ORIENTATION TO ELECTRONIC VISIT VERIFICATION (EVV) FOR DD PERSONAL SUPPORT WORKERS (PSW)

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ODDS eXPRS EVV

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What is “EVV”? 

Electronic Visit verification – or **EVV** – is part of a federal law called the **21st Century Cures Act**.

**EVV** requires

- **real-time verification** of all Medicaid funded Attendant Care services
- involving an in-home visit by a provider
- **at the time the services are received** by the individual
What information does EVV track?

The 21st Century Cures Act states that EVV systems must capture the following information at the time the service is occurring:

- the INDIVIDUAL receiving the service
- the TYPE of service provided
- the DATE the service was received
- the TIME the service Begins and Ends
- the PROVIDER of the service
- the LOCATION* of the service  *this is new for eXPRS

eXPRS has been updated to capture all of this information.
What services are part of EVV?

EVV is required for **ALL Attendant Care services** received by the individual, such as:

- **OR526** – Attendant Care
- **OR526/ZE** – Attendant Care 2:1 staff
- **OR507** – Daily Relief Care
- **OR502** – State Plan Personal Care

EVV **is not required** for other PSW services, like:

- **OR004** – Mileage Transportation
- **OR401** – Job Coaching Employment Supports
What’s changing for PSWs with EVV?

There may be some new terms PSWs will need to know:

- **eXPRS Desktop** = the regular eXPRS website

- **eXPRS Mobile-EVV** = eXPRS when it’s used on a mobile device.
  
  - eXPRS Mobile-EVV *is not an ‘app’ that you download to your device.*

- **Service Delivered** or **SD** = the “timesheet” billing data entered in eXPRS for dates/time worked by a PSW.

- **Case Management Entity** or **CME** = term used to describe a CDDP, a Brokerage or the CIIS Program; all of these are Case Management Entities (**CMEs**).
What’s changing for PSWs with EVV?

There will be some changes to how a PSW bills for their time-worked with EVV, which will make billing easier.

- PSWs will use a mobile device (smartphone or tablet) to log their time-worked at the time they Start & Stop working for each individual & shift.

- **eXPRS Mobile-EVV** will create & save *draft* SD billing entries for the PSW automatically & immediately in eXPRS.
  
  - PSW won’t need to manually enter their time-worked for Attendant Care services into eXPRS at payroll time.
What’s **NOT** changing for PSWs with EVV?

Even with **EVV**, many things will remain the same for PSWs.

- PSWs will still use the **eXPRS Desktop** (*regular website*) to create & submit their SD billings for **non-EVV** services (*Mileage & Job Coaching*).

- **eXPRS Mobile-EVV** will be used for services provided/time-worked for ALL PSWs starting **July 16, 2019 & going forward**.
  - *Billings for time-worked before July 16th will be entered the old way in **eXPRS Desktop** (*regular website*).*
What’s **NOT** changing for PSWs with EVV?

- PSWs will still use the **eXPRS Desktop** *(regular website)* to submit **ALL** their SD billings & print timesheets for signatures.
  - The SD billing submission & timesheet process **remains the same**.
  - PSWs must still print paper timesheets for your employer to review & sign
  - PSWs must turn those signed timesheets in to the authorizing **CME**

- PSWs will continue to receive their paychecks/direct deposits from the FMAS payroll vendor – **Public Partnerships, LLC (PPL)**
Important things to know about EVV

- **Location services** must be set to **ON** for:
  - the *mobile device* you are using, **AND**
  - the *internet browser app* (Chrome, Safari, Firefox, etc.) you are using to get to eXPRS

- **eXPRS Mobile-EVV** will **ONLY** show a PSW’s authorizations for services & individuals *that are active* on the same date you arrive to work.

  - *Active* means:
    - the CME has put the authorization in the eXPRS website,
    - it is **accepted** by the system **and** is ready for the PSW to work & bill against
Important things to know about EVV

HELPFUL TIP:

❖ BEFORE you arrive to work login to eXPRS Desktop & verify you have active authorizations for the services & individuals you are scheduled to work.

