

# **DD Agency Provider**

## **Electronic Visit Verification (EVV)**

# **Frequently Asked Questions (FAQs)**

*(v8; 5.12.2020)*

Below are questions & answers for **DD Agency Providers** on the implementation of the use of Electronic Visit Verification (EVV) systems.

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### **NEW QUESTIONS ADDED:**

**Q How do we handle non-regular staff (like from a GH or Supported Living) who occasionally sub for DSPs who are using eXPRS Mobile-EVV? Do we need to submit DSP user enrollment forms for all the possible sub staff?**

**A** If there is a one-off, immediate or emergency need for a substitute and that sub is not an eXPRS user, then the SD billings can be manually entered in eXPRS for that shift. However, if you have staff that sub for DSPs somewhat regularly, then they should have a DSP user enrollment form completed & submitted giving them access to eXPRS Mobile-EVV.

**Q Is there a timeline/expectation from ODDS for CMEs to get authorizations completed & activated in eXPRS after an individual has completed their annual ISP? It can take a month to 6 weeks to get authorizations in eXPRS after an ISP is completed.**

**A** The current Case Management Oregon Administrative Rule OAR 411-415-0050(6) says, "Services authorized in an ISP must be entered into the Department's electronic payment and reporting system within 30 calendar days of the start of the services being delivered by any individual provider."

**Q Is there was a known date (yet) as to when the use of eXPRS Mobile- EVV variances would end & all Agencies would be expected to be using eXPRS Mobile-EVV solution?**

**A** No final implementation date for eXPRS Mobile-EVV for Agencies has been set at this time, but ODDS will send out communication updating this information when it is available. Agencies not using eXPRS Mobile-

EVV should follow Oregon Administrative Rule 411-450-0080(16) and be using another EVV system as of January 2020.

**Q eXPRS Mobile-EVV uses the term “shift.” What does that mean?**

A eXPRS Mobile-EVV uses the term ‘*shift*’ to mean the time a DSP works with an individual receiving service that creates an SD billing entry. Shift does not necessarily mean the DSP’s entire day working for the Agency Provider. These ‘*shift*’ in eXPRS Mobile-EVV create the SD billing entries that document when they worked as a DSP for the Agency. If the DSP works with multiple individuals for the Agency in a workday, they will Start & End multiple ‘*shifts*’ in eXPRS Mobile-EVV to create the SD billing entries for each individual.

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**PREVIOUS FAQ QUESTIONS & ANSWERS:**

**Q What is EVV?**

A Electronic Visit Verification (or EVV) is part of a federal law that was passed by Congress in 2016. It requires states to verify the delivery of Medicaid funded Attendant or Personal Care services in real time (meaning at the time the service is occurring) from providers.

**Q Is using EVV required for DD Agency Providers?**

A Yes, DD Agency Providers who deliver Attendant or Personal Care services to individuals who live in their own/family home (not a residential placement) are required to use an EVV system. These providers are most often endorsed through ODDS licensing as Community Living Service providers or through Oregon Health Authority Public Health as In-Home or Home Health agencies.

**Q Are there exceptions to the use of EVV for DD Agency Providers?**

A All DD Agency providers are required to have either their own EVV system or use the eXPRS Mobile EVV. Guidance specific for DD Agencies to use in approving/denying individual Direct Support Professional (DSP) exception to using an Electronic Visit Verification (or EVV) system is available in [APD-PT-20-021](#).

**Q What services require EVV by DD Agency Providers?**

A EVV is only required for Attendant or Personal Care type services:

- OR526 – Attendant Care
- OR526/ZE – Attendant Care 2:1 staff
- OR526/RB – Attendant Care, group services

- **OR502** – State Plan Personal Care
- **OR507\*** – Daily Relief Care is not yet available in eXPRS Mobile-EVV for Agency Providers. SD billings for OR507 can be included in the SD Import .CSV file or manually entered via the eXPRS Desktop. Addition of this code to eXPRS Mobile-EVV will come in the future.

