

How to Run the EVV Exception Report

CME Staff

(updated 12/10/2021)

With the implementation of **eXPRS Mobile-EVV** for DD Personal Support Worker providers, there may be extenuating or exceptional circumstances that may prevent a PSW provider from using **eXPRS Mobile-EVV** at all. In situations where there is an ongoing or indefinite hardship for a PSW to using **eXPRS Mobile-EVV**, an exception from reporting time-worked via the **eXPRS Mobile-EVV** process may be granted.

There is an EVV Exceptions report available in eXPRS for CMEs to use to get a list of PSWs who have an EVV exception. This may be useful to use if there are questions about why a PSW is not using **eXPRS Mobile-EVV**.

Per ODDS Policy & CME Worker's Guide for PSW EVV Exceptions, available on the [DD Case Management Staff Tools](#) and [DD Brokerage Personal Agent Tools](#) pages, PSW providers who meet the criteria for these extenuating or exceptional circumstances can request an EXCEPTION to using **eXPRS Mobile-EVV** from their authorizing Case Management Entity (CME). The CME staff would then record that EVV Exception information on the PSW's provider record in eXPRS.

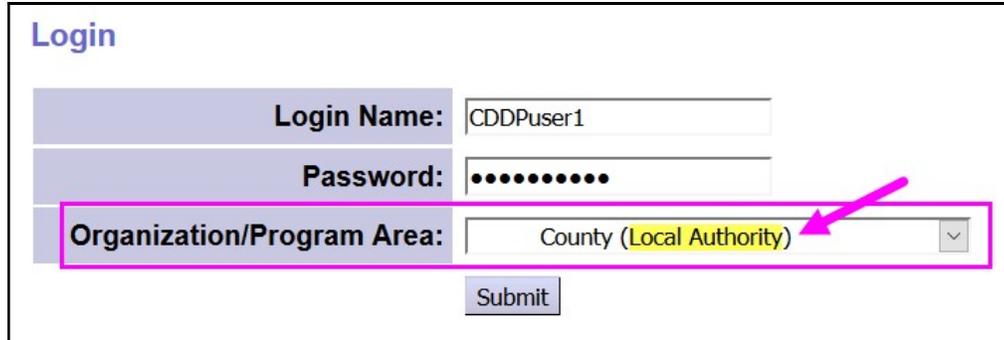
CME users will need to be assigned one of the below eXPRS user roles to access and run the EVV Exceptions report for PSWs.

- **CDDPs** = Local Auth Provider EVV Exceptions Manager
- **Brokerages** = Brokerage Provider EVV Exceptions Manager
- **CIIS Program** = State Provider EVV Exceptions Manager

To Run the EVV Exception report:

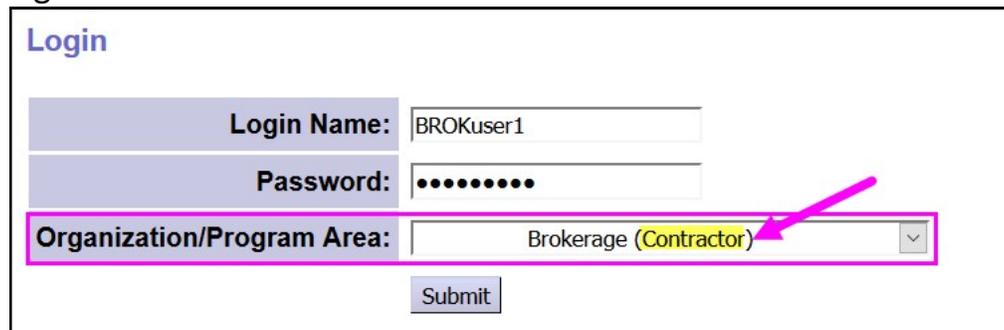
1. Log in to eXPRS. You will need to be logged in under the correct Organization/Program Area option like shown below, to do this work.

CDDPs:



