

How to View Your PSW Weekly Hours Limit

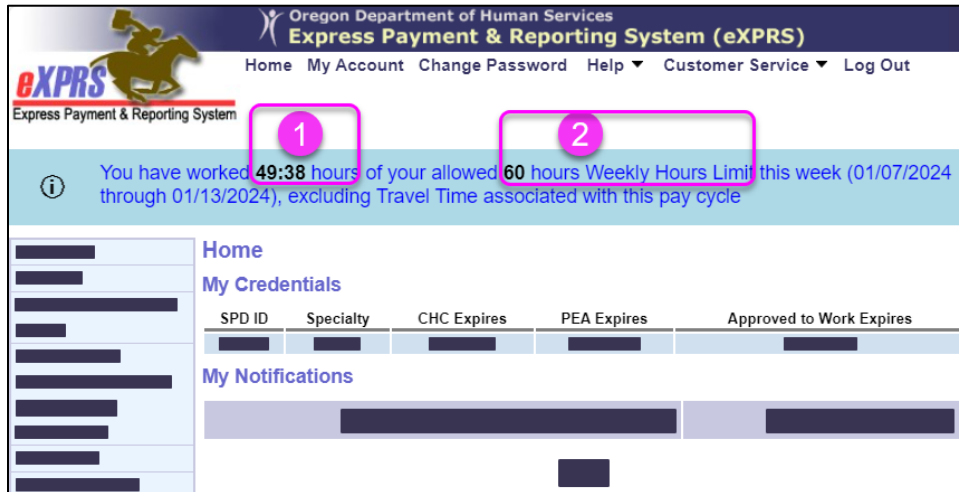
There are limits to how many hours of attendant care and relief care that a PSW can be authorized to work each week. PSWs can view this limit and the number of hours they have worked for the current work week (Sunday-Saturday).

Additionally, per the 2023-25 PSW Collective Bargaining Agreement, beginning on 1/1/2024, all PSWs are authorized to work up to 60 hours per week without needing an exception. However, a PSW may have an exception allowing them to work more than 60 hours in a week.

If you believe your PSW Weekly Hours limit is incorrect or have questions, please submit a Technical Assistance Request.

How to View Your PSW Weekly Hours Limit

1) Log into eXPRS or eXPRS Mobile-EVV and view the alert on the Dashboard.



The screenshot shows the eXPRS dashboard with a navigation bar at the top containing 'Home', 'My Account', 'Change Password', 'Help', 'Customer Service', and 'Log Out'. A central alert box displays the message: 'You have worked 49:38 hours of your allowed 60 hours Weekly Hours Limit this week (01/07/2024 through 01/13/2024), excluding Travel Time associated with this pay cycle'. Below the alert, there are sections for 'Home', 'My Credentials' (with a table of SPD ID, Specialty, CHC Expires, PEA Expires, and Approved to Work Expires), and 'My Notifications'. A sidebar on the left contains several menu items.

TIP: A similar message appears on the eXPRS Mobile-EVV page after logging in. In Point #1 of the screenshot above, the alert shows how many hours you've worked this week by adding up the time on all Attendant Care SDs in Draft, Pending, Suspended or Approved status. Point #2 shows your Weekly Hours Limit, which is entered on your PSW Provider Record in eXPRS.

2) To access your Provider Record, select **Create Service Delivered Entries from Single Service Authorization**.

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

SPD ID Specialty CHC Expires PEA Expires Approved to Work Expires

My Notifications

Filtered By Type All Notification Types Include Removed

Find

3) Enter search criteria to return your authorizations and select **Find**.

Create Service Delivered Entries from Single Service Authorization

How to use this page:

- Date range defaults to current month, but can be changed as needed.
- Use the below fields to select, enter or modify the search criteria as needed, then click Find to get a list of authorizations to bill against. The more criteria used, the more specific or narrow the results returned.
- If no results are found, use less criteria and search again.
- If still no results are found, authorizations returned are not in "accepted" status or are incorrect, please contact the CDDP or Brokerage who authorizes the services for your customers. They are responsible for entering and maintaining the authorizations.

For more instructions on entering Service Deliveries, please download and use this assistance guide: [How to Create Service Delivered Entries by PSW/IC-PSW Provider](#).

Please consult your Service Agreements for specific authorized UNIT amount details.

Client Prime:

Service Location/PSW SPD Provider ID:

DHS Contract Num:

Service Element:

Procedure Code:

Svc Modifier Cd:

Effective Date:

End Date:

Exact: Yes No

Exact: Yes No

Find Reset

4) From the results list, select the **SPA #** hyperlink to open the SPA.

Name		Service Location/PSW				
SPA#	Proc Code	Modifier	Rate	Begin	End	
6996	OR004 - Comm Transp, Mileage	WE - Community	0.56	7/1/2023	12/31/2023	
6996	OR526 - Attendant Care, home or comm	NA - Not Applicable	19.36	7/1/2023	12/31/2023	

- 5) Select either the **Rendering Provider** or **Service Location** hyperlink to open your provider record.

View Service Prior Authorization

Please consult your Service Agreements for specific authorized UNIT amount details.

Service Prior Authorization: **Status: Accepted**

Client Prime: **Client Name:**

Service:

Rendering Provider: [PSW Provider 1](#)

Service Location: [PSW Provider 1](#)

Pay To Provider:

DHS Contract Num:

- 6) On the **View Provider** page, expand the **PSW Weekly Hours/Rates** section.

View Provider

Provider ID:

Record Type:

Business Type:

Tax Name:

Personal Name:

Date of Birth:

▶ **Contact Information**

▼ **PSW Weekly Hours/Rates**

Weekly Hours	Client Prime	Start	End	Exception Reason	Entered By User	Per CME
60.00		1/1/2024	12/31/9999			

Log