**Q What services DO NOT require EVV by DD Agency Providers?**

**A** EVV is not required for:

- Transportation services (OR004, OR553, SE53/TRFFS CPA)
- Employment Services (OR401, OR539, OR541, OR543)
- On the Job Supports (OR545)
- Day Support Activities (OR542)
- Residential services (Adult & Children’s Group Homes, Supported Living, Adult & Children’s Foster Care, SACU, Children’s Host Homes)
- Behavior Consultation services (OR570 & OR310)

**Q As a DD Agency Provider, what are my options for meeting the EVV reporting requirements?**

**A** DD Agency Providers can meet the EVV reporting requirements one of 2 ways:

**OPTION 1:** By using their own internal EVV system (either custom built or purchased from a 3<sup>rd</sup> party vendor) for your agency staff to use to capture the required EVV service data information in real time. Then generate a specifically defined .CSV file to be uploaded to import that data to eXPRS via the **Agency SD Import** process as outlined in [AR-19-050](#).

**OR**

**OPTION 2:** By using the eXPRS Mobile- EVV solution, where your agency DSP staff have access to the eXPRS payment system via a mobile device (smart phone or tablet) to capture & report SD billings in real time. This is the **eXPRS Mobile-EVV for DSPs** solution.

**Q Will eXPRS be the data collection solution for agency owners so that agency owners will not have to use a 3rd Party Provider to collect SD data (aka: EVV data)?**

**A** Yes, ODDS has developed an EVV solution for eXPRS to be used by Direct Support Professionals to start and end EVV qualifying services. It is called the **eXPRS Mobile-EVV for DSPs** solution.

**Q Will there be a cost to Agency providers per user/DSP for the eXPRS Mobile-EVV for DSPs service?**

A There is no cost to Agencies or their staff/DSP for using the **eXPRS Mobile-EVV for DSPs** solution; however, all users will need to have a mobile device that can access the internet to navigate to the eXPRS website and start/end their shifts with location data capability.

**Q What is “eXPRS Desktop”?**

A **eXPRS Desktop** is the regular eXPRS website providers use now to view their service authorizations & to bill for service provided. **eXPRS Desktop** is best used from a regular desktop or laptop computer.

**Q What is “eXPRS Mobile-EVV”?**

A **eXPRS Mobile-EVV** is eXPRS when eXPRS is accessed by a mobile device, such as a smart phone or tablet (not a computer or laptop)

**eXPRS Mobile-EVV** *is not an “app”* that is downloaded to your device. The eXPRS website has been updated to work on smartphones & tablets via the device’s internet browser to track the time-worked by providers in real time (at the time the service is occurring).

**Q Do Services Delivered (SD) times round to the quarter hour with EVV?**

A No. eXPRS was updated in 2015 to use exact times (to the minute) on the Start Time & End Time for SD billings. Times on SD billings for EVV services must be captured to the minute.

**Q Where can I find the reason codes for changes made to SD prior to submission, and where does that code go?**

A Although the existing guides are tailored to PSWs, the change reasons will be consistent with what ODDS releases for DD Agency Providers & DSPs. Change Reason codes, while not viewable/useable at this time by Agency Providers, will appear as dropdown menu options in the **Create Service Delivered by Single Authorization** billing page in the **eXPRS Desktop** in the near future. Agency Providers will select the applicable Change Reason from the dropdown on any draft EVV SD billings (either imported or created with eXPRS Mobile-EVV) prior to submission, as needed. More information on the Change Reason codes for DD Agency Providers will be available soon.

The SD Change Reasons include:

- Forgot to clock in at the beginning/end of shift
- Clocked in too early/late
- No internet available to clock in/out
- Created manually due to a data entry error
- SPA not in place at time of service

- Service Delivered Prior to EVV Implementation
- Mistakenly clocked out
- Exception Granted

**Q Is the GPS location going to be matched with an acceptable list of Start/End locations in eXPRS?**

A At this time, ODDS will not be scrutinizing the GPS information as we gather EVV solutions data. ODDS presumes that the Start/End locations are based on the individuals chosen locations to receive services.

