Personal Support Worker FAQ
(updated 9/30/2025)

This Personal Support Worker (PSW) Frequently Asked Questions (FAQ) document provides key information on a variety of topics, such as enrollment, eXPRS system, and payroll. It is designed to help PSWs navigate their roles and responsibilities effectively.

ODDS Information

General

What other entities are involved with a PSW?

- Carewell SEIU 503
- Carina
- Case Management Entity (CME)
- Common Law Employer (CLE)
- Financial Management Agent Service (FMAS)
- ODHS Provider Database
- Office of Developmental Disability Services (ODDS)
- Oregon Home Care Commission (OHCC)
- Oregon Home Care Commission Collective Bargaining Agreement
- Service Employees International Union (SEIU)

For a detailed explanation of these terms, see the eXPRS Full System Terms Glossary.

How does a PSW create a profile on Carina?

Follow the instructions on carina.org.

Does a PSW have to have a profile on Carina?

No. Completing and activating a provider profile in Carina is not required. It is used if the PSW wishes to be active and listed in searches by potential employers to find them and possibly offer them work.

Where are the PSW related forms located?

There are many different forms, instructions, and other materials available on the ODDS Website > Resources for Personal Support Workers

What if a PSW has a question that is not covered on this FAQ?

PSWs are encouraged to work with their local CME first regarding questions they may have. PSWs can also access the **Contact Us** link from the eXPRS log in page.

Financial

Direct Deposit

Is Direct Deposit mandatory?

No, but it is strongly encouraged. New or updated tax or other financial documents may need to be completed and submitted by some providers to the FMAS vendor designated to process payments for eXPRS.

Information on Oregon's **FMAS** vendor can be accessed from **PPL**'s website here: http://publicpartnerships.com/programs/oregon/fmas/

How does a PSW complete the Direct Deposit form?

Direct deposit forms for PSWs can be accessed from [PPL's Website](#).

PSW Overtime

Personal Support Workers (PSWs) are eligible to be paid an additional overtime payment for authorized hours worked over 40 hours in a calendar work week. Per the 2023-25 OHCC Collective Bargaining Agreement, effective 1/1/2024 PSWs are able to work up to 60 hours per week without an exception.

What is Straight Time and What is Overtime, and how are they different?

"Straight Time" is all the hours worked by a PSW that are first paid against an authorization for I/DD services. Straight time hours are paid at the rate authorized, and as part of the regular paychecks paid on the normal PSW pay schedule.

"Overtime" refers to hours worked by a PSW that exceed 40 hours in a workweek, which is from begins at 12:00am on Sunday and ends at 11:59 on Saturday. Overtime payments are calculated according to federal and state rules and are paid separately from regular PSW paychecks.

Overtime payments are calculated based on hours paid within a work week. They are not calculated based on a PSW pay period.

When and How is PSW Overtime paid?

When a PSW works overtime in one pay period, they receive payment for that overtime in the following pay period. Additionally, Overtime is based on the hours works in a work week (Sun-Sat), which often does not align with a pay period. When a pay period ends in the middle of a week, additional processing is completed.

