

## How to Create PSW Travel Time Claim

(updated 8/25/2020)

Personal Support Worker (PSW) providers may be eligible to claim for payment the time it takes to travel directly between two individual clients' homes or worksites when that travel occurs on the same day. This PSW **travel time** is different than **mileage** reimbursement.

- **Travel Time** is payment for **the time needed** for a PSW **to travel between their work locations** for the clients they serve in a single day. It is work-site to work-site commute time once the PSW has started their workday. There are no clients with or being served by the PSW during a PSW's Travel Time.
- **Mileage** is reimbursement for **providing transportation TO a client(s)**; it is a service provided by the PSW to a client(s). The client(s) being served is with/receiving care from the PSW at time the mileage expense is incurred.

ODHS/ODDS has also established the following policy parameters regarding **PSW Travel Time**:

- Personal Support Workers must enter their **Travel Time** data into eXPRS themselves directly. CDDPs and Brokerages cannot enter Travel Time data on behalf of PSWs.
- Only the time to travel the most direct route by the method of transportation chosen may be claimed. Any additional time spent for personal reasons between homes/worksites of the clients the PSW is supporting may not be claimed.
- Time spent attending to personal business (not including brief stops for gas or using the restroom), time breaks of one hour or more between individual shifts, or returning to the PSW's home between working for clients is not considered direct travel and may not be claimed as **Travel Time**.
- Time spent traveling for personal shopping or medical appointments for the PSW themselves may not be claimed as **Travel Time**.
- Time spent traveling to and from the PSW's home to their initial or last work location in a day may not be claimed as **Travel Time**.

- Payment for approved **Travel Time** may not exceed 10% of the PSW’s total wages for the applicable bi-monthly pay period. PSWs are responsible for ensuring that **Travel Time** claimed does not exceed that 10% limit.
- **Travel Time** will be paid at the PSW base rate of pay in effect for the date of travel.
- **Travel Time** entries managed via eXPRS are processed in the month(s) following the month of actual travel being claimed for applicable pay periods.

This user guide will assist PSW providers in the process to create and submit **PSW Travel Time** in eXPRS.

→ **IMPORTANT:** For successful claiming of **Travel Time**, PSWs should be sure that all the **Service Delivered** billing entries for services provided to clients **before & after** the period of Travel Time being claimed are entered, submitted, approved and put into a paid claim **PRIOR** to claiming **Travel Time**.

eXPRS checks each **Travel Time** entry prior to payment to be sure there are **paid Service Delivered** billing entries documenting that the PSW worked serving clients **before and after** the **Travel Time** being claimed (the paid SDs “bookend” the Travel Time).

### To enter/create PSW Travel Time in eXPRS:

1. Login to eXPRS from a regular computer or laptop. Travel Time does not require the use of eXPRS Mobile-EVV.

The screenshot shows a login form with the following elements:

- Title: **Login**
- Field 1: **Login Name:** [user ID]
- Field 2: **Password:** [••••••••••]
- Link: [Forgot your password?](#)
- Button: **Submit**

2. From the left-hand menu, click on **Enter Travel Time**.

SPD ID	Specialty	CHC Expires	PEA Expires	Approv
	84-803	11/30/2021	9/30/2024	

3. In the **Create Travel Time** page, enter the data needed in each field to create a **Travel Time** entry for a specific date.

Service Date	Travel Start Time Hour:Min AM/PM	Travel End Time Hour:Min AM/PM	Mode	Billed Minutes Hour:Min
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

4. The data fields for a **Travel Time** entry are defined and work as follows:
  - **Service Date** is the date the travel between clients occurred and is being claimed.

- **Travel Start Time** is the time the travel to the PSW's next client to be served on that day starts. It should be a time that is after (follows) the **End**

**Time** on the **Service Delivered** billing entry for the client the PSW just finished working for and is leaving.

<b>Travel Start Time</b> <b>Hour:Min AM/PM</b>
11:47 AM

**For example:** the SD billing entry for the client the PSW is leaving ends at 11:45 AM, the start time for when they began traveling to their next worksite/client is 11:47 AM.

- **Travel End Time** is the time the PSW's travel ended and they arrive at next client's location (the PSW's next worksite). This end time should be a time earlier than the Start Time for the SD billing entry for that next client's service provided.

<b>Travel End Time</b> <b>Hour:Min AM/PM</b>
12:13 PM

**For example:** the if PSW arrives at the next client's location at 12:13 PM, the SD billing entry for that client's service from the PSW on that date would be 12:16 PM.

- **Mode** is the method of transportation used by the PSW to travel. PSW providers will select the applicable option from the dropdown menu.

