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:
    o Use eXPRS Desktop to submit their SDs for payment
    o Print timesheets & get their employer's signatures
    o 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

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

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

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**.

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

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.

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

3. Timesheets can be printed for employer signatures, and then be submitted to the CME along with any other needed documentation[1].

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[1] 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.