⇒ BEST PRACTICE - check that your authorizations are active several days before you are scheduled to work, so you have time to resolve authorization issues before your shift starts.
Important things to know about EVV

- Check your active authorizations by finding them on the SD billing page in eXPRS Desktop (regular eXPRS website).

- Confirm the **Begin & End Dates** for the service have future dates, as these are the dates you are authorized to work for that individual/service.

![Image of eXPRS Desktop showing effective dates]
How does EVV work?

PSWs will use their mobile device, *(smartphone or tablet)* to track their time-worked ...

... at the time you **START & END** working

by logging in to eXPRS using an internet browser *(like Safari, Edge, Chrome, etc.)*.

⇒ **EVV is not** an ‘app’ that you *download.*
How does EVV work?

In the browser app you have opened, enter the key words “exprs login” in the search window.

Tap GO to search.
How does EVV work?

From your search results, tap on the link for eXPRS - Login to go to the eXPRS website.
How does EVV work?

START SHIFT

Once at the eXPRS website on your mobile device, enter your same Login Name & Password you are assigned for eXPRS.

Tap Submit to log in.
How does EVV work?

**START SHIFT**

Each time you login to **eXPRS Mobile-EVV** you will see important messages.

*For example:*

- expiration date of your PSW credentials *(example A)*,
- a notice of expiration of one or more of your authorizations *(example B)*

Tap the **Acknowledge** button to continue.
How does EVV work?

START SHIFT

Once logged in ...

➔ **STEP 1:** select the **SERVICE** you are about to begin working.

*Remember ...*

**ONLY** your active authorizations for the date you’re working will show here.
How does EVV work?

START SHIFT

Tap on the *Service* you are about start a shift to work.

The selected service button will **turn dark** when selected.

*You can select only 1 service at a time.*
How does EVV work?

START SHIFT

With the service you are to work selected,

tap the green Continue > button.
How does EVV work?

**START SHIFT**

**STEP 2:** Select the **INDIVIDUAL(s)** you are about to begin the service working.

**REMEMBER ...**
you will **ONLY** see the Individuals who have active authorization for service you are going to provide.
How does EVV work?

START SHIFT

Tap on the Individual(s) name to start a shift working to provide the selected service.

If you are working with more than 1 individual for that service, tap on all the individuals in the group you will be working with.
How does EVV work?

START SHIFT

Once you’ve tapped on an individual(s) name, the button for them will turn dark.

Tap on the green Continue > button to move to the next screen.
How does EVV work?

**START SHIFT**

**STEP 3:** Confirm service & individual for the shift you’re about to start.

Tap the green **BEGIN WORK** button to start your shift in **eXPRS Mobile-EVV**.
How does EVV work?

**START SHIFT**

➤ **STEP 4:** *If asked by your device*, tap **OK** to confirm your **Location** of where you are starting your work.

**Location services** must be turned **ON** for both your device **AND** browser.

*eXPRS Mobile-EVV* captures **point-in-time** GPS coordinates of where you are at the time you **START & END** your shift **ONLY**.

*This is a requirement of the federal law for EVV.*

EVV **does not** continuously track where you go during or after your shift.
How does EVV work?

**START SHIFT**

*If you do not* have the **Location** services set up correctly for both your **device AND web browser**, you will receive an error message from eXPRS.

Correct your Location settings, then return & continue to “clock in”.

![Error message from eXPRS](image.png)
How does EVV work?

**START SHIFT**

When you have successfully **Started your Shift** *(aka: “clocked in”)*, eXPRS will confirm this with a large green check mark.

Tap **Return to Dashboard**.
How does EVV work?

**START SHIFT**

Back on your ‘Dashboard’ screen, eXPRS will show:

- **Who** you are working with,
- **the Service** you are providing and
- **the Time & Date** of that shift started for the individual.
How does EVV work?

START SHIFT

Once your EVV shift has started, you can logout of eXPRS Mobile-EVV.

Tap on the 3-lined Menu Icon in the top right corner of the screen to activate the menu.
How does EVV work? START SHIFT

Tap on **Logout** to logout of **eXPRS Mobile-EVV**.

Your shift will continue running on the eXPRS website.

Work your shift.
How does EVV work?

