Creating a Service Delivered Billing Entry on the eXPRS Desktop Site as a Personal Support Worker

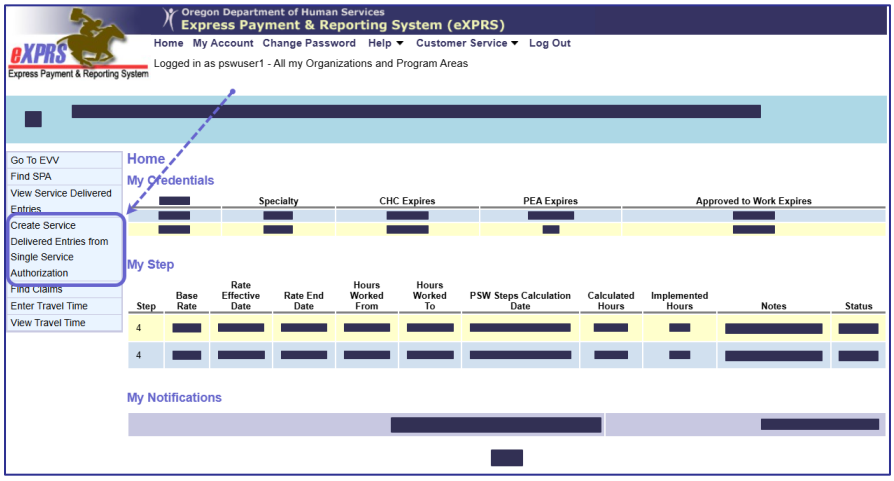
(updated 9/30/2025)

Overview

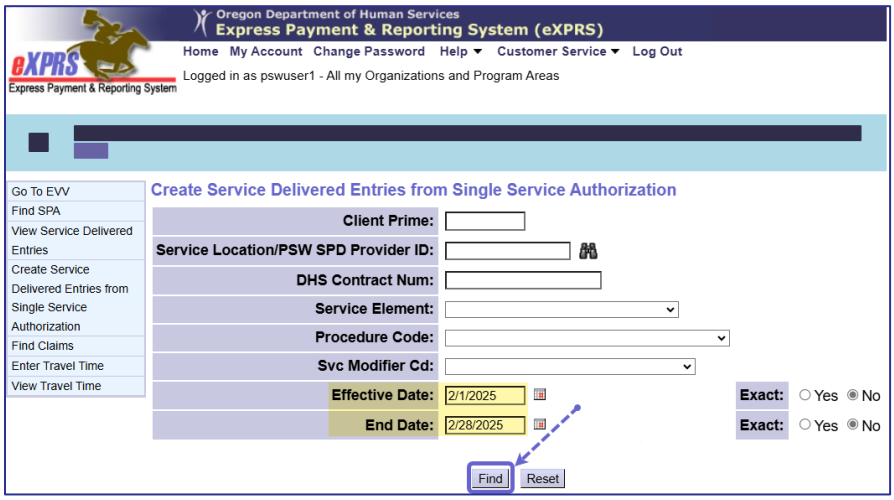
As of April 2020, all Personal Support Workers (PSWs) must use eXPRS Mobile-EVV for Attendant Care and/or Daily Relief Care services. This is true unless you have been granted an exception by the authorizing Case Management Entity (CME). However, there may be times that you need to manually enter a Service Delivered Billing Entry (SD) into the eXPRS Desktop site.

How to Create an SD on the eXPRS Desktop Site

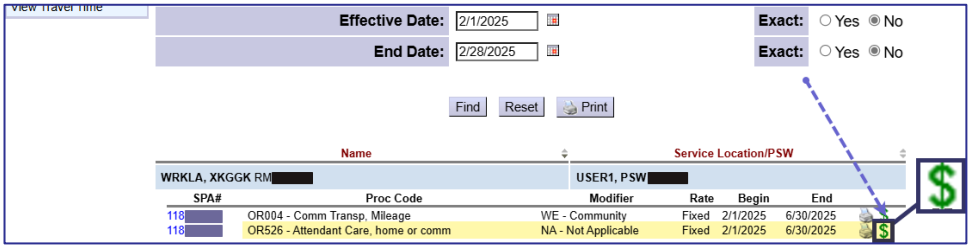
1. Log into the eXPRS Desktop Site and select Create Service Delivered Entries from Single Service Authorization.



