

# How eXPRS Assigns and Displays a PSW's Pay Step, and How PSW Fixed Rates and Differentials Work

(updated 10/16/2025)

As part of the 2023-2025 Collective Bargaining Agreement for Personal Support Workers, a new Steps-based pay scale was implemented. **As of 7/1/2024**, eXPRS automatically calculates the PSW's base rate on Service Prior Authorizations (SPAs). This calculation is based on the PSW's base rate plus any pay differentials that apply based on the PSW's Provider Type and Specialties.

The following services are now Fixed Rate services for PSWs:

- OR401 - Individual Support Employment, Job Coaching
- OR502 - State Plan Personal Care (SPPC)
- OR507 - Respite (Relief) Care, daily (16 hours x step base rate)
- OR508 - Respite (Relief) Care, hourly
- OR526 - Attendant Care
- OR530 - Respite (Relief) Care, hourly
- OR545 - On the Job Attendant Care
- ORTV1 - Travel Time

A PSW's pay differentials are earned by taking training and meeting additional requirements. Once completed, the PSW will be assigned additional Provider Types and Specialties, such as:

- 84-801 - In Home Personal Care Attendant CIIS
- 84-806 - DD PSW Enhanced Skills
- 84-807 - DD PSW Exceptional Skills
- 84-808 - DD PSW CPR/First Aid
- 84-809 - DD PSW Employment Job Coach
- 84-818 - Personal Support Worker Differential (PDC)

Some of the pay differentials can be combined with others, and some cannot be. Additionally, some pay differentials only apply when a PSW is working with an individual that meets specific criteria.

The purpose of this guide is to explain:

1. How eXPRS assigns a PSW's Pay Step.
2. How eXPRS assigns a Legacy PSW's Pay Step.
3. How eXPRS displays a PSW's Pay Step, and how to read the information.
4. How eXPRS calculates the rate for a PSW's Service Prior Authorizations.

## How eXPRS Assigns a PSW's Pay Step

Starting in 2024, an automated process called a "Lookback" will run in July 2024 and in January 2025. Future lookback dates will be completed as determined by future the PSW Collective Bargaining Agreement. In the Lookback process, eXPRS will:

1. Identify all PSWs with active **"approved to work"** credentials as of the last day of the lookback period (For example, 6/30/2024)
2. Calculate the total number of hours worked and paid in Approved Claims for the services listed above based on each PSW's **Lookback Start Date**. For the majority of PSWs, this start date will be 1/1/2023. However, please note that the **Lookback Start Date** will be different for PSWs in the following scenarios:
  - New PSWs who received **"approved to work"** credentials after 7/1/2024.
  - Reactivated PSWs whose **"approved to work"** credentials were inactive for 24 months or more.
  - Reactivated PSWs after **"approved to work"** credentials were terminated.
3. The total hours calculated include only up to 40 hours per work week. Overtime hours are excluded from the lookback calculation.
4. Based on the lookback results, the PSW will be assigned a step per the Collective Bargaining Agreement PSW Step Pay Scale. This will be recorded on the PSW's Provider Record in eXPRS. For example, a PSW whose hours are calculated to be 3168 will be assigned Pay Step 2.

## How eXPRS Assigns a Legacy PSW's Pay Step

Legacy PSWs will be in one of the following two groups.

1. Legacy PSWs that have a current rate that is within the Pay Step Scale
2. Legacy PSWs that have a current rate that is more than the top step of the Pay Step Scale

For Legacy PSWs in the 1<sup>st</sup> group, eXPRS will first assign them to a step by rounding up the Legacy PSW's current hourly base rate to the next step on the Pay Scale. Additionally, if the lookback calculates a total hours worked for the PSW that is more than or equal to 2000, the Legacy PSW will move one step up on the pay scale.

For Legacy PSWs in the 2<sup>nd</sup> group, eXPRS will not assign them to a step. Instead, they will keep their current base rate. This higher base rate is called a "Red Circle Rate" (RCR), and it will be recorded on their Provider Record in eXPRS. These Legacy PSWs will retain their Red Circle Rate until it falls within the steps pay scale in a future Collective Bargaining Agreement.

## How eXPRS Displays a PSW's Pay Step, and How to Read the Information

On the eXPRS Desktop Home Screen after logging in, a PSW will see a new section call **My Step**. This section contains the PSWs current and historical rates, along with information about the rate.

SPD ID	Specialty	CHC Expires	PEA Expires	Approved to Work Expires

  

Step	Base Rate	Rate Effective Date	Rate End Date	Hours Worked From	Hours Worked To	PSW Steps Calculation Date	Calculated Hours	Implemented Hours	Notes	Status
3	\$21.50	7/1/2024	12/31/9999	1/1/2023	6/30/2024	7/18/2024 11:15 AM PDT	109.748	4000	Legacy Step Integration	Accepted

- Ⓐ **Step:** The step from the PSW Pay Scale for the row, or the acronym "RCR" to indicate a Red Circle Rate for a Legacy PSW
- Ⓑ **Base Rate:** The rate associated with that row's step on the PSW Pay Scale.
- Ⓒ **Rate Effective Date:** The first day of the pay period that the rate is effective.
- Ⓓ **Rate End Date:** The last day of the pay period that the rate is effective.