<b>Mode</b>
<input type="text" value=""/> ▼
Bike
Bus/Transit
Drive
OTHER
Walk

- **Billed Minutes** is the total amount of travel time being claimed by the PSW. It can be less than, but not more than, the actual calculated time between the **Travel Start** and **Travel End** times entered.

<b>Billed Minutes</b> <b>Hour:Min</b> <hr/> <input style="width: 80%; border: none;" type="text" value="24"/>	OR	<b>Billed Minutes</b> <b>Hour:Min</b> <hr/> <input style="width: 80%; border: none;" type="text" value="00:24"/>
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→ **Please Note:** Billed Minutes for Travel time that *exceed 60 minutes* (or 1 hour) *will suspend and not process for payment* unless an exception is approved by ODDS.

- **Start Prime** is a dropdown of all the I/DD clients authorized to receive services from the PSW. The PSW must select from the dropdown the client they are *traveling FROM* (the client/worksites the PSW is leaving).

**Start Prime**

▼

A\*\*\*\*\*F - B\*\*\*\*\* \*\*\*\*\*F

D\*\*\*\*\*B - P\*\*\*\*\* \*\*\*\*\*IN

Y\*\*\*\*\*G - G\*\*\*\*\* \*\*\*\*\*E

||\*\*\*\*\*Y - B\*\*\*\*\* \*\*\*\*\*T

- **Start Address** is the address for the location the PSW is actually leaving from to start their travel to their next client/worksites. It could be the address of the selected Start client’s home or another location that the PSW has ended their service to that client and is leaving to travel to their next client/worksites.

**Start Address**

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City	State	Zip Code
<input style="width: 95%; border: none;" type="text" value="Portland"/>	<input style="width: 95%; border: none;" type="text" value="OR"/> ▼	<input style="width: 95%; border: none;" type="text" value="97201"/>

- **End Prime** is a dropdown of all the I/DD clients authorized to receive services from the PSW. The PSW must select from the dropdown the client they are *traveling TO* (the client/worksites the PSW is going to arrive).

**End Prime**

A\*\*\*\*\*F - B\*\*\*\*\* \*\*\*\*\*F  
 D\*\*\*\*\*B - P\*\*\*\*\* \*\*\*\*\*IN  
 Y\*\*\*\*\*G - G\*\*\*\*\* \*\*\*\*\*E  
 I\*\*\*\*\*Y - B\*\*\*\*\* \*\*\*\*\*T

- **End Address** is the address for the location the PSW is traveling to/arriving at to begin work with their next client/worksite. It could be the address of the selected End client's home or another location that the PSW will be providing service to that client.

**End Address**

123 Some Other Ave SE

City	State	Zip Code
Portland	OR ▼	97204

5. With all the data entered for the **Travel Time**, click **SAVE** at the bottom of the page to save the entry to **draft** status.

**Create Travel Time**

Enter data for Travel

**Provider:** PSW LastName First Name

Travel Date	Travel Start Time Hour:Min AM/PM	Travel End Time Hour:Min AM/PM	Mode	Billed Minutes Hour:Min
1/14/2015	11:47 AM	12:13 PM	Drive ▼	24

Start Prime	Start Address						
- AVZZN HXBAA ▼	553 Anystreet NW						
	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 40%; text-align: center;">City</th> <th style="width: 20%; text-align: center;">State</th> <th style="width: 40%; text-align: center;">Zip Code</th> </tr> </thead> <tbody> <tr> <td style="border: 1px solid black; padding: 2px;">Portland</td> <td style="border: 1px solid black; padding: 2px;">OR ▼</td> <td style="border: 1px solid black; padding: 2px;">97201</td> </tr> </tbody> </table>	City	State	Zip Code	Portland	OR ▼	97201
City	State	Zip Code					
Portland	OR ▼	97201					
End Prime	End Address						
- GBN TBGDRYY ▼	123 Some Other Ave SE						
	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 40%; text-align: center;">City</th> <th style="width: 20%; text-align: center;">State</th> <th style="width: 40%; text-align: center;">Zip Code</th> </tr> </thead> <tbody> <tr> <td style="border: 1px solid black; padding: 2px;">Portland</td> <td style="border: 1px solid black; padding: 2px;">OR ▼</td> <td style="border: 1px solid black; padding: 2px;">97201</td> </tr> </tbody> </table>	City	State	Zip Code	Portland	OR ▼	97201
City	State	Zip Code					
Portland	OR ▼	97201					

Save Reset

6. Once the save process completes, users will see their **draft** entry details, with action button options at the bottom. Actions available for **draft Travel Time** entries are:

- **Edit** = open the **draft** entry to make changes.
- **Submit** = submit the **draft** entry for payment processing.
- **Delete** = delete the **draft** entry; which completely removes it from the system, as if it never existed.
- **Create New Travel Time** = hyperlink to start creating a completely new **Travel Time** entry.