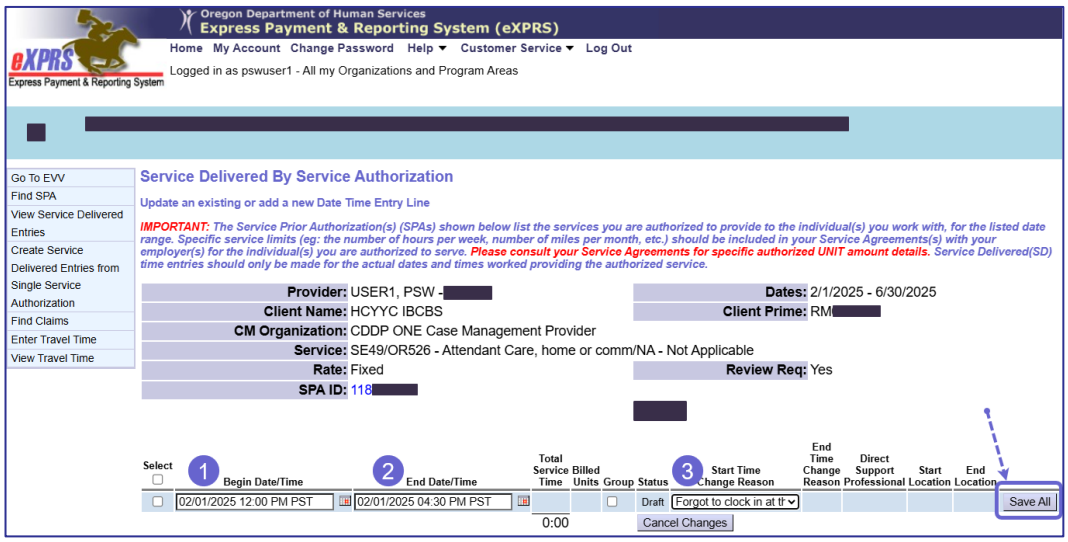
2. Enter criteria to search for your authorizations and select **Find.** In this example, we are using an **Effective Date** and **End Date.**



3. From the Results List, your active authorizations return. To create an SD, select the **Dollar Sign ($)** on the far right for that authorization.

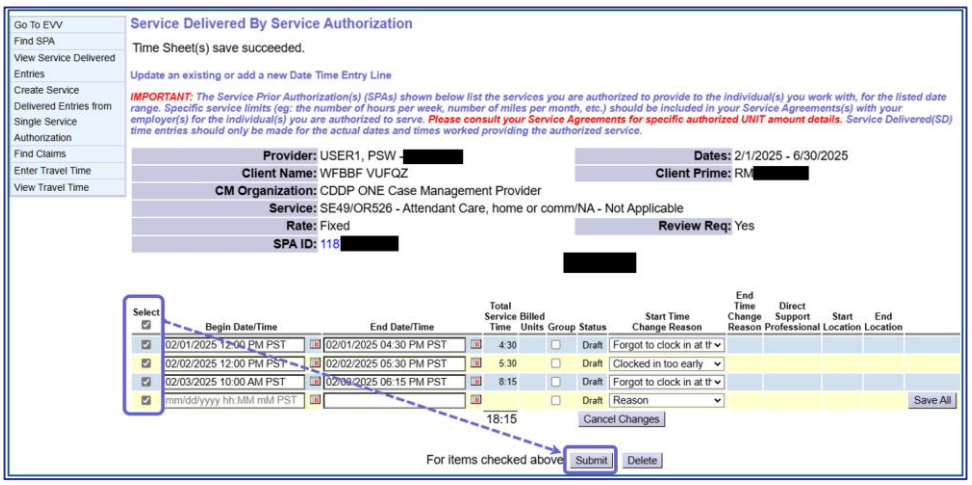


4. On the **Service Delivered by Service Authorization** page, enter the information needed to complete the SD and select **Save All**. In this example, we are completing an SD for Attendant Care, so we enter the following information:



