

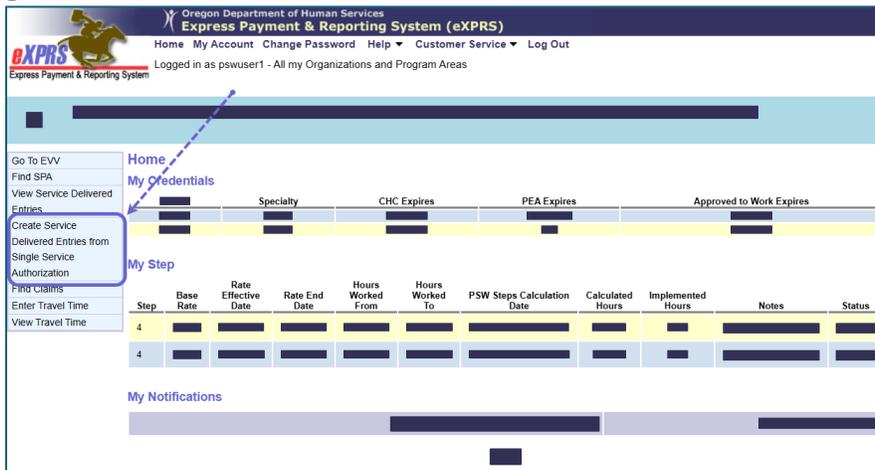
How to Create a Service Delivered Billing Entry on the eXPRS Desktop Site as a Personal Support Worker

Overview

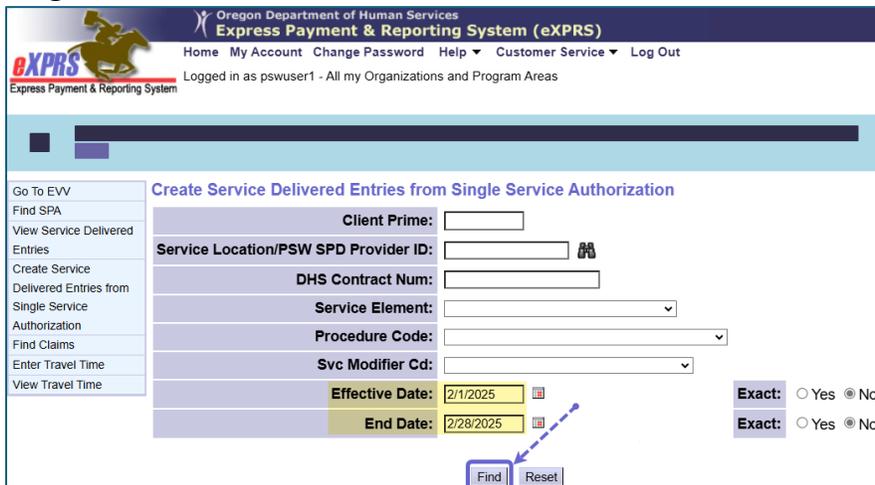
As of April 2020, all Personal Support Workers (PSWs) should be using eXPRS Mobile-EVV for Attendant Care and/or Daily Relief Care services. This is true unless you have been granted an exception by the authorizing Case Management Entity (CME). However, there may be times that you need to manually enter a Service Delivered Billing Entry (SD) into the eXPRS Desktop site.

How to Create an SD on the eXPRS Desktop Site

- 1) Log into the eXPRS Desktop Site and select **Create Service Delivered Entries from Single Service Authorization**.



- 2) Enter criteria to search for your authorizations and select **Find**. In this example, we are using an **Effective Date** and **End Date**.