**Q Is there a penalty if the GPS location isn't accurately captured every time? For example, sometimes the location service on my device will say I'm in Eugene, when I'm really in Newport.**

A ODDS recognizes that GPS can be inaccurate at times. CMEs may do follow up if there are GPS locations that are unexpected for the person receiving services. This may include speaking with the person receiving services or the employer to verify services being delivered. Genuine technical problems with GPS are expected and will not cause any penalty action against the provider.

**Q What will the Location information captured by EVV look like?**

A The geographical location information captured will show as a series of numbers - the latitude & longitude GPS coordinates for where the DSP was when they started/ended their shift.

**Q Will EVV stop automatic approval for visits that don't have all the required fields?**

A EVV qualifying SDs will not be able to be successfully submitted out of *draft* status without all of the EVV required data points completed. However, if location information was unavailable, the selection of the appropriate 'change reason' from the dropdown menu in the **eXPRS Desktop** will satisfy current requirements.

**Q An individual wants to attend a camp in the summer. Would the camp need to use EVV?**

A ODDS services do not include authorizing payment for camp. Funding is allowable for attendant care (procedure codes OR502, OR507 and OR526). If the individual chooses to receive attendant care or relief care at a location advertised as a camp, then the camp must be endorsed as a

Community Living Services provider and the Agency provider would be expected to utilize an EVV solution.

**Q Can a provider bill for services provided to an individual when the individual is not present or with the provider? Such as a DSP doing community tasks, such as pick up medications from the pharmacy or groceries, but the individual stays at home. How would the DSP use eXPRS Mobile-EVV to bill for these “indirect” service hours?**

**A** ODDS expects that all attendant care services are provided in person. In rare cases, there may be specific reasons for some IADL supports to be provided without the individual present (outlined in expenditure guidelines). Those tasks & the specific reasons should be agreed upon in an ISP or service agreement, and consistent with the person’s needs & preferences. In these situations, the DSP for the agency Provider would use **eXPRS Mobile-EVV for DSPs** to start an EVV shift & end an EVV shift, the same as any other attendant care service. In cases where there is already someone working with the individual and the DSP staff providing the IADL service would create a 2:1 situation, and exception approval from ODDS is needed.

**Q Staff fill out paper timesheets; with EVV will providers still be required to keep paper timesheets with individuals’ signatures validating the service was provided?**

**A** There is no change in the documentation requirements for DD Agency providers with the implementation of the use of an EVV solution/system. Individuals will not have direct access to the eXPRS Payment system, so your current methods for documentation will need to continue.

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## **Questions specific to using the AGENCY SD IMPORT process**

**Q I had requested access to the practice environment and never received it, how do I get that?**

**A** *If your agency already has access to the SD Import Process in eXPRS,*  
the practice site is:

<https://aix-xweb1t.state.or.us/exprsTrainWeb/login.do> .

Your regular eXPRS login and password will give you access, but if you have changed your password recently, you may need to use an older

password. If you have issues logging in, please contact [info.exprs@state.or.us](mailto:info.exprs@state.or.us) and be sure to mention you are trying to access the PRACTICE Environment.

**If your agency has never used the SD Import Process before**, please send an email to [info.exprs@state.or.us](mailto:info.exprs@state.or.us) with “SD Import Set Up” in the subject. We will then send you information on how to get set up for the SD Import Process.

**Q When we responded to the poll regarding the method of transfer for the EVV, I said that we would be transmitting our own file from our software. However, our Software company will not be preparing this transmittal until Oregon confirms the type of system they will be using. It will, therefore, be impossible for us to begin sending this information until Oregon decides what they will require. My question then is: Will we be getting a continuance until Oregon makes this decision?**

**A** ODDS will continue to use the eXPRS Payment System for all provider payments. If your agency is providing attendant care, your agency is required to use an EVV solution. Your agency may use their own solution & the **Agency SD Import** process, **OR** the **eXPRS Mobile-EVV for DSPs** solution.