### View Travel Time

<b>ID:</b> 5*****1	<b>Status:</b> Draft
<b>PA Adj #:</b> 5*****5	<b>Service Date:</b> 10/15/2015
<b>Mode:</b> Drive	
<b>Provider:</b> PSW Last, First	
<b>Billed Minutes:</b> 0:30	<b>Claimed Minutes:</b> 0:30
<b>Rate:</b> \$14.00	<b>Amount:</b> \$7.00
<b>Start Prime:</b> A*****C	<b>Start Name:</b> Client #1 Last, First
<b>End Prime:</b> K*****R	<b>End Name:</b> Client #2 Last, First
<b>Start Address:</b> 123 Main St Portland, OR 97201	
<b>End Address:</b> 987 Couch St NW Portland, OR 97201	
<b>Travel Start Time:</b> 10/15/2015 3:34:00 PM PDT	
<b>Travel End Time:</b> 10/15/2015 4:10:00 PM PDT	
<b>Created Date:</b> 12/15/2015 4:26:29 PM PST	<b>Created By:</b> PSW provider
<b>Updated Date:</b> 10/15/2015 4:26:29 PM PST	<b>Updated By:</b> PSW provider

Exc...  
The... options for this Travel Time record

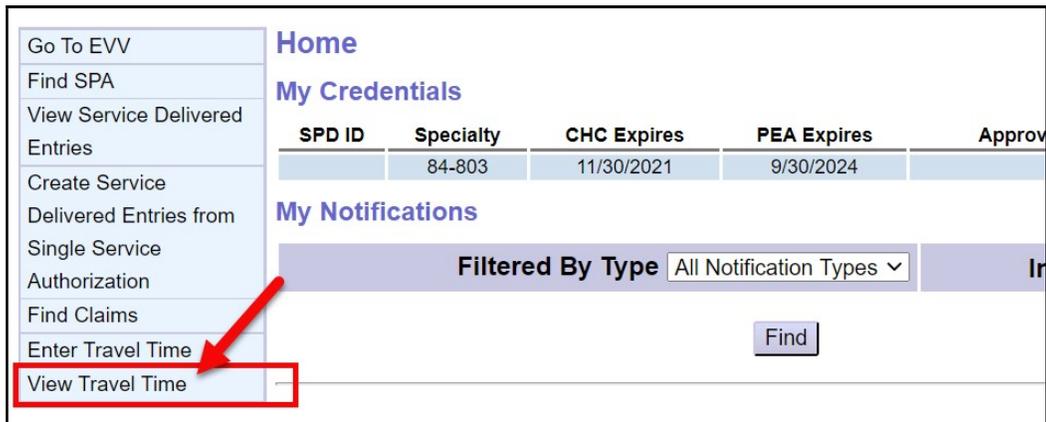
Edit
Submit
Delete
[Create New Travel Time](#)

7. Repeat steps #2 – 6 to create additional **draft Travel Time** entries.

8. Once created & saved to **draft** status, users are also able to return to eXPRS, search for, find & submit their **Travel Time** entries as a batch from a different screen. See the next page for instructions.

## To find and submit *draft* Travel Time entries for payment:

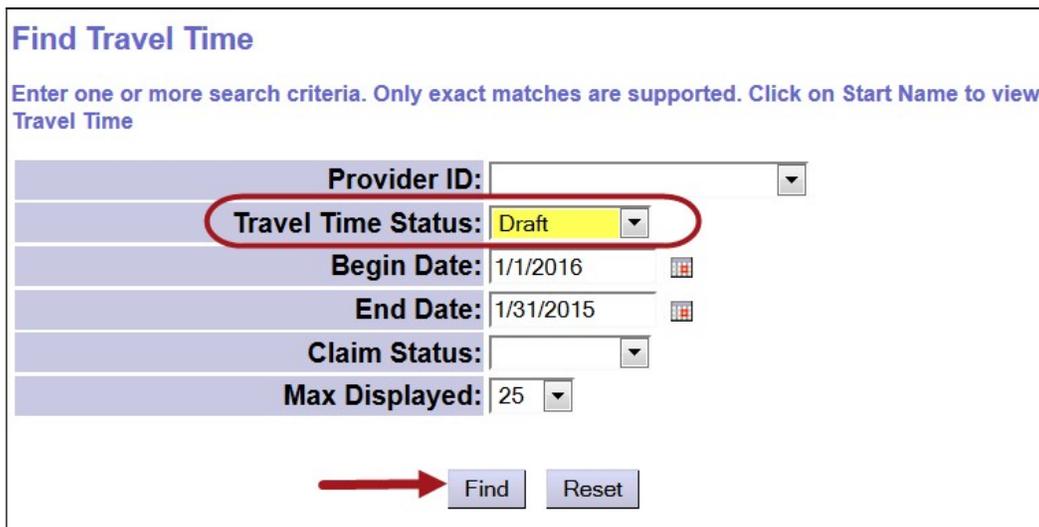
1. From the left-hand menu, click on **View Travel Time**.