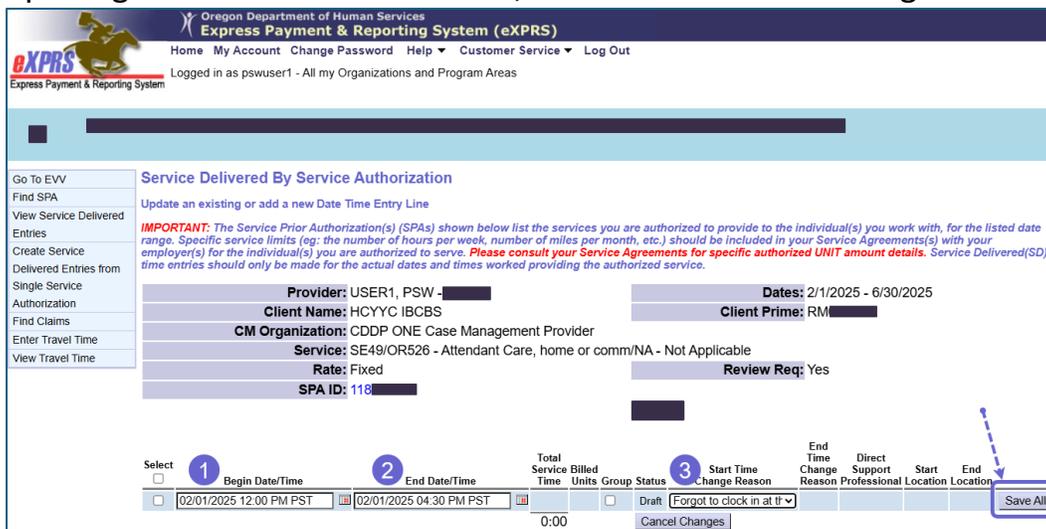


- From the Results List, your active authorizations return. To create an SD, select the **Dollar Sign (\$)** on the far right for that authorization.



SPA#	Proc Code	Modifier	Rate	Begin	End	
118	OR004 - Comm Transp, Mileage	WE - Community	Fixed	2/1/2025	6/30/2025	
118	OR526 - Attendant Care, home or comm	NA - Not Applicable	Fixed	2/1/2025	6/30/2025	\$

- On the **Service Delivered by Service Authorization** page, enter the information needed to complete the SD and select **Save All**. In this example, we are completing an SD for Attendant Care, so we enter the following information:



Service Delivered By Service Authorization
Update an existing or add a new Date Time Entry Line

IMPORTANT: The Service Prior Authorization(s) (SPAs) shown below list the services you are authorized to provide to the individual(s) you work with, for the listed date range. Specific service limits (eg: the number of hours per week, number of miles per month, etc.) should be included in your Service Agreements(s) with your employer(s) for the individual(s) you are authorized to serve. Please consult your Service Agreements for specific authorized UNIT amount details. Service Delivered(SD) time entries should only be made for the actual dates and times worked providing the authorized service.

Provider: USER1, PSW - [redacted] **Dates:** 2/1/2025 - 6/30/2025
Client Name: HCYC IBCBS **Client Prime:** RM [redacted]
CM Organization: CDDP ONE Case Management Provider
Service: SE49/OR526 - Attendant Care, home or comm/NA - Not Applicable
Rate: Fixed **Review Req:** Yes
SPA ID: 118 [redacted]

Select	1 Begin Date/Time	2 End Date/Time	Total Service Billed	Units	Group	Status	3 Start Time Change Reason	End Time Change Reason	Direct Support Professional	Start Location	End Location	Save All
<input type="checkbox"/>	02/01/2025 12:00 PM PST	02/01/2025 04:30 PM PST	0:00			Draft	Forgot to clock in at tr					

- Begin Date/Time:** Enter the date and time your shift began¹
- End Date/Time:** Enter the date and time your shift ended¹
- Start Time Change Reason:** Select a reason that the start time is being manually entered (or changed).

¹ Times in eXPRS show default to the Pacific time zone. If SDs are entered for services provided in a different time zone, once the SD is saved as a draft, the data will display in eXPRS as the Pacific time zone equivalent for the different time zone data entered. For example: An SD is entered with a begin date/time of **5/15/2021 10:00 AM MDT**. Once that SD billing is saved as a draft, eXPRS will display that information as **5/15/2021 9:00 AM PDT**.

4) You may select the checkbox for each SD you create, and then select **Submit**.

