

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

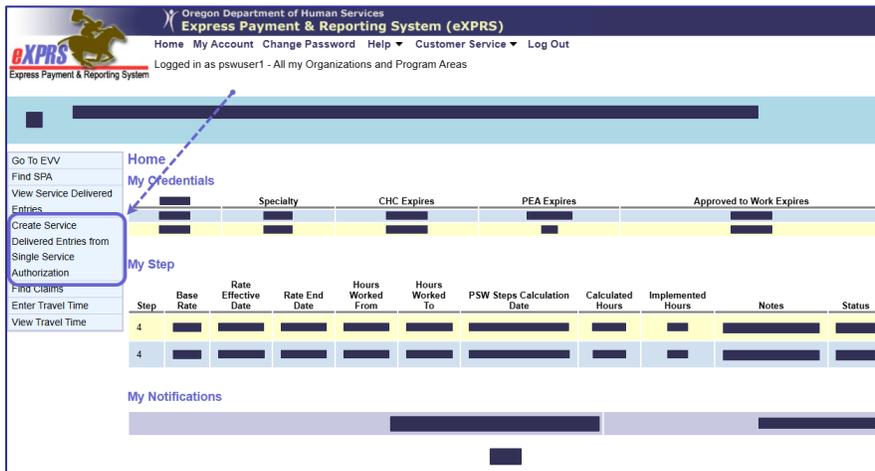
(updated 9/30/2025)

## 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.



The screenshot shows the eXPRS Desktop Site interface. The top navigation bar includes links for Home, My Account, Change Password, Help, Customer Service, and Log Out. The user is logged in as 'pswuser1'. A sidebar menu on the left contains options like 'Go To EVV', 'Find SPA', 'View Service Delivered Entries', and 'Create Service Delivered Entries from Single Service Authorization'. A blue box highlights the 'Create Service Delivered Entries from Single Service Authorization' option, with a blue arrow pointing to the 'Home' link in the main navigation area. Below the navigation, there is a table with columns for Step, Base Rate, Rate Effective Date, Rate End Date, Hours Worked From, Hours Worked To, PSW Steps Calculation Date, Calculated Hours, Implemented Hours, Notes, and Status. The table contains two rows of data, both with a '4' in the Step column.

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

Oregon Department of Human Services  
Express Payment & Reporting System (eXPRS)

Home My Account Change Password Help Customer Service Log Out  
Logged in as pswuser1 - All my Organizations and Program Areas

Express Payment & Reporting System

Go To EVV  
Find SPA  
View Service Delivered  
Entries  
Create Service  
Delivered Entries from  
Single Service  
Authorization  
Find Claims  
Enter Travel Time  
View Travel Time

### Create Service Delivered Entries from Single Service Authorization

Client Prime:

Service Location/PSW SPD Provider ID:

DHS Contract Num:

Service Element:

Procedure Code:

Svc Modifier Cd:

Effective Date: 2/1/2025

End Date: 2/28/2025

Exact:  Yes  No  
Exact:  Yes  No

Find Reset

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

view travel time

Effective Date: 2/1/2025

End Date: 2/28/2025

Exact:  Yes  No  
Exact:  Yes  No

Find Reset Print

Name	Service Location/PSW
WRKLA, XKGGK RM	USER1, PSW

SPA#	Proc Code	Modifier	Rate	Begin	End	
118	OR004 - Comm Transp, Mileage	WE - Community	Fixed	2/1/2025	6/30/2025	
118	OR526 - Attendant Care, home or comm	NA - Not Applicable	Fixed	2/1/2025	6/30/2025	\$

- 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:

Oregon Department of Human Services  
Express Payment & Reporting System (eXPRS)

Home My Account Change Password Help Customer Service Log Out  
Logged in as pswuser1 - All my Organizations and Program Areas

Express Payment & Reporting System

Go To EVV  
Find SPA  
View Service Delivered  
Entries  
Create Service  
Delivered Entries from  
Single Service  
Authorization  
Find Claims  
Enter Travel Time  
View Travel Time

### Service Delivered By Service Authorization

Update an existing or add a new Date Time Entry Line

**IMPORTANT:** The Service Prior Authorization(s) (SPAs) shown below list the services you are authorized to provide to the individual(s) you work with, for the listed date range. Specific service limits (eg: the number of hours per week, number of miles per month, etc.) should be included in your Service Agreements(s) with your employer(s) for the individual(s) you are authorized to serve. Please consult your Service Agreements for specific authorized UNIT amount details. Service Delivered(SD) time entries should only be made for the actual dates and times worked providing the authorized service.

Provider: USER1, PSW -

Dates: 2/1/2025 - 6/30/2025

Client Name: HCYC IBCBS

Client Prime: RM

CM Organization: CDDP ONE Case Management Provider

Service: SE49/OR526 - Attendant Care, home or comm/NA - Not Applicable

Rate: Fixed

Review Req: Yes

SPA ID: 118

Select	1 Begin Date/Time	2 End Date/Time	Total Service Billed	Units	Group	Status	3 Start Time	End Time	Direct Support	Start Location	End Location
<input type="checkbox"/>	02/01/2025 12:00 PM PST	02/01/2025 04:30 PM PST	0:00			Draft	Forgot to clock in at t				

Cancel Changes

Save All

1. **Begin Date/Time:** Enter the date and time your shift began<sup>1</sup>
2. **End Date/Time:** Enter the date and time your shift ended<sup>1</sup>
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**.