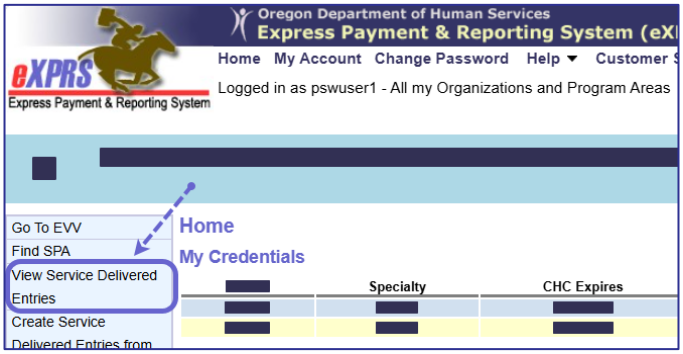
1. **Begin Date/Time**: Enter the date and time your shift began[1]
2. **End Date/Time**: Enter the date and time your shift ended[1]
3. **Start Time Change Reason**: Select a reason that the start time is being manually entered (or changed).

5. You may select the checkbox for each SD you create, and then select **Submit**.



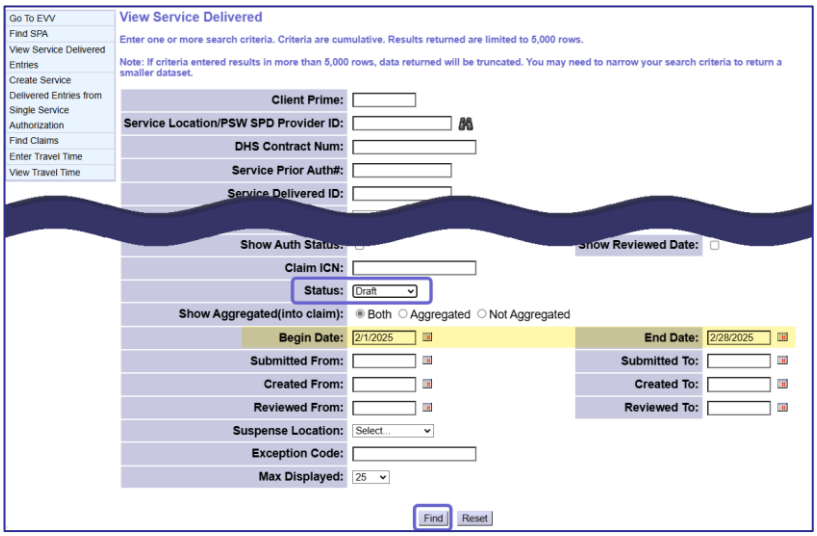
TIP: While an SD is in Draft Status, you can edit all of the fields and also Delete the SD if needed.