Service Delivered By Service Authorization
Time Sheet(s) save succeeded.
Update an existing or add a new Date Time Entry Line

IMPORTANT: The Service Prior Authorization(s) (SPAs) shown below list the services you are authorized to provide to the individual(s) you work with, for the listed date range. Specific service limits (eg: the number of hours per week, number of miles per month, etc.) should be included in your Service Agreements(s) with your employer(s) for the individual(s) you are authorized to serve. Please consult your Service Agreements for specific authorized UNIT amount details. Service Delivered(SD) time entries should only be made for the actual dates and times worked providing the authorized service.

Provider: USER1, PSW - 760096 Dates: 2/1/2025 - 6/30/2025
Client Name: WFBBF VUFQZ Client Prime: RM000V2D
CM Organization: CDDP ONE Case Management Provider
Service: SE49/OR526 - Attendant Care, home or comm/NA - Not Applicable
Rate: Fixed Review Req: Yes
SPA ID: 118712993

Select	Begin Date/Time	End Date/Time	Total Service Time	Billed Units	Group	Status	Start Time Change Reason	End Time Change Reason	Direct Support Professional	Start Location	End Location
<input checked="" type="checkbox"/>	02/01/2025 12:00 PM PST	02/01/2025 04:30 PM PST	4:30			Draft	Forgot to clock in at tr				
<input checked="" type="checkbox"/>	02/02/2025 12:00 PM PST	02/02/2025 05:30 PM PST	5:30			Draft	Clocked in too early				
<input checked="" type="checkbox"/>	02/03/2025 10:00 AM PST	02/03/2025 06:15 PM PST	8:15			Draft	Forgot to clock in at tr				
<input checked="" type="checkbox"/>	mm/dd/yyyy hh:MM mM PST					Draft	Reason				
			18:15								

For items checked above

- **TIP:** While an SD is in Draft Status, you can edit all of the fields and also Delete the SD if needed.

5) If needed, you can also submit Draft SDs by selecting **Left Menu > View Service Delivered Entries**.

Oregon Department of Human Services
Express Payment & Reporting System (eXPRS)

Home My Account Change Password Help Customer Support
Logged in as pswuser1 - All my Organizations and Program Areas

Go To EVW
Find SPA
View Service Delivered Entries
Create Service
Delivered Entries from

6) Enter your search criteria, and select a status of **Draft**. Then select **Find**.

View Service Delivered
Enter one or more search criteria. Criteria are cumulative. Results returned are limited to 5,000 rows.
Note: If criteria entered results in more than 5,000 rows, data returned will be truncated. You may need to narrow your search criteria to return a smaller dataset.

Client Prime:
Service Location/PSW SPD Provider ID: 
DHS Contract Num:
Service Prior Auth#:
Service Delivered ID:

Show Auth Status: Show Reviewed Date:

Claim ICN:

Status: **Draft**

Show Aggregated(into claim): Both Aggregated Not Aggregated

Begin Date: 2/1/2025 End Date: 2/28/2025

Submitted From: Submitted To:
Created From: Created To:
Reviewed From: Reviewed To:

Suspense Location: Select...
Exception Code:
Max Displayed: 25

7) From the Results List, select the checkboxes at the left of an SD, then **Submit**.

<input checked="" type="checkbox"/>	SPA ID	SD ID	Client Prime	Client Name	Provider	DHS Contract Num	Contractor Name	SE	Proc	Mod	SD Mod Reason	Service Begin	Service End	Group Setting
<input checked="" type="checkbox"/>				AHLLH BCHKGN	USER1, PSW		CDDP ONE	49	OR526	NA	REG	02/01/2025 12:00 PM PST	02/01/2025 04:30 PM PST	No
<input checked="" type="checkbox"/>				AHLLH ADGHM	USER1, PSW		CDDP ONE	49	OR526	NA	REG	02/02/2025 12:00 PM PST	02/02/2025 05:30 PM PST	No
<input checked="" type="checkbox"/>				BGKKG ADGHM	USER1, PSW		CDDP ONE	49	OR526	NA	REG	02/03/2025 10:00 AM PST	02/03/2025 06:15 PM PST	No

Service Delivered found: 3 (displaying all rows)

After Submitting SDs using either method, they will move to a new status.