The screenshot shows a web application interface. On the left is a vertical navigation menu with the following items: Go To EVV, Find SPA, View Service Delivered Entries, Create Service, Delivered Entries from Single Service Authorization, Find Claims, Enter Travel Time, and View Travel Time. The 'View Travel Time' item is highlighted with a red box, and a red arrow points to it from the right. The main content area is titled 'Home' and contains sections for 'My Credentials' (with a table showing SPD ID, Specialty, CHC Expires, PEA Expires, and Approv), 'My Notifications' (with a 'Filtered By Type' dropdown set to 'All Notification Types' and a 'Find' button), and a partially visible table.

2. In the Find Travel Time page, enter the search criteria needed to find the ***draft*** Travel Time entries to submit.

→ ***PRO TIP:*** Select the status of ***draft*** from the dropdown menu to search for ***draft*** entries ready to submit.



The screenshot shows the 'Find Travel Time' search page. It includes a header with the title 'Find Travel Time' and instructions: 'Enter one or more search criteria. Only exact matches are supported. Click on Start Name to view Travel Time'. The search form contains the following fields: Provider ID (dropdown), Travel Time Status (dropdown with 'Draft' selected and circled in red), Begin Date (1/1/2016), End Date (1/31/2015), Claim Status (dropdown), and Max Displayed (25). At the bottom, there are 'Find' and 'Reset' buttons, with a red arrow pointing to the 'Find' button.

Click **FIND** to search for ***draft*** Travel Time entries.

3. Any ***draft*** Travel Time entries that meet the search criteria will be shown below. User can select which **Travel Time** (or all, if desired) to submit for payment processing by checking the corresponding box(es) to the far left of the entry, and then clicking **Submit** at the bottom of the page.

### Find Travel Time

Enter one or more search criteria. Only exact matches are supported. Click on Start Name to view Travel Time

**Provider ID:**   
**Status:** Draft  
**Begin Date:** 10/1/2015  
**End Date:** 10/31/2015

Find Reset

<input checked="" type="checkbox"/> All	Start Prime	Start Name	End Prime	End Name	Provider	Service Date	Travel Start Time	Travel End Time	Billed Minutes	Claimed Minutes	Mode	Claim ICN	Claim Status	Status
<input checked="" type="checkbox"/>	Y*****G	Client #1 Last, First	A*****C	Client #2 Last, First	PSW Last, First	10/1/2015	03:32 PM	04:15 PM	0:34	0:34	Drive			Draft
<input checked="" type="checkbox"/>	Y*****G	Client #1 Last, First	A*****F	Client #2 Last, First	PSW Last, First	10/13/2015	02:46 PM	02:59 PM	0:12	0:12	Walk			Draft
<input checked="" type="checkbox"/>	Y*****G	Client #1 Last, First	A*****C	Client #2 Last, First	PSW Last, First	10/15/2015	03:34 PM	04:10 PM	0:30	0:30	Drive			Draft

Travel Time found: 3 (displaying all rows)

Submit Delete

- Once the submission process completes, users will be taken to a confirmation page showing the results of that process and the new status of their **Travel Time** entries.

### Travel Time Results

Start Prime	Start Name	End Prime	End Name	Provider	Service Date	Begin Time	End Time	Actual Time	Billed Time	Mode	Status	Notes
Y*****G	Client #1 Last, First	A*****C	Client #2 Last, First	PSW Last, First	10/1/2015	03:32 PM	04:15 PM	0:34	0:34	Drive	Approved	
Y*****G	Client #1 Last, First	A*****F	Client #2 Last, First	PSW Last, First	10/13/2015	02:46 PM	02:59 PM	0:12	0:12	Walk	Approved	
Y*****G	Client #1 Last, First	A*****C	Client #2 Last, First	PSW Last, First	10/15/2015	03:34 PM	04:10 PM	0:30	0:30	Drive	Approved	

Previous Close

# Travel Time Error Messages

## Unable to save *draft* Travel Time

Error Message	What it means	How to fix it?
<i>Your request could not be completed because: More than one active CPA found for [ date / time ]</i>	The Travel Time entry is unable to be saved, even as a draft because there are multiple authorizations for Travel Time for the PSW.	Authorizations for Travel Time are automatically generated by eXPRS and duplicate authorizations can occur. If this error occurs when trying to save a new Travel Time claim, submit an <a href="#">eXPRS Technical Assistance Request</a> to notify us of the issue. Once received, we can remove the duplicate authorization & then the Travel Time claim can be recreated & saved.

