, and the other bills under code OR526/NA. This allows two different providers to bill during the same or overlapping times. Although two billings are created, only one hour of the individual's monthly hours limit is used.
OR526/ZC*	In-Home Attendant Care / 2:1 Both 1 Agency	Attendant Care with 2:1 supports provided by one Agency Provider who sends two DSPs. Service Delivered Billing Entries (SDs) for this service cannot be created in eXPRS Mobile-EVV. They must be created in the eXPRS Desktop or using the SD Import Process. Although two billings are created, only one hour of the individual's monthly hours limit is used.
OR526/Z2	In-Home Attendant Care / 2:1 Both 1 Agency - Community	Attendant Care with 2:1 supports provided by one Agency Provider sending one Paid Parent DSP and one non-Paid Parent DSP as part of a 2:1 staffing ratio. The Paid Parent DSP is billed under OR525/NA, and the Non-Paid Parent DSP is billed for under OR526/Z2. Although two billings are created, only one hour of the individual's monthly hours limit is used.
OR525/NA	Parent Attendant Care – Home or Community / 1:1	1:1 Paid Parent Attendant Care provided by a Paid Parent Direct Support Professional to their minor child. The Paid Parent DSP must work for an Agency.
OR525/ZE	Parent Attendant Care – Home or	Paid Parent Attendant Care with 2:1 supports provided by two different Agency Providers, each sending a single

* All SPAs for 2:1 services will pend for ODDS review and approval. SPAs will remain in Pending status until the documentation is uploaded to the individual's POC.

	Community / 2:1 Both 1 Agency	Paid Parent DSP. One provider bills under OR525/ZE, and the other bills under code OR525/NA. This allows different providers to bill during the same or overlapping times. Although two billings are created, only one hour of the individual's monthly hours limit is used.
OR525/ZC	Parent Attendant Care - Home or Community / 2:1 Single Provider	Paid Parent Attendant Care with 2:1 supports provided by one Agency Provider who sends two Paid Parent DSPs. Service Delivered Billing Entries (SDs) for this service cannot be created in eXPRS Mobile-EVV. They must be created in the eXPRS Desktop or using the SD Import Process Although two billings are created, only one hour of the individual's monthly hours limit is used.

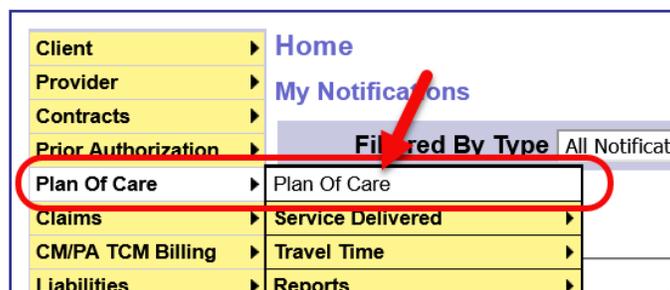
This guide will outline how to authorize 2:1 services in the Plan of Care in some common scenarios. However, because of the variety of scenarios that exist, not all appear in this guide.

To take the steps in this guide, users will need one of the following roles for their Case Management Entity:

- POC Manager
- POC Super User

How to Access the Plan of Care

1. Login to eXPRS under the role for your CME that allows you to work in the Plan of Care, and then select **Plan of Care** → **Plan of Care**.



2. On the **Find Plan of Care** page, enter search criteria and select **Find**.

Find Plan of Care

Plan ID:

Client Prime:

Service Element: All

Plan Begin: Overlap Contain Exact

Plan End: Overlap Contain Exact

DHS Contract Num:

Status:

Max Displayed: 25

3. From the results list returned, click the **Plan ID Hyperlink** to open the POC.

DHS Contract Num:

Status:

Max Displayed: 25

Export options: [CSV](#) | [Excel](#) | [PDF](#) | [RTF](#)

Plan ID	Client Prime	Client Name	DHS Contract Num	Plan Begin	Plan End	Status
3	4		1 5	04/01/2020	03/31/2021	Accepted
4	9		1 5	04/01/2021	03/31/2022	Accepted
4	8		1 5	04/01/2022	03/31/2023	Accepted