Here's an example for the month of October 2023. The 1st pay period for October 2023 is from the 1st–15th. Because the first 2 weeks (1st–14th) are completed, they are included in the Overtime calculation, and will be paid to the PSW in the 2nd pay period for October, which is from the 16th–31st:
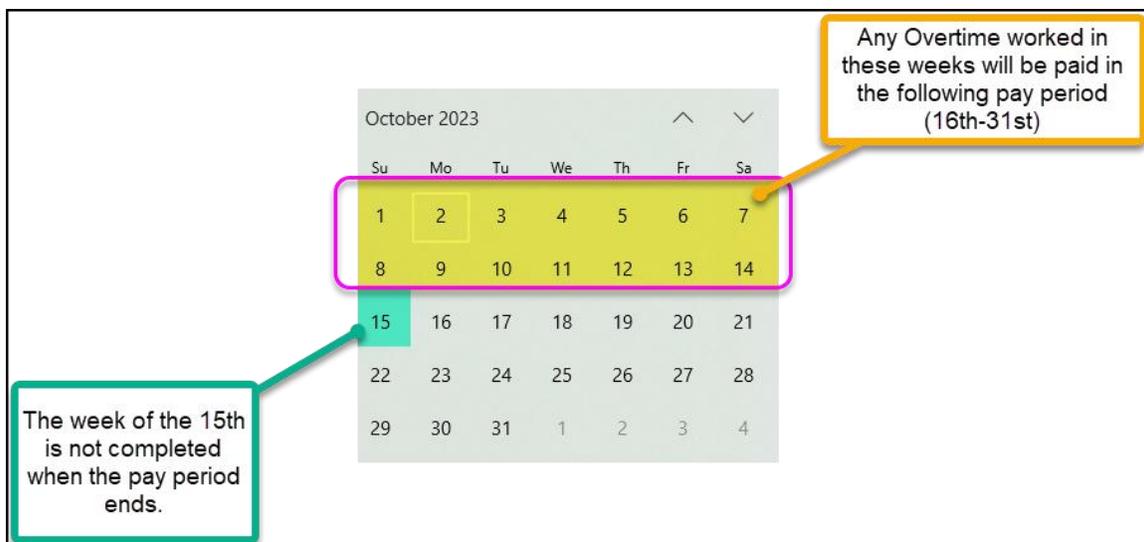
Because the week starting on the 15th is not yet complete, it will be included on the Overtime Calculation for the next pay period (16th–31st).

Overtime for the week of the 15th is calculated as part of the payroll cycle from the 16th-31st. Overtime for these weeks will be paid during the following pay period for Nov. 1st-15th.

As before, this partial week is not complete, and will be included in the overtime calculation for the next pay period.

How is overtime handled for a PSW who works for both ODDS and APD/MH?

If a PSW works for individuals served by ODDS and for individuals served by APD or MH in the same work week, then overtime payments are further prorated and then paid out per the payment process for each system. This is called a "cross systems" overtime calculation. eXPRS' portion for cross systems overtime payments will be made for the overtime calculated for providing eXPRS authorized services and paid to the PSW by DD payroll vendor. For cross system overtime payments for services to individuals from APD or MH, those will be made to the PSW via the APD or MH payment processes.

How are taxes handled for Overtime payments?

If the PSW has identified additional tax or other withholdings from their paychecks, these will be deducted from each check individually, including overtime checks.

What if the hours worked by a PSW for a specific pay period are modified after overtime payment has already been made?

The previous overtime payment will be voided and new totals, weighted rates and prorated hours will be calculated accordingly.

PSW Provider Information

General

Can a guardian of an adult with I/DD serve as a PSW, Employer of Record, or both?

ODDS has a Conflict of Interest Policy (APD-PT-15-009) outlining the allowable roles for each of these titles.

Who should I contact about SEIU 503 Union questions, such dues, participation, or other information?

Questions about union membership, dues, and other union related issues should be directed to SEIU directly. SEIU's contact information can be found on their website.

Credentials

What does the term "provider enrollment" mean?

Provider Enrollment is the required process for a PSW that will be working for an individual with I/DD. It involves being registered with ODHS, being assigned an SPD provider ID number and getting "approved to work" status. Once this is done, the PSW is considered active and available to provide services, and also to receive payment for work done for their I/DD employer(s) during the date range(s) they are "approved to work". This is required for all PSWs working for individuals with I/DD.

To gain "approved to work" status, a PSW must:

- Complete the Provider Enrollment & Application Agreement (PEAA)
- Pass a Criminal History Check (CHC)
- Pass all the federally required provider validation checks
- As of 9/1/2021, complete the PSW required trainings with Carewell

What other types of enrollments are there for PSWs?

There are other enrollments for PSWs that may be needed that are different from the Provider Enrollment process outlined above.

- Financial Management Agent Service Enrollment: This enrollment is required for all PSWs working for an individual with I/DD. It includes all the financial and other fiscal enrollment forms (such as W4, direct deposit forms, tax exemption declaration forms, etc.) needed for a PSW to be set up with the designated FMAS agent to receive payments for services provided to their I/DD common law employer. This enrollment must be complete before PSW can have work authorized for them and to receive payment for work performed.