END SHIFT

When you are finished working your shift, use your mobile device again to End your Shift (aka: “clock out”).

Open an internet browser & go to the eXPRS website, like you did to Start your Shift.
How does EVV work?

Enter your regular eXPRS Login Name & Password.

Tap Submit to login.
How does EVV work?

END SHIFT

Again, you will see important messages.

For example:

- expiration date of your PSW credentials (example A),
- a notice of expiration of one or more of your authorizations (example B)

Tap the Acknowledge button to continue.
How does EVV work?

**END SHIFT**

Once you have successfully logged in, you will see your ‘Dashboard’ with the open shift(s) you have currently running.

⇒ **STEP 1:** Tap on the red **END WORK** button to **End a Shift**.
How does EVV work?

**END SHIFT**

⇒ **STEP 2:** Tap the name to select the **Individual(s)** you are **Ending a shift.**
How does EVV work?

**END SHIFT**

The selected individual(s) name will **turn dark**.

Tap on the green **Continue >** button to move to the next screen.
How does EVV work? **END SHIFT**

A confirmation screen will show the selected **Individual & Service** you are about to **End a Shift**.

**STEP 3:** Tap the green **Yes** button at the bottom of the screen to **End your Shift** & “clock out”.
How does EVV work?

END SHIFT

→ **STEP 4:** Again, *if asked by your device*, tap **OK** to confirm your **Location** of where you are ending your work.

*eXPRS Mobile-EVV* captures ‘**point-in-time**’ GPS coordinates of where you are at the time you **START** & **END** your shift **ONLY**.

*This is a requirement of the federal law for EVV.*

EVV **does not** continuously track where you go during or after your shift.
How does EVV work? **END SHIFT**

When you have successfully Ended your Shift (aka: “clocked out”), eXPRS will confirm this with a large green check mark.

Tap **Done**.
How does EVV work?

**END SHIFT**

Your shift(s) is now Ended & the *draft* SD billing information is saved automatically in the eXPRS Desktop website.

Once back on the main ‘Dashboard’ screen, you can now select a service to

**Start a New Shift,**

**OR ...**

**Log out** of eXPRS Mobile-EVV.
How does EVV work?

CORRECTIONS, CHANGES & UPDATES

- SD billing entries created from eXPRS Mobile-EVV are saved as *draft* in the eXPRS Desktop website.
- They are saved on your regular billing entry pages.
- PSWs can make corrections, changes or updates to the *draft* EVV SD billing entries created by eXPRS Mobile-EVV, if needed.
How does EVV work?

CORRECTIONS, CHANGES & UPDATES

To correct, change, update and/or submit your draft EVV SD billing entries, login to the eXPRS Desktop format of the eXPRS website.
How does EVV work?

CORRECTIONS, CHANGES & UPDATES

Click on **Create Service Delivered Entries from Single Service Authorization** to get to the billing pages for your authorizations.
How does EVV work?

CORRECTIONS, CHANGES & UPDATES

After searching for your authorizations, click on the green $ at the far right to open the authorization’s billing page.
How does EVV work?

CORRECTIONS, CHANGES & UPDATES

In the billing page you will see your EVV SD billings + Change Reason dropdown menus. The SD billings will be in draft status & the date will not be open for changes.
How does EVV work?

**CORRECTIONS, CHANGES & UPDATES**

Changes or updates to the *draft* EVV SD billings can be made & saved before submitting. Be sure to select a *Change Reason* from the dropdown to explain your changes.
How does EVV work?

CORRECTIONS, CHANGES & UPDATES

SD billings for EVV services can also be entered manually, if needed. Again, be sure to select a Change Reason from the dropdown for why you needed to enter the billing manually.
How does EVV work?

**CORRECTIONS, CHANGES & UPDATES**

If you need to *manually create* or *make changes to* an SD billing entry saved from eXPRS Mobile-EVV, you *must choose* a reason from the dropdowns.
How does EVV work?

TIMESHEETS

Important things to remember:

1. There is no change to SD billing process for non-EVV services:
   - OR004 - Mileage
   - OR401 - Job Coaching

2. There is no change to the timesheet process.
   PSWs must still use the eXPRS Desktop version of the eXPRS website to:
   - submit **ALL** their SD billing time-worked entries for payment
   - print timesheets
   - get employer’s **signatures** on timesheets
   - turn in signed timesheets to the **CME**
How does EVV work?