6. If needed, you can also submit Draft SDs by selecting **Left Menu > View Service Delivered Entries**.

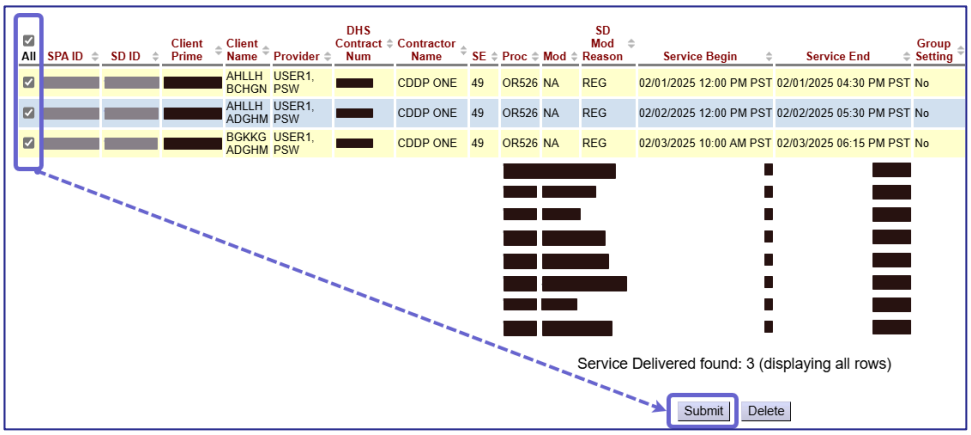


[1] Times in eXPRS show default to the Pacific time zone. If SDs are entered for services provided in a different time zone, once the SD is saved as a draft, the data will display in eXPRS as the Pacific time zone equivalent for the different time zone data entered. For example: An SD is entered with a begin date/time of **5/15/2021 10:00 AM MDT**. Once that SD billing is saved as a draft, eXPRS will display that information as **5/15/2021 9:00 AM PDT**.

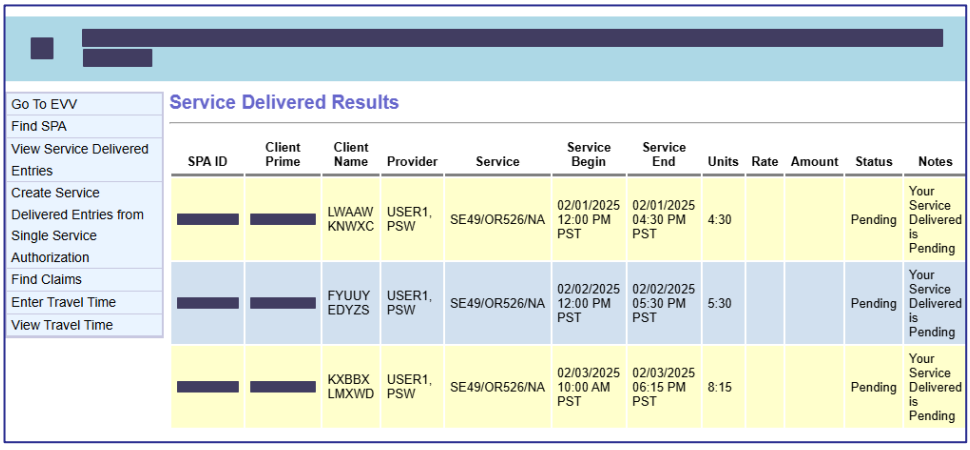
7. Enter your search criteria, and select a status of **Draft.** Then select **Find.**



8. From the Results List, select the checkboxes at the left of an SD, then **Submit**.



After Submitting SDs using either method, they will move to a new status.



SDs that move to Pending status are ready for the CDDP or Brokerage to review against your signed timesheets and progress notes. These can be printed directly from eXPRS by following the guide: **How to Print a Timesheet.**

Approved SDs are put into claims by eXPRS at scheduled times each month:

Pay Period	System claims processing date
1st – 15th of the month	Around the 23rd/24th of that month
16th – last day of the month	Around the 8th/10th of the following month

Please refer to the current PSW Payroll Calendar for Timesheet Due Dates and pay dates. This calendar is available on the eXPRS Help Menu and on the Public Partnerships, LLC Website.