- Information on Oregon's FMAS vendor can be accessed from PPL's Website.

- eXPRS User Enrollment: This enrollment is required. It enables the PSW to access the eXPRS payment system and to complete billing activities for services they've provided. Click here for the PSW eXPRS User Enrollment Form.

- Carina Enrollment: This is enrollment is optional. It allows a PSW to establish a provider profile in the Carina system, enabling them to appear in registry searches for other potential PSW employment opportunities. For more information, see The OHCC Website.

Why do PSWs need an SPD ID number?

Services to individuals with I/DD are supported by various federal Medicaid programs and funding. Because the funds used to pay PSWs are Medicaid funds, the PSWs must be approved as Medicaid providers.

The process of provider enrollment and issuance of an SPD provider ID number to a PSW is how the state verifies that the PSW has met all the requirements to be approved as a Medicaid provider.

Do Home Care Workers need a new provider number to be a DD PSW?

Yes. The work may be similar, but a Home Care Worker (HCW) is a different type of provider from a Personal Support Worker (PSW). Since they are different types of providers, a person working as both a PSW and HCW will need to be assigned a separate SPD provider ID number for each type.

How long does it take to get an SPD provider ID number?

The time it takes complete the enrollment process and assign an SPD provider ID number can vary, as it involves many steps.

How does a PSW get an SPD provider ID number?

An SPD provider ID number is assigned as part of the Provider Enrollment and Registration process to the ODHS provider database outlined above. Registration in the ODHS provider database is required for a PSW to deliver Medicaid funded services to individuals with I/DD.

How can a PSW find out what their SPD provider ID number is?

PSWs will be notified by mail or email when an SPD provider ID number has been assigned to them. If for some reason PSWs do not receive this notification and wish to confirm their provider number, they can email the **ODDS Provider Enrollment Unit** at psw.enrollment@odhsoha.oregon.gov.

If a PSW has questions about the DD PSW Provider Enrollment Application & Agreement (PEAA) form. Who do they contact?

Contact the **Provider Enrollment Unit** at psw.enrollment@odhsoha.oregon.gov.

How does a PSW get a Criminal History Check (CHC)?

PSWs should work with the CME that authorizes services for the I/DD individual they are serving to have the Criminal History Check forms and fitness determination completed or renewed.

How can a PSW find out the last time they had a Criminal History Check (CHC)?

PSWs can see the expiration dates of their CHC and PEAA in their **My Credentials** section of the eXPRS Desktop or eXPRS Mobile-EVV.

How often are Criminal History Checks required?

ODDS has updated their program policy to require Criminal History Checks for PSWs to be renewed every 2 years. If the PSW's CHC is current *(meaning it was completed and approved within the past 2 years)*, then a new CHC is only required when their current CHC expires.

Training

Does a PSW need to complete training prior to being able to work?

Yes, someone becoming a PSW Provider for the first time must complete the 4-hour PSW/HCW Orientation before receiving their SPD ID # and be credentialed as a PSW provider for the first time.

They must also complete 8 hours of PSW Core Basics training within 120 days after completing their PSW Orientation, and complete 12 hours of PSW Continuing Education trainings every 2 years from the completion of their PSW Orientation to continue to be credentialed and work as a PSW provider ongoing.

How does a PSW access their required trainings?

PSW providers can access information and their required trainings by visiting the [SEIU Carewell Website](#).

eXPRS

General

What is "eXPRS"?

eXPRS is the acronym for the **Express Payment & Reporting System**. This is the web application that ODDS uses to authorize services for individuals with I/DD in Oregon, and to process time worked billings and claims for payments to PSWs *(and other providers)* for the services they provide.

Why do PSWs have to use eXPRS in order to get paid?

All service authorization and payment for I/DD services in Oregon is managed in eXPRS. PSWs' authorizations, billings and claims are all processed using eXPRS. To be paid for your work as a PSW, you must use eXPRS.