- Ⓔ **Hours Worked From:** The first day of the lookback period used to determine the PSWs step.
- Ⓕ **Hours Worked To:** The last day of the lookback period used to determine the PSWs step.
- Ⓖ **PSW Steps Calculation Date:** The day and time that the lookback occurred, and the step was assigned.
- Ⓗ **Calculated Hours:** The total hours worked during the lookback period, rounded to the nearest thousandth.
- Ⓘ **Implemented Hours (Legacy PSWs Only):** When a Legacy PSW is assigned to a step, the minimum hours associated with the assigned step display in this field.
- Ⓝ **Notes:** Any notes associated with the rate. Common notes include –
  - Legacy Step Integration: A note indicating that the step was assigned as the result of integrating a Legacy PSWs rate into the Step Scale.
  - Red Circle Rate: A note indicating that the Legacy PSW's current rate is higher than the PSW Step Scale, and no step was assigned.
- Ⓚ **Status:** A status showing either "Accepted" or "Voided" for the row.

## How eXPRS calculates the rate for a PSW's Service Prior Authorizations.

eXPRS will take the following steps when a Case Management Entity (CME) creates a new SPA for a PSW Provider:

1. eXPRS will compare the PSW's step listed in eXPRS with their step from APD which is listed in the Mainframe (if applicable), and select the higher value of the two steps. This is the Base Rate for the service.
2. eXPRS checks if the PSW has any of the following Provider Types and Specialties:
  - a. **84-801** - In Home Personal Care Attendant CIIS
  - b. **84-806** - DD PSW Enhanced Skills
  - c. **84-807** - DD PSW Exceptional Skills
  - d. **84-808** - DD PSW CPR/First Aid
  - e. **84-809** - DD PSW Employment Job Coach
  - f. **84-818** - Personal Support Worker Differential (PDC)

3. If the PSW Provider has **84-801, 84-806** or **84-807**, eXPRS checks to see if the individual being served qualifies as either Enhanced, Exceptional, or CIIS.<sup>1</sup> If so, the corresponding differential is applied to the rate.
4. If the PSW Provider has **84-808, 84-809**, or **84-818**, the corresponding differential is applied to the base rate.

Please note that some pay differentials cannot be combined with others. eXPRS will automatically determine the applicable differential based on these factors.

## APPENDIX A – PSW Pay Differentials that are Specific to an Individual

There are three Provider Types and Specialties that a PSW Provider may have which only result in a pay differential when serving specific individuals:

- 84-801 - In Home Personal Care Attendant CIIS
- 84-806 - DD PSW Enhanced Skills
- 84-807 - DD PSW Exceptional Skills

eXPRS will determine whether a PSW receives the pay differential based on the following criteria for each Specialty:

### 84-801 - In-Home Personal Care Attendant CIIS

This pay differential applies if the PSW has this credential and is serving an individual who meets one of the following criteria:

1. The individual has current CIIS eligibility **OR**
2. The Service Prior Authorization for the PSW Provider to deliver service to the individual has the **CIIS Transfer** Checkbox checked.<sup>2</sup>

### 84-806 – DD PSW Enhanced Skills

The pay differential applies when the PSW serves an individual with a current ONA Service Group score of **5m** and/or **5b**.

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<sup>1</sup> For information on how eXPRS determines that an individual qualifies as either Enhanced, Exceptional, or CIIS, see **Appendix A**.

<sup>2</sup> For more information...

- The effective date for the differential is the start of the start of the month after the specialty is active and the client qualification has been met.
  - For example: The PSW providing services acquires the training 7/16/24. An individual they serve qualifies for Enhanced Skills on 7/25/24. The Enhanced Skills differential rate is applied starting 8/1/24.
- The pay differential will extend for an additional 14 calendar days after the client qualification is no longer met if the PSW maintains their credential.

## 84-807 – DD PSW Exceptional Skills

The pay differential applies when the PSW serves an individual who:

1. Has a current ONA Service Group score of **5m** and/or **5b AND**
2. Has a Current Plan of Care with a Total Monthly Assessed Hours Limit greater than or equal to 608.33
  - The effective date for the differential is the start of the start of the month after the specialty is active and the client qualification has been met.
  - The pay differential will extend for an additional 14 calendar days after the client qualification is no longer met if the PSW maintains their credential.
    - For example: A new ONA results in a service group reduction from 5m to a 4, and the individual's POC Total Monthly Assessed Hours is reduced to 500, effective 2/1/25. The PSW who was receiving the Exceptional Skills differential, continues to receive this additional compensation for services rendered 2/1-2/14/25.