

# Correcting or Adding an EVV Shift or Other Billing Manually

(updated 9/30/2025)

## Overview

After creating draft Service Delivered Billing Entries (SDs) as a PSW in eXPRS Mobile-EVV, you can review and edit them in the eXPRS Desktop site. You can also enter an SD manually using the eXPRS Desktop site if needed.

Please keep the following points in mind:

- Non-EVV services such as Mileage or Job Coaching do not require the use of EVV. SDs for these services are always created using the eXPRS Desktop.
- PSWs with an EVV Exception will create SDs using the eXPRS Desktop. There will be no Reason dropdowns enabled for PSW providers who have an approved EVV Exception.
- At payroll time, PSWs must:
  - Use eXPRS Desktop to submit their SDs for payment
  - Print timesheets & get their employer's signatures
  - Send signed timesheets to the CME by the payroll due dates

# Correcting a Draft EVV Service Delivered Billing Entry

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

The screenshot shows the eXPRS Desktop interface. The top navigation bar includes the eXPRS logo and the text "Oregon Department of Human Services Express Payment & Reporting System (eXPRS)". A sidebar on the left contains a menu with options: "Go To EVV", "Find SPA", "View Service Delivered Entries", "Create Service Delivered Entries from Single Service Authorization" (highlighted with a blue box and a blue arrow pointing to the "My Step" section), "Find Claims", "Enter Travel Time", and "View Travel Time". The main content area displays a table with columns: "Specialty", "CHC Expires", "PEA Expires", and "Approved to Work Expires". Below this, a "My Step" section shows a table with columns: "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".

2. Enter search criteria and then select **Find**.

The screenshot shows the "Create Service Delivered Entries from Single Service Authorization" form. The form contains several input fields: "Client Prime:", "Service Location/PSW SPD Provider ID:", "DHS Contract Num:", "Service Element:", "Procedure Code:", "Svc Modifier Cd:", "Effective Date:" (with a calendar icon), and "End Date:" (with a calendar icon). The "Effective Date" and "End Date" fields are highlighted with a blue box and a blue arrow pointing to the "Find" button. To the right of the form, there are two "Exact:" labels, each with radio buttons for "Yes" and "No". At the bottom of the form, there are "Find" and "Reset" buttons.

3. From the results, click the dollar sign (\$) next to the authorization for the SDs you need to correct.

Find    Reset    Print

Name		Service Location/PSW				
137	OR526 - Attendant Care, home or comm	NA - Not Applicable	Fixed	6/1/2025	6/30/2025	\$
119	OR004 - Comm Transp, Mileage	WE - Community	Fixed	2/1/2025	6/30/2025	\$
119	OR526 - Attendant Care, home or comm	NA - Not Applicable	Fixed	2/1/2025	6/30/2025	\$

4. On the **Service Delivered by Service Authorization** page, edit your draft SDs as needed. In our example, we are modifying the **End Date/Time**. As a result, we also need to select an **End Time Change Reason** from the dropdown menu, then click **Save All**.

**Service Delivered By Service Authorization**  
Update an existing or add a new Date Time Entry Line

Provider: [Redacted]      Dates: 6/1/2025 - 6/30/2025  
 Client Name: [Redacted]      Client Prime: [Redacted]  
 CM Organization: [Redacted]  
 Service: SE149/OR526 - Attendant Care, home or comm/NA - Not Applicable  
 Rate: Fixed      Review Req: Yes

Print

Select	Begin Date/Time	End Date/Time	Total Service Billed	Units	Group	Status	Start Time Change Reason	End Time Change Reason	Support Professional	Start Location	End Location
<input type="checkbox"/>	06/30/2025 05:14 PM PDT	06/30/2025 09:21 PM PDT	0:07			Draft	Reason	Mistakenly clocked ou			
<input type="checkbox"/>			0:07			Draft	Reason	Reason			

For items checked above    Submit    Delete

Reason  
 Forgot to clock out at the end of shift  
 No internet service to clock out  
 Mistakenly clocked out  
 Created Manually Due to Data Entry Error  
 SPA not in place at time of service  
 Exception granted  
 eXPRS Was Unavailable

Save All

After the save completes, the Draft SD will have the updated information:

**Service Delivered By Service Authorization**  
Update an existing or add a new Date Time Entry Line

Provider: [REDACTED] Dates: 6/1/2025 - 6/30/2025  
 Client Name: [REDACTED] Client Prime: [REDACTED]  
 CM Organization: [REDACTED]  
 Service: SE149/OR526 - Attendant Care, home or comm/NA - Not Applicable  
 Rate: Fixed Review Req: Yes  
 SPA ID: [REDACTED]

Print

Select	Begin Date/Time	End Date/Time	Total Service Billed Time	Units	Group	Status	Start Time Change Reason	End Time Change Reason	Direct Support Professional	Start Location	End Location
<input type="checkbox"/>	06/30/2025 05:14 PM PDT	06/30/2025 09:21 PM PDT	0:07			<input checked="" type="checkbox"/>	Draft Reason	(Mistakenly clocked ou		[REDACTED]	[REDACTED]
<input type="checkbox"/>						<input type="checkbox"/>	Draft Reason				

0:07 Cancel Changes Save All

## Entering an EVV Service Delivered Billing Entry

1. Follow Steps #1-3. Then, on the **Service Delivered by Service Authorization** page, enter information into each of the following fields and select **Save All**:
  - a. **Begin Date/Time:** Enter the time the shift began.
  - b. **End Date/Time:** Enter the time the shift ended.
  - c. **Group:** If this SD is part of a group service, select the Checkbox. Otherwise, leave blank.
  - d. **Start Time Change Reason:** Select the reason this SD is being created manually.