TIMESHEETS

At payroll time, **Select & Submit** your *draft* SD billings, just as you always have.

<table>
<thead>
<tr>
<th>Date</th>
<th>Start Time (HH:MM AM/PM)</th>
<th>End Time (HH:MM AM/PM)</th>
<th>Total Service Billable Hours</th>
<th>Status</th>
<th>Start Time Change Reason</th>
<th>End Time Change Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/13/2019</td>
<td>12:15 PM</td>
<td>2:45 PM</td>
<td>2.30</td>
<td>Draft</td>
<td>Clocked in too early</td>
<td>Reason</td>
</tr>
<tr>
<td>3/14/2019</td>
<td>12:52 PM</td>
<td>4:00 PM</td>
<td>3.08</td>
<td>Draft</td>
<td>Reason</td>
<td>No internet service to</td>
</tr>
<tr>
<td>3/26/2019</td>
<td>8:45 AM</td>
<td>9:15 AM</td>
<td>0.30</td>
<td>Draft</td>
<td>No Internet</td>
<td>Reason</td>
</tr>
</tbody>
</table>

For items checked above, select **Submit** or **Delete**.
How does EVV work?

**TIMESHEETS**

SD billings with a status of **pending** can be printed on timesheets for employer signature & submission to the CME.

<table>
<thead>
<tr>
<th>Select</th>
<th>Date</th>
<th>Start Time (HH:MM AM/PM)</th>
<th>End Time (HH:MM AM/PM)</th>
<th>Total Service Time</th>
<th>Billed Units</th>
<th>Group</th>
<th>Status</th>
<th>Change Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3/13/2019</td>
<td>12:15 PM</td>
<td>02:45 PM</td>
<td>2:30</td>
<td>2:30 Yes</td>
<td></td>
<td>Pending</td>
<td>Clocked in too early</td>
</tr>
<tr>
<td></td>
<td>3/14/2019</td>
<td>12:52 PM</td>
<td>04:00 PM</td>
<td>3:08</td>
<td>3:08 Yes</td>
<td></td>
<td>Pending</td>
<td>No internet service to clock in</td>
</tr>
<tr>
<td></td>
<td>3/25/2019</td>
<td>09:11 AM</td>
<td>11:30 AM</td>
<td>2:19</td>
<td>2:19 Yes</td>
<td></td>
<td>Pending</td>
<td>No internet service to clock out</td>
</tr>
<tr>
<td></td>
<td>3/26/2019</td>
<td>08:45 AM</td>
<td>09:15 AM</td>
<td>0:30</td>
<td>No</td>
<td></td>
<td>Pending</td>
<td>Draft</td>
</tr>
</tbody>
</table>

**Review Req:** Yes

**Service:** SE49/OR526 - Attendant Care, home or comm/NA - Not Applicable

**Rate:** $14.65

**Print:**
How does EVV work - QUESTIONS??

Be sure to review the questions & answers from the PSW EVV Orientation Frequently Asked Questions (FAQ) document available on the eXPRS Help Menu.
EVV Resources & Assistance Guides

There are step-by-step assistance guides available on the eXPRS Help Menu to help you in using eXPRS Mobile-EVV.

✓ Informational Overview of EVV
✓ EVV Login & Navigation
✓ How to Start a Shift
✓ How to End a Shift
✓ How to Add a Shift (for group services)
✓ How to Correct EVV Billings
EVV Tutorial Videos

Watch the Tutorial Videos on how to use *eXPRS Mobile-EVV*.

On **YouTube**

or

**DHS iLearn**

Links to the videos are available via the **eXPRS Help Menu**
EVV Exceptions

There may be specific situations for PSWs that may qualify then for an Exception to using eXPRS Mobile-EVV.

Information on EVV Exceptions is available in the ODDS EVV Exceptions Fact Sheet available on the ODDS EVV Project webpage.
Other EVV QUESTIONS??

If you have other EVV Implementation questions, please email them to:

ODDS.EVV@state.or.us
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