## Travel Time Suspense Reasons

When **Travel Time** entries are submitted, they process through a number of system validation edits prior to being approved for payment. If a **Travel Time** entry does not clear a validation edit, it may suspend or be denied. Below are the most common suspense reasons and their explanations/definitions.

Rule Description/Exception Text	What it means	Can it be overridden?	How to fix it?
<i>Awaiting payment cycle</i>	The Travel Time entry has cleared all system validation edits and will be processed for payment in the next scheduled Travel Time claims process cycle.	Yes, but only if needed for a PSW who has stopped working has requested their last payment/check.  A formal request must be submitted to ODDS for last payment to be processed.	No need, unless a correction is needed from the provider. This travel time entry is ready to process for payment.

Rule Description/Exception Text	What it means	Can it be overridden?	How to fix it?
<p><i>Claim unit over limit;</i></p> <p><i>Travel Claim for [date] - start [time hh:mm] AM/PM to end [time hh:mm] AM/PM actual travel time exceeds 60 minutes</i></p>	<p>The Travel Time entry is for a travel time that exceeds the allowed 60 minutes. The start/end times on the entry calculate at timespan longer than 60 minutes.</p>	<p>Yes</p>	<p>The suspended Travel time can be edited to change the start and/or end times, as needed.</p> <p>If changes are made, save the new information and then re-submit the Travel Time entry.</p>
Rule Description/Exception Text	What it means	Can it be overridden?	How to fix it?
<p><i>Claim unit over limit;</i></p> <p><i>Travel Claim for [date] - start [time hh:mm] AM/PM to end [time hh:mm] AM/PM billed time exceeds 60 minutes</i></p>	<p>The amount of travel time billed as entered by the PSW on the Travel Time entry exceeds the allowed 60 minutes.</p>	<p>Yes</p>	<p>The suspended Travel time can be edited to change billed time amount, as needed.</p> <p>If changes are made, save the new information and then re-submit the Travel Time entry.</p>
Rule Description/Exception Text	What it means	Can it be overridden?	How to fix it?
<p><i>Missing service before or after travel time request;</i></p> <p><i>Travel Claim for [date] - start [time hh:mm] AM/PM to end [time hh:mm] AM/PM is missing a service for Client (prime #) before / after it.</i></p>	<p>There must be a paid SD billing entry on either side of the Travel time entry to document services were provided to the clients the PSW is traveling to/from. These paid SD billings are called “book end” SDs.</p>	<p>Yes, but only the Travel Time billing includes travelling to/from an APD client.</p>	<p>PSWs should be sure that all their service SD billing entries have been submitted, reviewed approved and paid, so they can be used as “book ends” for the travel time entry they are submitting.</p>

Rule Description/Exception Text	What it means	Can it be overridden?	How to fix it?
<p><i>Suspected duplicate.</i></p> <p><i>Date range or a portion of the date range overlaps an approved claim; Travel Claim for [date] - start [time hh:mm] AM/PM to end [time hh:mm] AM/PM overlaps a Service Delivered entry for the same date.</i></p>	<p>The travel time entry overlaps an SD billing entry documenting that the PSW was working providing service to a client for part or all of the time being claimed as travel.</p> <p>Travel time is <b>NOT</b> time worked serving clients, so it cannot overlap a service SD billing entry.</p>	<p>No</p>	<p>Edit the Travel time entry so that it does not overlap a service SD billing entry.</p>
Rule Description/Exception Text	What it means	Can it be overridden?	How to fix it?
<p><i>Claim amount over limit;</i></p> <p><i>Travel Claim for [date] - start [time hh:mm] AM/PM to [time hh:mm] AM/PM exceeds the calculated 10% of gross wages for provider.</i></p>	<p>Per ODHS/ODDS policy, Travel Time can only be paid up to a maximum limit of 10% of the PSW's gross wages received for that calendar month.</p> <p>This travel time entry exceeds that allowed 10% limit.</p>	<p>Yes</p>	<p>The Travel Time entry will stay suspended until additional wages are paid for that time period or other paid Travel Time claims are voided.</p>