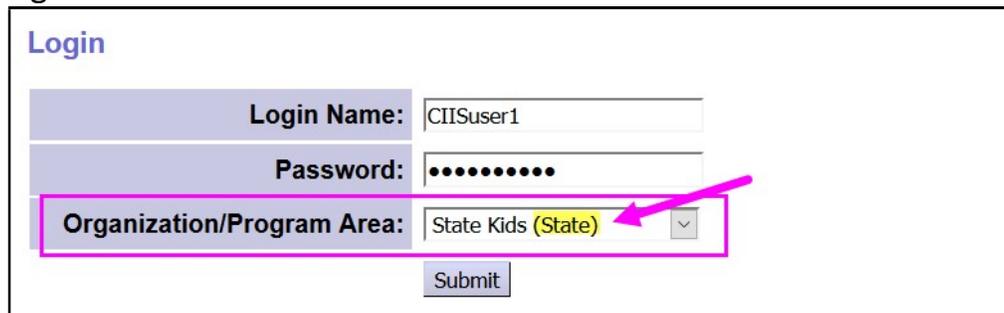
The screenshot shows a login form titled "Login". It contains three input fields: "Login Name" with the value "CDDPuser1", "Password" with masked characters "••••••••", and "Organization/Program Area" with a dropdown menu showing "County (Local Authority)". A pink box highlights the "Organization/Program Area" field, and a pink arrow points to the "(Local Authority)" part of the dropdown. A "Submit" button is located below the fields.

Brokerages:



The screenshot shows a login form titled "Login". It contains three input fields: "Login Name" with the value "BROKuser1", "Password" with masked characters "••••••••", and "Organization/Program Area" with a dropdown menu showing "Brokerage (Contractor)". A pink box highlights the "Organization/Program Area" field, and a pink arrow points to the "(Contractor)" part of the dropdown. A "Submit" button is located below the fields.

CIIS Program:



The screenshot shows a login form titled "Login". It contains three input fields: "Login Name" with the value "CIISuser1", "Password" with masked characters "••••••~•", and "Organization/Program Area" with a dropdown menu showing "State Kids (State)". A pink box highlights the "Organization/Program Area" field, and a pink arrow points to the "(State)" part of the dropdown. A "Submit" button is located below the fields.

2. From the yellow, left-hand menu, click on **Reports** → **EVV Exceptions**.

Client ▶ Home
 Provider ▶ My Notifications
 Contracts ▶
 Prior Authorization ▶
 Plan Of Care ▶
 Claims ▶
 CM/PA TCM Billing ▶
 Liabilities ▶
 Reports ▶ CHC and PEA Expiring SEPA Detail
 Financial Maintenance ▶ Client Enrollment Suspended Claim
 Client Liability
 CPA Unclaimed Balance Express Payment and Report
 DD Adult Eligibility Due Dates
 Employer Relationships
 Expiring POC
 EVV Exceptions
 Outstanding Provider Liability
 Payment Detail
 Provider Status
 Remittance Advice
 Remittance Advice Monthly
 RFFS Claims Summary

3. In the **EVV Exceptions Report by Provider** search page, use the search criteria needed to pull the report data desired. The report will return EVV Exception information for DD Personal Support Workers associated to your CME's Plan of Care Provider Panel.

EVV Exceptions Report By Provider

* Start Date :

End Date:

PSW eXPRS Provider ID:

Exception Level:

Exception Type:

Max Displayed: 25

Find Reset Close

With the search criteria entered, click **Find** to run the report.

4. When the report information returns, you will see a list of PSW providers from your CME provider panel with exceptions that meet the search criteria used. The information appears in columns defined as:
- **PSW eXPRS Provider ID** = the PSW provider's **eXPRS Provider ID** number
 - **Provider** = the **NAME** of the PSW provider
 - **Approval Date** = the date the Exception was approved
 - **Start Date** = the first date the EVV Exception is valid
 - **End Date** = the last date the EVV Exception is valid
 - **Client Name** = the name of the individual, if applicable
 - **Exception Level** = the type of EVV Exception, either **Global** or **Individual**.
 - **Exception** = the Exception criteria for which the EVV Exception that was approved.
 - **Exception Processed By** = name of the CME staff who entered the EVV exception in eXPRS
 - **CME Name** = the CME organization who entered the EVV exception

PSW eXPRS Provider ID	Provider	Approval Date	Start Date	End Date	Client Name	Exception Level	Exception Type	Exception Processed By	CME Name
Print 29****8	PSW Pine	2/2/2021	2/2/2021	11/30/2025	ELLA VADAR	Individual	[Device Connection, Device Wifi]	SC Name	CMECounty
Print 24****6	PSW Maple	2/23/2021	2/23/2021	1/31/2025		Global	[No Internet]	SC Name	CMECounty
Print 20****1	PSW Spruce	5/10/2021	5/10/2021	4/30/2024		Global	[No Internet]	SC Name	CMECounty
Print 34****2	PSW Alder	6/1/2021	6/1/2021	3/31/2026	TERRY DACTYL	Individual	[Device Wifi]	SC Name	CMECounty

The EVV Exception report results list is exportable to an external file format that can be saved by the CME for later use.

5. Clicking on the **Print** link at the far left-hand column will open a printable report of that EVV Exception that can be shared with the PSW as documentation of their Exception Approval.