4. Review the Monthly Assessed Attendant Care Hours, then select the **In-home Services** tab → **Edit** Button.

Plan of Care

Plan Id: Plan Dates: 2/1/2023 - 1/31/2024

Client Name: Client Prime:

Plan Status: Accepted

Service Eligibility **Plan Overview** **In Home Services** Residential Supported Living Community Transportation Ancillary Legacy

Monthly Assessed Attendant Care/Skills Training Hours

Dates	Hour Limit
2/1/2023 - 1/31/2024	356.00

Now that you are on the Plan of Care Page, determine which type of 2:1 Attendant Care authorization you need to enter. Then select the corresponding section of this guide:

- [How to Authorize 2:1 Attendant Care from Different Providers](#)
- [How to Authorize 2:1 Attendant Care from the Same Agency Provider](#)

How to Authorize 2:1 Attendant Care from Different Providers:

When CMEs enter OR526/ZE authorizations for 2:1 services, users **should not** increase an individual's Monthly Hour Limit. The ZE modifier does not draw down from an individual's Hours Limit.

For example: If an individual has a Monthly Limit of 356 hours of Attendant Care and also is approved for 50 hours of a 2:1 staff ratio, their Hour Limit on the Plan of Care (POC) would be 356 hours per month, **NOT** 406.

Providers who send staff to complete the 2:1 Attendant Care staffing ratio at the same time as another provider should have an authorization under OR526/ZE.

1. Select the **Add Plan Line** Button.

Monthly Assessed Attendant Care/Skills Training Hours

Dates		Hour Limit
1/1/2023 - 12/31/2023		350.00

▼ Plan Details Draft Pending Accepted Withdrawn Void Select

Auth Id	Provider	Dates	Units	Rate	Pay-To Provider	Review?	Status
49	OR526 - Attendant Care - 1:1 Supports	NA	350.00	Hours per Month	1/1/2023 - 12/31/2023	Accepted	Edit
59886674		1/1/2023 - 6/30/2023	200.00	17.77		Yes	Accepted Edit Void
68564317		7/1/2023 - 12/31/2023	200.00	17.77		Yes	Accepted Edit Void

Add Provider Add Plan Line

2. Complete the required data needed for the Plan Line and select **Save**. In this example, **SE49/OR526/ZE** has been selected, with 50 hours per month from 10/1/2023 to 12/31/2023.

* SE/Procedure Code/Modifier	*Units	*Dates	Status
49 - In-Home Comprehensive Supports OR526 - Attendant Care, home or comm ZE - 2:1 Single Provider	50 Hours / Month	10/01/2023 - 12/31/2023	Draft Save Cancel

TIP: The amount of hours entered on the OR526/ZE Plan Line should not exceed the 2:1 hours approved.

3. Once the Plan Line has been created, select the **Add Provider** button.

SE	Procedure Code	Modifier	Units	Dates	Status
49	OR526 - Attendant Care, home or comm	ZE - 2:1 Single Provider	50.00 Hours per Month	10/1/2023 - 12/31/2023	Draft Edit Delete

Add Provider Add Plan Line

4. Enter the following information on the Service Prior Authorization and then select **Save**:

- **Provider**
- **Start Date and End Date**
- **Units**

SE	Procedure Code	Modifier	Units	Dates	Status
49	OR526 - Attendant Care, home or comm	ZE - 2:1 Single Provider	50.00 Hours per Month	10/1/2023 - 12/31/2023	Draft

*Provider	*Dates	*Units	*Rate
<input type="text" value="type to filter dropdown"/>	<input type="text" value="10/01/2023"/> - <input type="text" value="12/31/2023"/>	<input type="text" value="50"/>	<input type="text" value="Fixed"/>

5. Select the **Submit** button. The authorization will now move to **Pending** status for ODDS Approval.

SE	Procedure Code	Modifier	Units	Dates	Status
49	OR526 - Attendant Care, home or comm	ZE - 2:1 Single Provider	50.00 Hours per Month	10/1/2023 - 12/31/2023	Draft