**Service Delivered By Service Authorization**

Provider: [REDACTED] Dates: 6/1/2025 - 6/30/2025  
 Client Name: [REDACTED]  
 CM Organization: [REDACTED]  
 Service: SE149/OR526 - Attendant Care, home or comm/NA - Not Applicable  
 Rate: Fixed Review Req: Yes  
 SPA ID: [REDACTED]

Print

Select	Begin Date/Time	End Date/Time	Total Service Billed Time	Units	Group	Status	Start Time Change Reason	End Time Change Reason	Direct Support Professional	Start Location	End Location
<input type="checkbox"/>	06/30/2025 05:14 PM PDT	06/30/2025 09:21 PM PDT				<input checked="" type="checkbox"/>	Draft Reason	(Mistakenly clocked ou		[REDACTED]	[REDACTED]
<input type="checkbox"/>	06/29/2025 10:00 AM PST	06/29/2025 06:45 PM PST				<input type="checkbox"/>	Draft Forgot to clock in at th				

Save All

- After saving, you can Submit SDs for payment by selecting the checkbox for the corresponding row, and then selecting **Submit**.

Service Delivered By Service Authorization

Provider: [REDACTED] Dates: 6/1/2025 - 6/30/2025  
 Client Name: [REDACTED] Client Prime: [REDACTED]  
 CM Organization: [REDACTED]  
 Service: SE149/OR526 - Attendant Care, home or comm/NA - Not Applicable  
 Rate: Fixed Review Req: Yes  
 SPA ID: [REDACTED]

Print

Select	Begin Date/Time	End Date/Time	Total Service Billed Time	Units	Group	Status	Start Time Change Reason	End Time Change Reason	Direct Support Professional	Start Location	End Location
<input checked="" type="checkbox"/>	06/29/2025 10:00 AM PST	06/29/2025 06:45 PM PDT	8:45			Draft	Forgot to clock in at th				
<input checked="" type="checkbox"/>	06/30/2025 05:14 PM PDT	06/30/2025 09:21 PM PDT	4:07			Draft	Reason	Mistakenly clocked ou			
<input checked="" type="checkbox"/>						Draft	Reason				
			12:52			Cancel Changes				Save All	

For items checked above

- Timesheets can be printed for employer signatures, and then be submitted to the CME along with any other needed documentation<sup>1</sup>.

Print

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

**eXPRS Plan of Care - Services Delivered Form**

Page 1 of 2 Date: 7/1/2025, 12:18:56 PM

Customer Name: [REDACTED] Prime: [REDACTED]  
 Provider Name: [REDACTED] Provider Num: [REDACTED]  
 CM Organization: [REDACTED] SC/PA Name: [REDACTED]

Service: SE149/OR526 - Attendant Care, home or comm/NA - Not Applicable

Service Delivered On:

Start Date/Time IN	End Date/Time OUT	Total Hours for Entry	Group? (yes/no)
06/29/2025 10:00 AM PDT	06/29/2025 06:45 PM PDT	8:45	No
06/30/2025 05:14 PM PDT	06/30/2025 09:21 PM PDT	4:07	Yes
		12:52	<b>TOTAL HOURS</b>

<sup>1</sup> For detailed steps, see the guide: **How to Print a Timesheet**.

## Appendix A: Exceptions to Using eXPRS Mobile-EVV

Once an EVV Exception is approved, a PSW would enter SDs in the eXPRS Desktop Site. The EVV features & dropdowns will still show for the PSW in the eXPRS Desktop, but may function differently, based on the following EVV exception levels:

### Global Exceptions

This exception covers all the individuals that a PSW provides services for. The PSW does not need to use eXPRS Mobile-EVV or the EVV features in the eXPRS Desktop for the dates of the approved Global exception.

- The PSW will see the eXPRS Desktop site as the default on a mobile device.
- When entering SDs in the eXPRS Desktop, the PSW is not required to select a reason from the **Start Time Change Reason** dropdown.

### Individual Exceptions

This exception is specific to an individual served by the PSW. For the dates of the approved exception, the PSW does not need to use eXPRS Mobile-EVV for entering time worked for this individual client only.

- The PSW must select “**Exception Granted**” from the **Start Time Change Reason** when manually SDs for in the eXPRS Desktop for this individual.
- The PSW must use eXPRS Mobile-EVV for other individual clients they serve that do not have EVV Exceptions.