How do PSWs report their time worked in eXPRS?

PSWs will use eXPRS Mobile-EVV, which is the eXPRS website that has been is optimized for use on a mobile device.

- For attendant care services, PSWs will use using eXPRS Mobile-EVV to document when they start working ("clock in") and when they stop working ("clock out") each day they

work. eXPRS EVV then saves the required information about the attendant care shift to the main website.

- For non-attendant care services and also at payroll time, PSWs will use the regular eXPRS website to create any needed billings, review their time worked, submit their time, and then print timesheets for their employer(s) to sign. Signed timesheets are then submitted to the authorizing CME for approval.

How often do PSWs need to bill for services and how often will they get paid?

When PSWs use eXPRS Mobile-EVV, Service Delivered Billing Entries (SDs) will be created that document the dates and times they start and stop work. These SDs are gathered into claims for payment in alignment with the PSW payroll schedule. Claims will then be sent to the FMAS payroll vendor who will then issue paychecks to PSWs.

How does a PSW learn how to use eXPRS?

Watch the tutorial video: eXPRS for Personal Support Workers. Also, visit the eXPRS Help Menu and look under the heading **PSW Providers** to find user guides and videos for PSWs in multiple languages on how to use eXPRS.

Why does a PSW have to fill out the eXPRS User Enrollment form?

This form gives a PSW access to eXPRS and eXPRS EVV and is required by ODDS.

eXPRS Mobile-EVV

General EVV Information

What is the "eXPRS Desktop"?

The eXPRS Desktop is what we call the regular eXPRS website PSWs use to log in and view all their eXPRS related information, plus enter their SD billing and travel time data. eXPRS Desktop is best used from a regular desktop or laptop computer.

What is "eXPRS Mobile-EVV"?

eXPRS Mobile-EVV is not an app that is downloaded to your device. It refers to the standard eXPRS website that has been updated to work on smartphones and tablets when accessed by the device's browser. eXPRS Mobile EVV is used by PSWs to track the time they work for individuals with I/DD in real-time, and also capture all the federally required EVV data elements.

What is Electronic Visit Verification?

Electronic Visit Verification (or EVV) is part of a federal law that was passed by Congress in 2016. It requires states to verify the delivery of Medicaid funded Attendant or Personal Care services in real-time (meaning at the time the service is occurring) from providers. eXPRS Mobile-EVV will capture all the required information and save it in eXPRS automatically.

What services require EVV and what services do not?

EVV is only required for Attendant Care or Personal Care type services:

- OR526 – Attendant Care
- OR526/ZE – Attendant Care 2:1 staff
- OR507 – Daily Relief Care
- OR502 – State Plan Personal Care

The following services are billed using the standard eXPRS Desktop:

- Mileage Transportation
- Job Coaching Employment Supports
- PSW Travel Time

Is using EVV required for PSWs?

Yes. PSWs working for an individual enrolled in services with a Case Management Entity (CME) are required to use EVV. A PSW can request an exception to using eXPRS Mobile-EVV if they meet specific exception criteria. Follow the instructions in the Worker Guide: Personal Support Worker eXPRS Mobile-EVV Exceptions for Case Management Entities.

Can I deduct the cost of a mobile device and my wireless plan monthly service fees on my taxes?

We are not able to provide any information or advice on what would be considered a tax-deductible expense. If PSWs have questions about if/what expenses would be tax deductible, they should consult a tax professional.

Can I use my device for calls or texts once I have a shift running?

Yes. Your shift information is saved immediately in the eXPRS website, so using your smartphone for other activities will not be an issue.

If I must use eXPRS Mobile-EVV, but can't afford to buy a smartphone, what do I do? Will the state purchase a smartphone for me?

No, the state will not purchase a smartphone or tablet for you. If you do not have access to the required technology for EVV (meaning a smartphone or tablet), contact your CME regarding a possible EVV Exception.

