

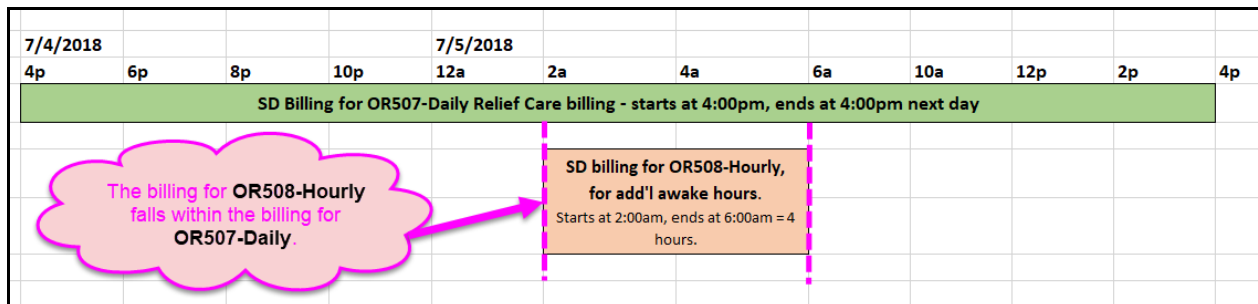
How to Create & Submit **Service Delivered (SD) Billing Entries** for **OR508-Hourly Relief Care** for PSW Providers

(v2; 7/12/2018)

The service **OR507-Daily Relief Care** is intended to be provided in 24-hour blocks, allowing for 16-hours of awake time & 8-hours of sleep time for the PSW during that 24-hours of service. However, there may be times that individuals 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**.

If a PSW does not already have an active authorization for **OR508-Hourly Relief Care**, they need to contact the authorizing CDDP or Brokerage to have that authorization created/submitted before they can bill for those additional awake time hours.

OR508-Hourly Relief Care is an hourly service, and is billed in the same manner as other hourly attendant care services (such as OR526-Attendant Care). The one key difference being the **OR508-Hourly Relief Care** billings should align/fall entirely within an SD billing for the corresponding **OR507-Daily Relief Care** that the additional awake hours support.



Additional ODDS policy guidance is available in the document "[Daily Relief Care and Hours Worked for Personal Support Workers \(PSWs\)](#)" and further explains billing for OR508-Hourly & OR507-Daily Relief Care. This guide document can be found on the [ODDS Personal Support Worker Resources](#) webpage.

To create/submit **Service Delivered** entries for **OR508-Hourly Relief Care**:

1. Login to eXPRS.

Login
You are in the Production environment

Login Name:

Password:

Forgot your password? [Submit](#)

Need a login?

Enter your User ID here

Enter password here.

2. From your **Home** page, click on the left-hand menu option **Create Service Delivered Entries from Single Service Authorization**.

Home

My Credentials

SPD ID	Primary Specialty	CHC Expires
79***8	84-803	10/31/20

My Notifications

Filtered By Type

Find SPA

View Service Delivered Entries

Create Service Delivered Entries from Single Service Authorization

Find Claims


Enter Travel Time

View Travel Time

3. In the **Create Service Delivered from Single Service Authorization** search page, you will need to first search for your **OR508-Hourly Relief Care** authorizations that are active & ready to be billed. Using a service **date range** will likely be the easiest method to search.

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:  **Exact:** Yes No


End Date:  **Exact:** Yes No

Click **Find** to return your search results.

- Any active authorizations that meet the search criteria entered will return in a results list below, grouped by individual. To bill for services provided, start from the results list and click on the **\$** icon to the far right of the **OR508-Hourly Relief Care** authorization you wish to bill against.

→ **PRO TIP:** right-click on the **\$** icon to open the new page in a new tab or window. This will allow you to easily return to your original search results list.

Name		Service Location/PSW			
Client Last, First - xyz0000a					
SPA#	Proc Code	Rate	Begin	End	
19*****36	OR004 - Comm Transp, Mileage	\$0.48	11/1/2017	7/8/2018	
22*****02	OR507 - Relief Care, Daily	\$204.00	4/1/2018	10/31/2018	
22*****78	OR508 - Relief Care, Hourly	\$13.15	7/1/2018	7/31/2018	

- In the **Service Delivered by Service Authorization** page, you can now add the billing data information for when the additional awake hours for **OR508-Hourly Relief Care** were provided. Remember, this billing is **only for the additional hours above the 16-hours** that the PSW was required to be awake in the 24-hours of Daily Relief Care provided.

Provider: PSW Name - 7*****4	Dates: 7/1/2018 - 7/31/2018
Client Name: Client First Last	Client Prime: xyz0000a
CM Organization: CDDP/Brokerage Name	
Service: SE149/OR508 - Relief Care, Hourly/NA - Not Applicable	
Rate: \$13.15	Review Req: Yes

Select	Date	Start Time (HH:MM AM/PM)	End Time (HH:MM AM/PM)	Total Service Time	Billed Units	Group	Status
<input type="checkbox"/>				0:00		<input type="checkbox"/>	Draft

For items checked above

- 1 The **DATE** entered on the billing entry is the date the service was provided.
- 2 The **START TIME** entered is the actual time the service began on that date.
- 3 The **END TIME** entered is the actual time the service ended on that date.