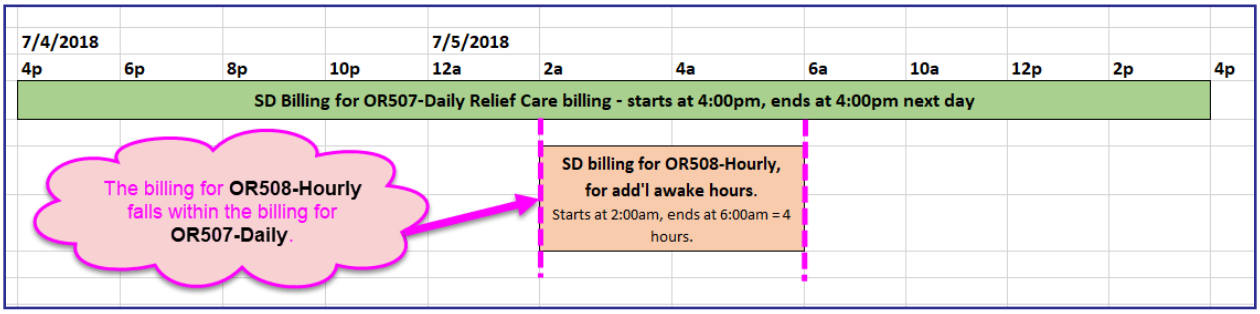
Appendix A: Hourly Services

SDs for Hourly Services can overlap another provider's billings by up to 15 minutes. This facilitates transition time between providers. Any SDs that by 15 minutes or more will suspend as a suspected duplicate service to the individual.

OR508 Relief Care

There may be times that individuals receiving OR507 Daily Relief Care need additional care which requires the PSW to be awake more than 16 hours. If that situation occurs, the PSW should bill those additional awake hours under the service code OR508-Hourly Relief Care.

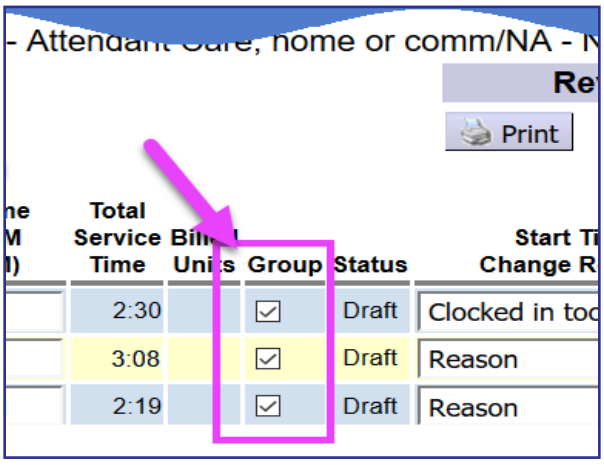
OR508 Hourly Relief Care is billed in the same manner as other hourly attendant care services. However, OR508-Hourly Relief Care SDs should fall entirely within an SD for the corresponding OR507 Daily Relief Care service that these additional hours support.



Appendix B: Group Services

When you are delivering services to two or more individuals at the same time, you should create separate SDs entries ***for each individual.*** Use the **Begin Date/Time** and **End Date/Time** that each individual was with you when creating the SD.

Check the **Group** box for each SD that overlaps any amount of billing time that you were with another individual.



This will cause eXPRS to pro-rate the units billed and total cost for each individual's billing by the number of individuals in the group.

Appendix C: Mileage SDs vs Travel Time Claims

Mileage SDs and PSW Travel Time Claims are two distinct services in eXPRS.

Mileage is reimbursed for transporting an I/DD individual. This service is authorized by a CDDP, Brokerage, or the CIIS Program for the PSW. The individual being served is with/receiving care from the PSW at time the mileage expense is incurred. See the ODDS Worker Guides website for more information and direction on Transportation Services.

Travel Time is a benefit that is part of the OHCC Collective Bargaining Agreement. PSW Claims are created and paid for “worksite to worksite” travel time once the PSW has started their workday. No individuals are with the PSW during this time. Travel time counts as "hours worked" for weekly hours limits and overtime calculations. See the following references for more information on Travel Time:

- **OHCC Collective Bargaining Agreement**
- **How to Create a Travel Time Claim**