

# Office of Developmental Disabilities Services

## Exceptions to using EVV for Personal Support Workers

The Office of Developmental Disabilities Services (ODDS) is implementing Electronic Visit Verification (EVV) as required in the Cures Act, a federal law that passed in 2016.

It requires states to verify the delivery of Medicaid-funded Attendant or Personal Care services in real time (at the time the service is occurring) from providers.

EVV works on smart phones and tablets that can access the eXPRS website. eXPRS has been changed to recognize when its being used on phones and tablets. Using eXPRS on a smartphone or tablet is called the eXPRS Mobile-EVV.

Personal Support Workers are required to start their shift and end their shift using the eXPRS Mobile-EVV. EVV will not track the location of the PSW or the person receiving services during the shift.

In fall 2019, eXPRS will be updated to include the process for PSWs to request an exception when they are not able to use EVV. Case management offices will be approving the exception using guidelines established by ODDS. Until this update happens in eXPRS, PSWs are encouraged to explore ways to use EVV since it will soon be required. It is strongly recommended that PSWS learn how to use EVV now, or begin the discussion with case managers around a possible need for an exception.

ODDS will send more information in fall 2019 once the option to request exceptions is available in eXPRS.

## Current Exceptions to Using eXPRS

Personal Support Workers (PSWs) who already have an exception to using eXPRS for entering their time based on the collective bargaining agreement (CBA) do not need to ask for another exception to not use EVV. The existing exception will continue. PSWs who have these exceptions turn in their paper timesheets to the case management office and the staff enters their time in eXPRS.

## Lessons Learned from the Pilot

The pilot for EVV with Jackson County CDDP and Creative Supports Inc. Brokerage started in Feb. 2019 and has given ODDS valuable information. One of

the lessons learned is that some PSWs ask for exceptions before they have tried to use eXPRS Mobile-EVV. PSWs should try to use EVV before asking for an exception.

Some steps that PSWs can do to try to use EVV are:

- Attend an orientation or watch the training videos. Orientation information is online at: <https://www.oregon.gov/DHS/SENIORS-DISABILITIES/DD/PROVIDERS-PARTNERS/EVV%20Docs/EVV-PSW-Orientation-Schedule-Locations.pdf> and the training videos are available at: [https://www.youtube.com/playlist?list=PLsrX1nc\\_gB0qnjeNC9bp\\_4cHgOWWoI05k](https://www.youtube.com/playlist?list=PLsrX1nc_gB0qnjeNC9bp_4cHgOWWoI05k)
- Check if there is mobile data or Wi-Fi connection where you normally work.
- Check to see if your cell phone or tablet can connect to the Internet.
- Ask the person you provide services or your employer about using their smart phone/tablet to use eXPRS Mobile-EVV.

## PSWs Who Cannot Use EVV

PSWs who have tried to use EVV but have not been successful using it can continue to enter their time into eXPRS on the desktop site. PSWs should talk with the CDDP or Brokerage where they turn in their timesheets to discuss reasons that they are not successful at using EVV and explore alternative options. Beginning the discussions now regarding a possible need for an exception may aid in gathering information if the PSW needs to make an exception request in fall 2019.

## Rules and Exceptions

ODDS will update Oregon Administrative Rules in November 2019 with a requirement that PSWs must use EVV to record their work time.

PSWs will need an approved exception to not use EVV by March 31, 2020. Additional information about the process for requesting an exception will be sent out in fall 2019.

Starting April 1, 2020, ODDS will begin enforcing this rule and taking action against PSWs who repeatedly fail to use EVV to record their time. Action steps may include warnings, attending required trainings and possibly termination of a PSW's provider number.