Auth Id	Provider	Dates	Units	Rate	Pay-To Provider	Review?	Status
6856		10/1/2023 - 12/31/2023	50.00			No	Draft

6. Once ODDS approves the SPA, it will move to **Accepted** status, and the provider can deliver and bill for services.

Draft
 Pending
 Accepted
 Withdrawn
 Void

SE	Procedure	Modifier	Units	Dates	Status
49	OR526 - Attendant Care - 1:1 Supports	NA	350.00 Hours per Month	1/1/2023 - 12/31/2023	Accepted

Auth Id	Provider	Dates	Units	Rate	Pay To Provider	Review?	Status
5988		1/1/2023 - 6/30/2023	200.00			Yes	Accepted
6856		7/1/2023 - 12/31/2023	200.00			Yes	Accepted

SE	Procedure	Modifier	Units	Dates	Status
49	OR526 - Attendant Care, home or comm	ZE - 2:1 Single Provider	50.00 Hours per Month	10/1/2023 - 12/31/2023	Accepted

Auth Id	Provider	Dates	Units	Rate	Pay To Provider	Review?	Status
6856		10/1/2023 - 12/31/2023	50.00			No	Accepted

How to Authorize 2:1 Attendant Care from the Same Agency Provider:

An agency provider sending two DSP staff to deliver 2:1 services to an individual should have an authorization under OR526/ZC. This authorization should represent the number of hours approved for a 2:1 staffing ratio when one Agency Provider is sending two staff.

Please note that if an agency provider is sending one Paid Parent DSP and one Non-Paid Parent DSP to deliver 2:1 services to a child under the Children’s Extraordinary Needs program, the Case Management Entity should follow the steps in the guide: **How to Authorize OR526 Z2 for 2 to 1 Attendant Care from an Agency Provider.**

1. Create a Plan Line and enter the required data, then select **Save**. In this example, **SE49/OR526/ZC** has been selected, with 50 hours per month from 10/1/2023 to 12/31/2023.

*SE/Procedure Code/Modifier	*Units	*Dates	Status
49 - In-Home Comprehensive Supports OR526 - Attendant Care, home or comm ZC - 2:1 Both 1 Agency - Community	50 Hours / Month	10/01/2023 - 12/31/2023	Draft Save Cancel

2. Select the **Add Provider** Button under the ZC Plan Line.

SE	Procedure Code	Modifier	Units	Dates	Status
49	OR526 - 2:1 - Both 1 Agency	ZC - 2:1 Both 1 Agency - Community	50.00 Hours per Month	10/1/2023 - 12/31/2023	Draft Edit Delete
Add Provider					

3. Enter the following information on the Service Prior Authorization and then select **Save**:

- **Provider**
- **Start Date and End Date**
- **Units**

SE	Procedure Code	Modifier	Units	Dates	Status								
49	OR526 - 2:1 - Both 1 Agency	ZC - 2:1 Both 1 Agency - Community	50.00 Hours per Month	10/1/2023 - 12/31/2023	Draft								
<table border="1"> <thead> <tr> <th>*Provider</th> <th>*Dates</th> <th>*Units</th> <th>*Rate</th> </tr> </thead> <tbody> <tr> <td>type to filter dropdown CLSS - 906</td> <td>10/01/2023 - 12/31/2023</td> <td>50</td> <td>Fixed</td> </tr> </tbody> </table>						*Provider	*Dates	*Units	*Rate	type to filter dropdown CLSS - 906	10/01/2023 - 12/31/2023	50	Fixed
*Provider	*Dates	*Units	*Rate										
type to filter dropdown CLSS - 906	10/01/2023 - 12/31/2023	50	Fixed										