Will eXPRS Mobile-EVV use up all my mobile minutes/data?

eXPRS Mobile-EVV only uses mobile minutes/data when you are actively using your device for EVV, such as when you start or end a shift. Once you log out of eXPRS Mobile-EVV on your device, your active shifts will continue in the eXPRS Desktop website but will not use your minutes/data.

How much of my data is used for starting or ending a shift?

For an approximate 1.5 minutes it would take to "clock in" (start a shift) and "clock out" (end a shift) using eXPRS Mobile-EVV, you would use 0.00125 GB of data.

Clocking In and Out

Do I have to "clock out" and not get paid when I support a person while they attend a medical, PT or other type of appointment? I need to be with them to assist/support them in participating in the appointment, but I've been told by my CME that I need to "clock out" during the appointment and cannot be paid for my time/support provided to the individual during that time.

If a PSW is providing attendant care services to an individual while they attend an appointment in accordance with the PSW's Service Agreement, then that time would be considered paid time worked. You would not need to "clock out" during that appointment, and then "clock in" again when the appointment is over.

Can I claim the time it takes to transport the individual to the store or other activity/location in the community? I am claiming mileage reimbursement for transporting the individual to/from the community but have been told by my CME that I cannot also claim/bill for that time we travel as attendant care. Is that true?

If a PSW is providing attendant care services to an individual while they are being transported in accordance with the PSW's Service Agreement, then that time would be considered paid time worked. You would not need to "clock out" during that transportation time, and then "clock in" again when you arrive at the destination.

Please note, that transportation to and from medical appointments is considered medical transportation and is not a type of transportation that is authorized or can be claimed and paid via eXPRS.

Technical Issues and Exception

Can I apply for an exception to using EVV?

A PSW can request an exception to using eXPRS Mobile-EVV if they meet specific exception criteria. Follow the instructions in the Worker Guide: Personal Support Worker eXPRS Mobile-EVV Exceptions for Case Management Entities.

What if I don't have a mobile device or cell phone, or my cell doesn't have smartphone web features, what do I do?

If you do not have access to a smartphone, tablet or a device with web features, notify your authorizing CME regarding an EVV Exception. Follow the instructions in the Worker Guide: Personal Support Worker eXPRS Mobile-EVV Exceptions for Case Management Entities.

What if I arrive for my shift, but need technical assistance at that time with eXPRS Mobile-EVV? Will there be technical assistance available? Even after 5pm or on weekends?

No, there will not be technical assistance available in the form of someone answering live calls. If you can't use eXPRS Mobile-EVV due to a technical issue, enter your time worked manually via the eXPRS Desktop and select the appropriate reason from the dropdowns available for each SD billing manually entered.

Billings and Corrections

What change reason do I use if I need to make corrections to my EVV time to fit within my authorized hours limit or my weekly hours limit? Since EVV won't let me put in the start/end time I want and captures my start/end times to the minute, a few minutes off here and there will eventually put me over my hours limit (weekly and/or SPA) and I'll have to adjust/make corrections to the time to get paid.

PSWs should be monitoring the number of hours they are working to ensure that they are working within their allotted work hours for the work week and/or their service agreement/authorizations. The eXPRS Desktop will show the number of hours billed for a specific individual's service authorization, so PSWs can view that information as needed. eXPRS Mobile-EVV only saves the PSW's time worked information as a draft in the eXPRS Desktop website and will only check the billings against the PSW's hourly limits when the billings are submitted for payment.

What if I don't have internet or cell service during a full shift, what do I do?

Enter your SD billings for the date worked using the eXPRS Desktop, selecting the appropriate reason from the dropdowns available for each SD entered.

What if I provide an EVV required service and a non-EVV service at the same time? How do I track each?

You would track the EVV required service using the eXPRS Mobile- EVV on your device, and you would enter your SD billings for any non-EVV services the standard way, using the eXPRS Desktop method.

How do I report an unpaid meal break during my shift?

If you are still "on duty" providing care during your lunch, then you are still working, so your shift would continue. If you are relieved from duty (such as if another provider arrives and takes over, or you can leave the individual to run an errand, purchase lunch, etc.) during your break, then you would end your shift via eXPRS Mobile-EVV and start a new shift when you return from your break.