If you choose to use the **Agency SD Import** process (for EVV data generated from your own solution), the DHS Transmittal [APD-AR-19-050](#) outlines the requirements for an import of EVV data elements that need to be uploaded into eXPRS, and the deadline to begin doing so as of 1/1/2020.

If your agency does not currently have the ability to upload SD Batch files, send an email to [info.exprs@state.or.us](mailto:info.exprs@state.or.us) with “SD Import Set Up” in the subject. ODDS will send you information on how to get set up for the SD Import Process.

If you choose to use **eXPRS Mobile-EVV for DSPs** solution, you may be eligible for a variance to the rule requirement until April 1, 2020 when **eXPRS Mobile-EVV** will be configured for agency DSP use. The variance form can be found on the [DHS forms website](#) by searching for form 6001. Submit the variance form (6001) to [ODDS.EVV@dhsosha.state.or.us](mailto:ODDS.EVV@dhsosha.state.or.us).

**Q We have been talking with various companies that have EVV compliance software. So far, all are saying that they do not handle Oregon. Which companies are you recommending for use to ensure compliance?**



A ODDS is not in the position of being able to recommend any EVV software. Please consult with other DD Agency providers.

**Q If we change the start time before we import, do we need to add a change reason?**

A Selecting a Change Reason for SDs that had the Start/End times corrected prior to upload via the SD Import process will not be required by the system, however you can add a Change Reason if you'd like. The only SD billings that will require you to add a Change Reason once imported will be those that are missing Begin and/or End Location geo-location data. In this situation, Agencies would need to use the **eXPRS Desktop** to select the applicable "change reason" before submitting those draft SD billings for payment.

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## **Questions specific to using the eXPRS MOBILE-EVV for DSPs solution**

**Q How will my DSP staff get trained on how to use the eXPRS Mobile-EVV solution?**

A There will be "How To..." assistance guides & tutorial videos available for DD Agency Providers & their DSP staff available in mid-March.

**Q What if my DSP doesn't have a mobile device to use?**

A As an employee of the Agency Provider, the Agency will need to make available any tools or resources necessary to complete their work, including a mobile device, if needed.

**Q Will we have a staff person starting EVV shifts with each supported individual for services provided or will we be starting shifts in as an agency?**

A Each DSP who provides attendant care or personal services will need to be able to record their time by either using the **eXPRS Mobile-EVV for DSPs** or the Agency providers own EVV. For Agency providers who will be using the **eXPRS Mobile-EVV for DSPs** solution, they will be registered as an eXPRS user for your Agency & will be assigned an eXPRS Login Name & Password. They will then be expected start/end EVV shifts with each individual they work with during their workday.

**Q We provide relief/respite care for individuals, sometimes several days at a time, with rotating staff. Will each DSP need to start/end their own EVV**



**shifts, or will the Agency be responsible for recording the relief care for the individual?**

A For the initial launch, Agency Providers with DSPs using eXPRS Mobile-EVV will not need to bill OR507 via the eXPRS Mobile-EVV solution. They will bill for services under code OR507 manually in the **eXPRS Desktop**, listing the 1st DSP who worked & the change reason “exception granted”.

Extensions to current variances submitted by Agency Providers who will use the eXPRS Mobile-EVV solution for their DSPs will be granted & copies returned to them by email. This is specific only to services provided as relief care and billed under procedure code OR507.

When we have fully implemented the system features to support multiple, rotating staff providing care under OR507, we will provide instructions on how to use eXPRS Mobile-EVV for OR507 at that time.

**Q Will we be able to have one staff person log into eXPRS, start an EVV shift with services being delivered and be able to have a different staff person end the same EVV shift at the end of the service time?**

A No, each DSP using eXPRS Mobile-EVV for DSPs should start & end their own EVV shifts each individual they specifically work.

**Q We provide Attendant care to some clients in rural areas. What do we do in areas where there is no signal for EVV?**

A ODDS will be issuing exception guidance & criteria for Agency Providers to use in approving/denying individual DSP exceptions when the DSP is supporting individuals in rural areas.