Service Delivered Results											
SPA ID	Client Prime	Client Name	Provider	Service	Service Begin	Service End	Units	Rate	Amount	Status	Notes
		LWAAW KNWXC	USER1, PSW	SE49/OR526/NA	02/01/2025 12:00 PM PST	02/01/2025 04:30 PM PST	4.30			Pending	Your Service Delivered is Pending
		FYUUY EDYZS	USER1, PSW	SE49/OR526/NA	02/02/2025 12:00 PM PST	02/02/2025 05:30 PM PST	5.30			Pending	Your Service Delivered is Pending
		KXBBX LMXWD	USER1, PSW	SE49/OR526/NA	02/03/2025 10:00 AM PST	02/03/2025 06:15 PM PST	8.15			Pending	Your Service Delivered is Pending

SDs that move to Pending status are ready for the CDDP or Brokerage to review against your signed timesheets and progress notes. These can be printed directly from eXPRS by following the guide: **How to Print a Timesheet**.

Approved SDs are put into claims by eXPRS at scheduled times each month:

Pay Period	System claims processing date
1 st – 15 th of the month	Around the 23 rd /24 th of that month
16 th – last day of the month	Around the 8 th /10 th of the following month

Please refer to the current PSW Payroll Calendar for Timesheet Due Dates and pay dates. This calendar is available on the eXPRS Help Menu and on the Public Partnerships, LLC Website.

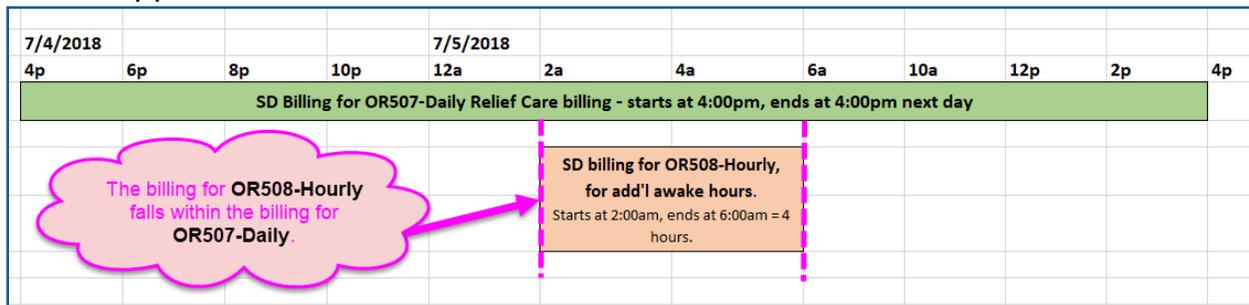
Appendix A: Hourly Services

SDs for Hourly Services can overlap another provider’s billings by up to 15 minutes. This facilitates transition time between providers. Any SDs that by 15 minutes or more will suspend as a suspected duplicate service to the individual.

OR508 Relief Care

There may be times that individuals receiving OR507 Daily Relief Care 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.

OR508 Hourly Relief Care is billed in the same manner as other hourly attendant care services. However, OR508-Hourly Relief Care SDs should fall entirely within an SD for the corresponding OR507 Daily Relief Care service that these additional hours support.



Appendix B: Group Services

When you are delivering services to two or more individuals at the same time, You should create separate SDs entries **for each individual**. Use the **Begin Date/Time** and **End Date/Time** that each individual was with you when creating the SD.

Check the **Group** box for each SD that overlaps any amount of billing time that you were with another individual.

- Attendant care, home or comm/NA - N

Re

Print

ne	Total	Service Billing	Group	Status	Start Time
M	Time	Units			Change R
	2:30		<input checked="" type="checkbox"/>	Draft	Clocked in tod
	3:08		<input checked="" type="checkbox"/>	Draft	Reason
	2:19		<input checked="" type="checkbox"/>	Draft	Reason

This will cause eXPRS to pro-rate the units billed and total cost for each individual's billing by the number of individuals in the group.