Service: SE149/OR508 - Relief Care, Hourly/NA - Not Applicable	Review Req: Yes
Rate: \$13.15	<input type="button" value="Print"/>

Select	Date	Start Time (HH:MM AM/PM)	End Time (HH:MM AM/PM)	Total Service Time	Billed Units	Group	Status
<input type="checkbox"/>	7/5/2018	2:00 AM	6:00 AM	0:00		<input type="checkbox"/>	Draft

For items checked above

Click **Save All** after each entry to add a new row of blank fields for more data entry lines.

7. For entering **Start & End** times, the start/end time fields do not require the colon, spaces or the full "AM" or "PM" when keying in time data. Users can simply enter the numeric time data and "a" or "p" without spaces, and the system will auto-format that entry to the correct time format needed.

Examples:

- “8a” will be auto-formatted to be “8:00 AM”
- “917p” will be auto-formatted to be “9:17 PM”

** Time data entered without the “p” added will be auto-formatted as “AM” hours.

- “10” will be auto-formatted to be “10:00 AM”

The data field will show with **RED text** if information is entered incorrectly. Corrected information will show as **BLACK text**.

8. With all the **SERVICE DELIVERED** billing entry data entered & saved in **draft** status, check the left-hand box for the SD entries you wish to submit. Or simply close the page; the entries will be saved as **drafts** & will be available to submit later.

The screenshot shows a software interface for managing SD billings. At the top, it displays 'Service: SE149/OR508 - Relief Care, Hourly/NA - Not Applicable' and 'Rate: \$13.15'. Below this is a table with columns: Select, Date, Start Time (HH:MM AM/PM), End Time (HH:MM AM/PM), Total Service Time, Billed Units, Group, and Status. A single row is visible with the date 7/5/2018, start time 2:00 AM, and end time 6:00 AM. The 'Status' column shows 'Draft'. A pink arrow points from the checked checkbox in the 'Select' column to 'Submit' and 'Delete' buttons at the bottom. Other buttons include 'Print', 'Review Req: Yes', 'Save All', and 'Cancel Changes'.

Actions available on **draft** SD billings:

- **Submit** = will submit the **draft** entries checked for payment processing.
- **Delete** = will delete (remove completely from the system) the **draft** entries checked.

9. Once submitted, the status will change for the SD billing entries, showing the results of the action.


For PSW billings, if successfully submitted, will move to **pending** status. This means you may now print your timesheet for this service, have it signed by your employer, and then submit to the authorizing CDDP or Brokerage to review for payment processing.

CM Organization:

Service: SE149/OR508 - Relief Care, Hourly/NA - Not Applicable

Rate: \$13.15

Review Req: Yes

 Print

Select	Date	Start Time (HH:MM AM/PM)	End Time (HH:MM AM/PM)	Total Service Time	Billed Units	Group	Status
<input type="checkbox"/>	7/5/2018	02:00 AM	06:00 AM	4:00		No	Pending
<input type="checkbox"/>						<input type="checkbox"/>	Draft
				4:00			

Save All

Cancel Changes

10. When finished, close the window/tab you were working in and return to the search results. From the results list, select another service to be billed by clicking the \$ icon next to the service authorization line.




11. Repeat steps #8 – 12, to create new **SERVICE DELIVERED** billing entries for other individuals and/or services, as needed.

12. In addition, PSW providers can also view the authorization details if they'd like. From the authorization results list, click on the blue **SPA#** to the far left of the authorization line. This will open the authorization.

Find

Name

Client Last, First - xyz0000a

SPA#	Proc Code	Name	Start	End	
19 **** 3	OR001	Comm Transp, Mileage		7/8/2018	
22 **** 02	OR507	Relief Care, Daily		10/31/2018	
21 **** 04	OR520	Attendant Care, home or comm		10/31/2018	

13. With the **View Service Prior Authorization** page open, the details of the authorization are shown, including:

- 1 The service authorized,
- 2 The service dates the authorization covers,
- 3 The rate authorized for the service.

View Service Prior Authorization

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

Service Prior Authorization: 22		Status: Accepted	
Client Prime: xyz0000a		Client Name: First LastName	
Service: SE149/OR508-Relief Care, Hourly/NA-Not Applicable			
Rendering Provider: PSW Last, First - 7****4			
Service Location: PSW Last, First - 7****4			
Pay To Provider: Public Partnerships		FMAS - 1571171	
DHS Contract Num: CDDP/Brokerage Name			
Effective Date: 7/1/2018		End Date: 7/31/2018	
Rate: \$13.15			
Amount: \$52.60		Balance: \$0.00	
Trust Reserve: \$7.68		Tax Reserve: \$7.18	
SPA Created By:		Created Date:	

14. For SD billing entries that move to a status other than *pending*, providers can use the [Service Delivered Problem Solving Matrix](#) on the [eXPRS Help Menu](#) to assist in troubleshooting.