4. After the save, select the **Submit** button. The authorization will now move to Pending status for ODDS Approval.

SE	Procedure Code	Modifier	Units	Dates	Status																
49	OR526 - 2:1 - Both 1 Agency	ZC - 2:1 Both 1 Agency - Community	50.00 Hours per Month	10/1/2023 - 12/31/2023	Draft Edit Delete																
<table border="1"> <thead> <tr> <th>Auth Id</th> <th>Provider</th> <th>Dates</th> <th>Units</th> <th>Rate</th> <th>Pay-To Provider</th> <th>Review?</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>685</td> <td>CLSS</td> <td>10/1/2023 - 12/31/2023</td> <td>50.00</td> <td>Fixed</td> <td></td> <td>No</td> <td>Draft</td> </tr> </tbody> </table>						Auth Id	Provider	Dates	Units	Rate	Pay-To Provider	Review?	Status	685	CLSS	10/1/2023 - 12/31/2023	50.00	Fixed		No	Draft
Auth Id	Provider	Dates	Units	Rate	Pay-To Provider	Review?	Status														
685	CLSS	10/1/2023 - 12/31/2023	50.00	Fixed		No	Draft														

5. Once ODDS approves the SPA, it will move to **Accepted** status, and the provider can deliver and bill for services.

Plan Details																															
<input checked="" type="checkbox"/> Draft <input checked="" type="checkbox"/> Pending <input checked="" type="checkbox"/> Accepted <input type="checkbox"/> Withdrawn <input type="checkbox"/> Void Select																															
SE	Procedure	Modifier	Units	Dates	Status																										
49	OR526 - Attendant Care - 1:1 Supports	NA	350.00 Hours per Month	1/1/2023 - 12/31/2023	Accepted																										
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68564317		7/1/2023 - 12/31/2023	200.00	17.77		Yes	Accepted																								
49	OR526 - 2:1 - Both 1 Agency	ZC - 2:1 Both 1 Agency - Community	50.00 Hours per Month	10/1/2023 - 12/31/2023	Accepted																										
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68564324	CLSS	10/1/2023 - 12/31/2023	50.00	Fixed		No	Accepted																								
49	OR526 - Attendant Care, home or comm	ZE - 2:1 Single Provider	50.00 Hours per Month	10/1/2023 - 12/31/2023	Accepted																										
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Auth Id	Provider	Dates	Units	Rate	Pay To Provider	Review?	Status																								
68564319		10/1/2023 - 12/31/2023	50.00	41.13		No	Accepted																								

Appendix A: Multiple Authorizations for 2:1 Attendant Care

There are many possible ways that 2:1 Attendant Care services could be authorized, especially with the introduction of Paid Parent Attendant Care. The specific situation will depend upon the need of the individual, and the providers available to deliver service to the individual.

The example below shows a common situation in which the individual has 356 hours of Attendant Care per month. They also are approved for up to 50 hours of 2:1 Attendant Care. Assuming that the individual has access to two agencies and three PSWs for support, the authorizations could be entered as shown below.

Monthly Assessed Attendant Care/Skills Training Hours									
Dates							Hour Limit		
7/1/2023 - 12/31/2023							356.00		
No monthly hours found to display.									
Plan Details <input checked="" type="checkbox"/> Draft <input checked="" type="checkbox"/> Pending <input checked="" type="checkbox"/> Accepted <input type="checkbox"/> Withdrawn <input type="checkbox"/> Void Select									
SE	Procedure	Modifier	Units	Dates	Status				
49	OR526 - Attendant Care - 1:1 Supports	NA	356.00 Hours per Month	7/1/2023 - 12/31/2023	Accepted				
Auth Id	Provider	Dates	Units	Rate	Pay To Provider	Review?	Status		
61820070	Provider One CLSS	7/1/2023 - 12/31/2023	356.00	Fixed	Provider One	No	Accepted		
49	OR526 - 2:1 - Both 1 Agency	ZC - 2:1 Both 1 Agency - Community	50.00 Hours per Month	10/01/2023 - 12/31/2023	Accepted				
Auth Id	Provider	Dates	Units	Rate	Pay To Provider	Review?	Status		
67304471	Provider One CLSS	10/01/2023 - 12/31/2023	50.00	Fixed	Provider One	No	Accepted		
67304471	Provider Two CLSS	10/01/2023 - 12/31/2023	50.00	Fixed	Provider Two	No	Accepted		
49	OR526 - Attendant Care, home or comm	ZE - 2:1 Single Provider	50.00 Hours per Month	10/01/2023 - 12/31/2023	Accepted				
Auth Id	Provider	Dates	Units	Rate	Pay To Provider	Review?	Status		
67304482	PSW, ONE	10/01/2023 - 12/31/2023	50.00	17.77	Public Partnerships, LLC	No	Accepted		
67304482	PSW, TWO	10/01/2023 - 12/31/2023	50.00	17.77	Public Partnerships, LLC	No	Accepted		
67304482	PSW, THREE	10/01/2023 - 12/31/2023	50.00	17.77	Public Partnerships, LLC	No	Accepted		