**Q How do agencies report 2 DSPs working for the same client providing 2:1 supports?**

A For the initial launch of eXPRS Mobile-EVV for DSPs, only the first DSP will be reported for the SD line at import. ODDS is working to identify a solution for capturing the data for two individual DSPs from the same agency providing services for a single client as 2:1 supports.

**Q What if I don't have internet or cell service during a full shift, what do I do?**

A The DSP should start & end their EVV shifts using eXPRS Mobile-EVV for DSPs as soon as they are able to do so. If edits to the start or end times are needed to correct them due to no internet or cell service at the time the shift started/ended, the DSP should notify someone at the DD Agency Provider. Someone at the Agency Provider with the “Claims

Manager” role can then correct the SD in the **eXPRS Desktop** & select the appropriate change reason before submitting the SD for payment.

If the entire SD was not able to captured via **eXPRS Mobile-EVV for DSPs**, again the DSP will need to notify someone at your Agency. Then someone at your Agency with the “Claims Manager” role can manually enter the SD billing information in the **eXPRS Desktop** & select the appropriate change reason before submitting the SD for payment.

**Q What if the eXPRS site is down, but I need to start/end my shift, what do I do?**

A The DSP should work as scheduled, notify someone at your Agency that they were not able to **eXPRS Mobile-EVV for DSPs** for that shift. Then someone with the “Claims Manager” role for the Agency can manually enter the SD billing information in the **eXPRS Desktop** & select the appropriate change reason before submitting the SD for payment.

**Q I forgot to start a shift, what do I do?**

A The DSP should start their EVV shift using **eXPRS Mobile-EVV for DSPs** as soon as they are able to do so. If edits to the start time is needed to correct it, the DSP should notify someone at the DD Agency Provider. Someone at the Agency Provider with the “Claims Manager” role can then correct the SD in the **eXPRS Desktop** & select the appropriate change reason before submitting the SD for payment.

**Q I forgot to end a shift, what do I do?**

A The DSP should end their EVV shift using **eXPRS Mobile-EVV for DSPs** as soon as they are able to do so. If edits to the end time is needed to correct it, the DSP should notify someone at the DD Agency Provider. Someone at the Agency Provider with the “Claims Manager” role can then correct the SD in the **eXPRS Desktop** & select the appropriate change reason before submitting the SD for payment.

**Q The eXPRS Mobile-EVV has timed me out/logged me out, is my shift still going?**

A Yes, the shift timer runs in the online **eXPRS Desktop** application. DSP staff do not need to remain logged in to eXPRS while they work.

**Q Can staff/DSPs make or receive calls or texts on a smart phone once a shift has started running through eXPRS Mobile-EVV?**

A Yes, since your shift information is saved immediately in the eXPRS website, using your smartphone for other things, such as making/answering calls or texting, should not be an issue.

**Q If an Agency provider uses eXPRS Mobile-EVV for DSPs, how will billing corrections be made, if needed?**

A eXPRS Mobile-EVV will provide DSPs with a confirmation message prior to starting their shifts. Please review that information carefully. Use the **red** back button in the eXPRS Mobile-EVV solution (*not* the mobile device's browser button) to make corrections ***BEFORE*** the shift is started. If corrections are needed after the shift has started or ended, DSPs should notify someone at the DD Agency Provider. Then, someone with the "Claims Manager" role for the Agency can correct the SD in the eXPRS Desktop & select the appropriate change reason ***before*** submitting the SD for payment.

**Q How do Agency providers submit EVV SD billings for payment at payroll time?**

A The SD billings created by eXPRS Mobile-EVV for DSPs are sent to & saved in eXPRS Desktop website as ***draft*** SD billings.

Someone with the "Claims Manager" role for the Agency will need to review the SDs created by eXPRS Mobile-EVV for DSPs solution by using the eXPRS Desktop and then submit them for payment.

**Q How much of my cell minutes or data is used for starting or ending a shift using eXPRS Mobile-EVV?**

A For an approximate 1.5 minutes it takes to start an EVV shift & end an EVV shift using eXPRS Mobile-EVV for DSPs, you would use 0.00125 GB of data.