<sup>1</sup> 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**.

Go To EVV  
Find SPA  
View Service Delivered  
Entries  
Create Service  
Delivered Entries from Single Service Authorization  
Find Claims  
Enter Travel Time  
View Travel Time

### View Service Delivered

Enter one or more search criteria. Criteria are cumulative. Results returned are limited to 5,000 rows.  
Note: If criteria entered results in more than 5,000 rows, data returned will be truncated. You may need to narrow your search criteria to return a smaller dataset.

Client Prime:

Service Location/PSW SPD Provider ID:

DHS Contract Num:

Service Prior Auth#:

Service Delivered ID:

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Show Auth Status:  Show Reviewed Date:

Claim ICN:

Status:

Show Aggregated(into claim):  Both  Aggregated  Not Aggregated

Begin Date:  End Date:

Submitted From:  Submitted To:

Created From:  Created To:

Reviewed From:  Reviewed To:

Suspense Location:

Exception Code:

Max Displayed:

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

<input checked="" type="checkbox"/>	SPA ID	SD ID	Client Prime	Client Name	Provider	DHS Contract Num	Contractor Name	SE	Proc	Mod	Reason	Service Begin	Service End	Group Setting
<input checked="" type="checkbox"/>			AHLLH	USER1, BCHGN	PSW	CDDP ONE	49	OR526	NA	REG		02/01/2025 12:00 PM PST	02/01/2025 04:30 PM PST	No
<input checked="" type="checkbox"/>			AHLLH	USER1, ADGHM	PSW	CDDP ONE	49	OR526	NA	REG		02/02/2025 12:00 PM PST	02/02/2025 05:30 PM PST	No
<input checked="" type="checkbox"/>			BGKKG	USER1, ADGHM	PSW	CDDP ONE	49	OR526	NA	REG		02/03/2025 10:00 AM PST	02/03/2025 06:15 PM PST	No

Service Delivered found: 3 (displaying all rows)

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

Go To EVV  
Find SPA  
View Service Delivered  
Entries  
Create Service  
Delivered Entries from Single Service Authorization  
Find Claims  
Enter Travel Time  
View Travel Time

### Service Delivered Results

SPA ID	Client Prime	Client Name	Provider	Service	Service Begin	Service End	Units	Rate	Amount	Status	Notes
		LWAAW KNWXC	USER1, PSW	SE49/OR526/NA	02/01/2025 12:00 PM PST	02/01/2025 04:30 PM PST	4:30			Pending	Your Service Delivered is Pending
		FYUYU EDYZS	USER1, PSW	SE49/OR526/NA	02/02/2025 12:00 PM PST	02/02/2025 05:30 PM PST	5:30			Pending	Your Service Delivered is Pending
		KXBBX LMXWD	USER1, PSW	SE49/OR526/NA	02/03/2025 10:00 AM PST	02/03/2025 06:15 PM PST	8:15			Pending	Your Service Delivered is Pending

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:

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

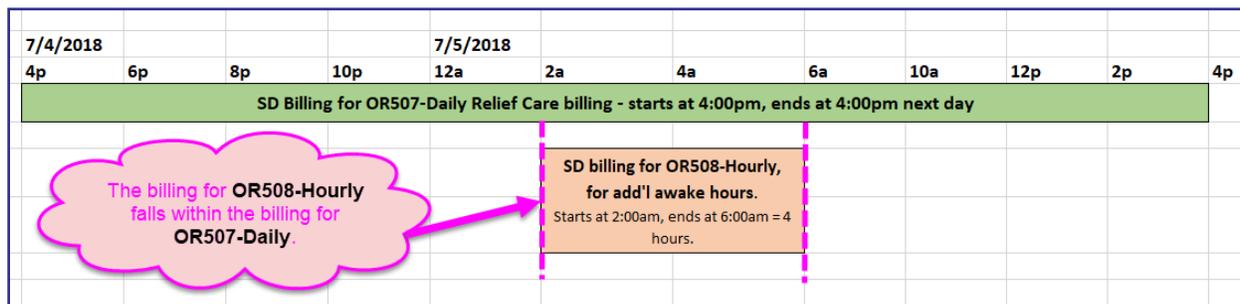
## Appendix A: Hourly Services

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.

The screenshot shows a software interface with a table. The table has columns: Service, Total Service Billing, Time, Units, Group, Status, and Start Time. A pink arrow points to the 'Group' column. The 'Group' column contains checkboxes that are checked for three rows. The 'Status' column contains 'Draft' for all three rows. The 'Start Time' column contains 'Clocked in tod', 'Reason', and 'Reason'.

Service	Total Service Billing	Time	Units	Group	Status	Start Time
	2:30			<input checked="" type="checkbox"/>	Draft	Clocked in tod
	3:08			<input checked="" type="checkbox"/>	Draft	Reason
	2:19			<input checked="" type="checkbox"/>	Draft	Reason

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](#)