Provider One delivers the majority of Attendant Care under OR526/NA

Provider One or Provider Two can both deliver 2:1 Attendant Care under OR526/ZC

PSW ONE, TWO & THREE can serve as the second staff delivering 2:1 Attendant Care under OR526/ZE

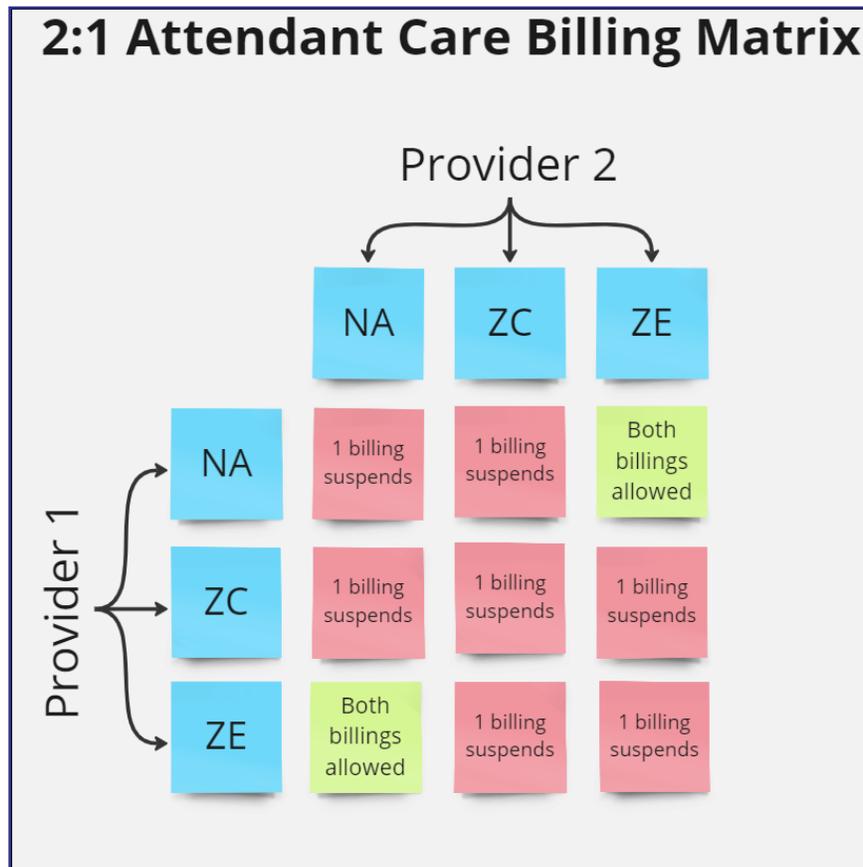
Using these authorizations, the individual's Attendant Care could be delivered in multiple ways:

1. Provider One could send two DSPs
2. Provider Two could send two DSPs
3. Provider One could send one DSP, and either PSW One, Two or Three could also deliver services at the same time.

Appendix B: Provider Billings for 2:1 Attendant Care

The graphic below shows how eXPRS handles provider billings for common 2:1 Attendant Care services under **OR526 only**. With the introduction of OR525 Paid Parent Attendant Care, not all of the possible combinations are depicted.

As shown, **ONLY** billings for OR526/NA & OR526/ZE at the same time by different providers is allowable in eXPRS without an override.



In each case where billings suspend, the provider that billed second will always encounter the suspension reason.