Please note that Labor rules define "relieved from duty" to mean the PSW can leave the setting or individual and doesn't need to check back in for a certain amount of time. In that case, the PSW would end their shift via eXPRS Mobile-EVV and start a new shift when they return. PSWs do not need to end current/start new shift for paid rest breaks.

Additional information is available on the [Bureau of Labor and Industries website](#).

How will I make EVV SD billing corrections, if needed?

eXPRS Mobile-EVV will provide you with a confirmation message prior to starting your shifts. Please review that information carefully. Use the red back button in the eXPRS Mobile-EVV application (not your mobile device's browser button) to make corrections **before** you start your shift. If corrections are needed after the shift has ended, use the eXPRS Desktop method to make those changes.

How do I submit my EVV SD billings for payment at payroll time?

The SD billings created by eXPRS Mobile-EVV are sent to and saved in eXPRS Desktop website as draft SD billings. At payroll time, you will login to eXPRS Desktop and review/submit any draft SD billings you wish to be paid for.

Do I need to print and submit paper timesheets signed by my employer?

Yes, your employer must review and sign your timesheets, and you need to turn in the signed timesheets and any other required documentation to your CME.

Does eXPRS Mobile-EVV know when I reach my weekly hours limit and prevent me from clocking in? Or will EVV give me a warning that I'm reaching my weekly hours limit? What if I work over my weekly hours limit, how do I adjust the time, so my billings aren't rejected (suspended)?

No, there is currently no edit in eXPRS or eXPRS Mobile-EVV to warn or prevent a PSW about getting close to or exceeding their weekly hours limit. There is a notification on the eXPRS Mobile-EVV Login Page and the eXPRS Desktop that notifies the PSW of how many hours they have worked for the current work week. PSWs will need to monitor this themselves.

Additionally, SDs billings created by eXPRS Mobile-EVV are created and saved as draft. Those SD billings are not validated against any authorization limits (or overlapping, etc.) until they are submitted by the PSW for payment processing.

Can a PSW bill for services provided to an individual when the individual is not present or with the PSW? For example, the PSW does community tasks, such as picking up medications from the pharmacy or groceries, but the individual stays at home. How would the PSW use EVV to bill for these "indirect" service hours?

ODDS expects that all attendant care services are provided in person. In rare cases, there may be specific reasons for some IADL supports to be provided without the individual present. Those tasks and the specific reasons should be agreed upon in a service agreement, and consistent with the person's needs and preferences. In these situations, the PSW would use eXPRS Mobile-EVV to "clock in" (start a shift) and "clock out" (end a shift), the same as any other attendant care service.

Our CME refuses to accept timesheets, progress notes or other items Electronically and has a 5pm cutoff for turning in paperwork. Is there something that ODDS can do to approach an alternative to this with the CME? Other CMEs accepts electronic documents from PSWs.

Local Case Management Entities (CMEs) can establish business processes and practices for their specific agency, as long as they are within the rules and policies established by ODDS.

Our CME has told PSWs that we are not allowed to provide services to more than 1 individual at a time (e.g.: in a "group"). Is this true?

ODDS policy allows for group services to be delivered by PSWs that are consistent with the individuals' service needs, preferences and individual support plan.

A CME Manager has informed their staff to not refer individuals to using PSW providers, as the time it takes to process PSW timesheets, etc. by their agency staff is too time consuming and cumbersome. Is this allowed?

No, CME staff must offer the full choice of provider types to all individuals eligible for the service.

Location and Privacy

Is it legal for EVV to track where PSWs deliver services? Are PSWs implying consent to this EVV location "tracking" by being a provider?

The 21st Century CURES Act, a law enacted by Congress, outlines the requirements for EVV, including the electronic capture of the location where Medicaid attendant care services are delivered. ODDS is committed to only capturing the information required by the CURES Act. eXPRS Mobile-EVV does not continuously track a PSW during, before or after their shift. eXPRS Mobile-EVV only captures point-in-time information for the location at the time the PSW "clocks in" (starts a shift) and "clocks out" (ends a shift).

Will I get in trouble if the GPS on my device doesn't accurately capture my location every time? For example, sometimes I'll use the location service for some apps on my device and it will say I'm in Eugene, when I'm really in Newport.

ODDS recognizes that GPS can be inaccurate at times. Case managers may do follow up when there are GPS locations that are unexpected for the person receiving services. This may include speaking with the person receiving services or the employer to verify services being delivered. Genuine technical problems with GPS will not cause any action against the PSW.

What if I don't want to have eXPRS Mobile-EVV track my geo-location (for privacy)? Can I still work?

No. capturing geo-location information is required by the federal law for EVV and must be enabled on your device and browser app used with eXPRS Mobile-EVV. eXPRS Mobile-EVV only captures the location at the time you start and end your shift.

What does the Location information captured by EVV look like?

The geographical location information captured shows as a series of numbers – the latitude and longitude GPS coordinates for where you were when you started/ended your shift.

Specific Scenarios

How does EVV work for PSWs who are family members living with the individual they support? Often these PSWs are only authorized a limited number of hours per week they can be paid but provide 24/7 care. How do these PSWs use EVV to record time for care that is provided intermittently or in "as needed" bursts of time (15-minutes for ADLs in the morning, 30-minutes to prepare a meal, getting up in the middle of the night to deal with an illness, etc.)?

ODDS expects PSWs to only bill for hours when the PSW is providing attendant care. This expectation has not changed. ODDS does not allow for PSWs to bill for blocks of time where services are not being provided. PSWs will need to use eXPRS Mobile-EVV to "clock in" (start a shift) and "clock out" (end a shift) for actual time worked providing attendant care consistent with the person's needs and preferences.

I'm a PSW who provides support to an individual who lives with me, and I am with them 24/7, but only get paid for a set number of hours. How do I bill for that in EVV? Am I supposed to clock in/out every time I do something for/with them, like 10 minutes here and then 15 minutes later, etc.?

PSWs should use eXPRS Mobile-EVV to bill for the time worked providing services in accordance with their service agreement. eXPRS Mobile-EVV will allow PSWs to bill multiple shifts in a single day, if needed, even for short periods of time. This means a PSW can "clock in/clock out" multiple times in a day, to record the time they are providing care. eXPRS Mobile-EVV captures your start and end times to the minute, so there is no need to round up/down to the nearest quarter hour.

If I assist an individual on a vacation to a location outside of the United States, such as a cruise ship or other international travel, can I be paid for the services provided?

Services for people who want to travel outside of the United States can be delivered if the payment goes to an institution or provider based in the U.S. In other words, a person can travel with a PSW or agency DSP outside of the U.S. but could not get funded services from a foreign provider.

See the **Individual Travel Worker Guide** for more information.

I forgot to start a shift, what do I do?

Start your shift using eXPRS Mobile-EVV on your device as soon as you are able, and then end your shift as normal. Afterwards, login to the eXPRS website (meaning eXPRS Desktop) to edit the SD billing entry created to correct the start time & select the appropriate reason from the dropdowns available for each SD billing corrected.

I forgot to end a shift, what do I do?

Log in to eXPRS Mobile-EVV as soon as you are able and end the open shift. After ending the shift, log in to the eXPRS Desktop site and correct the end time, selecting the appropriate reason from the dropdowns available for each SD billing corrected.

The eXPRS site is down, but I need to start/end my shift, what do I do?

Work as scheduled and then use eXPRS Desktop to enter your SD billing manually, selecting the appropriate reason from the dropdowns available for each SD billing manually entered.

I'm about to start my shift in eXPRS Mobile-EVV, but the service I provide isn't listed for the individual I'm working with, what do I do?

First, confirm what service are you scheduled to provide.

- If it's a non-EVV service (such as Mileage or Job Coaching), work as normal, and your SD billings for these services manually via the eXPRS Desktop.

- If it a service that requires the use of EVV (OR526, OR507 or OR502) and it is not listed, contact the authorizing CME. PSWs cannot work unless they have an active (accepted) authorization for the individual + service in place for the days they need to work.
  - Remember, you can confirm your active authorizations are in place BEFORE you are scheduled to work by logging in to the eXPRS Desktop and going to the regular billing pages. If your authorizations show on the regular billing pages in eXPRS Desktop for the dates you need to work, they will show up in eXPRS Mobile-EVV.

I'm about to start my shift in eXPRS Mobile-EVV, but the individual I work with isn't listed in eXPRS Mobile-EVV, what do I do?

Contact the authorizing CME if you do not see the individual listed for the service and date you are scheduled to work in eXPRS Mobile-EVV. PSWs cannot work unless they have active (accepted) authorization for the individual and the service in place for the days they need to work.

Remember, you can confirm your active authorizations are in place BEFORE you are scheduled to work by logging in to the eXPRS Desktop and going to the regular billing pages. If your authorizations show on the regular billing pages in eXPRS Desktop for the dates you need to work, they will show up in eXPRS Mobile-EVV.

We live with the individual we are PSWs for and like to go camping in the summer where there is no cell or internet service. How do we use EVV to bill for the supports we provide to the individual while we are camping?

At any time that you are in a location without the ability to use eXPRS Mobile-EVV, you will need to enter any SD billings for services provided during that time manually using the eXPRS Desktop (regular eXPRS website). You may then select the applicable dropdown option for the reason why the SD was not entered using eXPRS Mobile-EVV.

How are "group" services be handled with EVV? Do PSWs need to make corrections to the billings or split them up to account for other individuals in the "group"?

No, eXPRS Mobile-EVV knows when you are "clocked in" for multiple individuals and will automatically adjust/pro-rate the amount each individual's plan is charged to equal the PSW's hourly wage for any time the PSW is working with more than one individual.

What do I do if I need to bill for additional awake hours during the night when I'm also providing Daily Relief Care-OR507?

For Daily Relief Care-OR507, use eXPRS Mobile-EVV to track the start/end of your full 24-hour shift. If additional awake hours were provided during that shift (billed under OR508-Hourly Relief Care), notify your authorizing CME. The CME will add an authorization for those additional awake hours and you will bill for them manually using the eXPRS Desktop after that authorization is in eXPRS and active.

How do I use EVV when I provide multiple, consecutive days of Daily Relief Care-OR507?

For multiple, consecutive days of Daily Relief Care-OR507, PSWs will use eXPRS Mobile-EVV to "clock out" (end a shift) at the end of a 24hr period, then immediately "clock in" (start a shift) for the next 24hr period providing relief care.

Does eXPRS Mobile-EVV know when I reach my weekly hours limit and prevent me from clocking in? Or will EVV give me a warning that I'm reaching my weekly hours limit? What if I work over my weekly hours limit, how do I adjust the time, so my billings aren't rejected (suspended)?

No, there is currently no edit in eXPRS or eXPRS Mobile-EVV to warn or prevent a PSW about getting close to or exceeding their weekly hours limit. There is a notification on the eXPRS Mobile-EVV Login Page and the eXPRS Desktop that notifies the PSW of how many hours they have worked for the current work week. PSWs will need to monitor this themselves.

Additionally, SDs billings created by eXPRS Mobile-EVV are created and saved as draft. Those SD billings are not validated against any authorization limits (or overlapping, etc.) until they are submitted by the PSW for payment processing.

Are there limits to where or how far from the individual's home the PSW can drive and claim for OR004-Mileage if transportation support is authorized and provided? For example, if a PSW needs to assist at an appointment in a different county than where the individual lives (lives in Grants Pass, but has an appointment in Medford), or out of state?

Claims for mileage must meet the definition of community transportation, which is outlined in the ODDS Worker Guide: [Community Transportation (Non-Medical): Service Requirements](#).

Medical transportation (transportation to/from medical or professional treatment/therapy services) is not an allowable use of community transportation. Reimbursement for medical transportation must be coordinated through the individual's local OHP/medical card services office and is not authorized or paid via eXPRS.