

Action Request Transmittal Developmental Disabilities Services



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Number: DD-AR-22-011

Issue date: 1/27/2022

Topic: Developmental Disabilities

Due date:

Subject: eXPRS Plan of Care Super User Training and User Enrollment

Applies to (check all that apply):

- | | |
|---|--|
| <input type="checkbox"/> All ODHS Employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging: {Select type} | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Aging and People with Disabilities | <input checked="" type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input checked="" type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input checked="" type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input checked="" type="checkbox"/> Support Service Brokerage Directors | <input type="checkbox"/> Other (<i>please specify</i>): |
| <input type="checkbox"/> ODDS Children's Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Action required:

ODDS Operations and eXPRS Training has created an on-demand video training course for Case Management Entity (CME) users who wish to have the Plan of Care (POC) Super User role assigned for them in eXPRS. This training outlines how the POC Super User role functions in eXPRS, its actions and limitations, including demonstrations on how the role is used.

Beginning **Tuesday, Feb 1, 2022**, all new CME users who have the POC Super User role requested for them must complete the on-demand video training course and pass the course's quiz ***before*** the role will be assigned. ***Proof of successful completion of the training and quiz score must be submitted with the staff's eXPRS user enrollment form requesting the role be assigned.***

All current CME staff who have the POC Super User role already assigned must take the on-demand video training and pass the course's quiz by **Monday, Feb 28, 2022**. CME staff who have not completed the on-demand training and/or passed the quiz by this date will have their POC Super User role removed from their eXPRS user profile.

The POC Super User role training is now available in ODHS' Workday Learning website. The course title in WDL is:

**ODHS – DD – eXPRS Plan of Care Super User role for
Case Management Entity staff**

In addition, each CME has responsibility to notify ODDS immediately when they have staff who are no longer working for the CME so we can terminate their eXPRS user profile and associated user roles. This can be done by completing & submitting an updated eXPRS user enrollment form for that staff or sending an email to info.exprs@dhsoha.state.or.us.

Reason for action:

The eXPRS POC Super User role has permissions to make retroactive POC updates, including voiding of eXPRS Service Delivered (SD) billing entries when needed. The ability to make retroactive POC updates and void SD billing entries can impact payments already made to providers which could result in overpayments and provider liabilities to be recovered. To improve proficiency of CME staff making retroactive POC updates and to lesson provider payment impacts, completion of this training is required.

In addition, due to the potential provider payment and liability impacts that can occur from use of the POC Super User role, ODDS Operation’s implementation strategy is for no more than three staff per CME to be assigned the POC Super User role, unless an exception from the ODDS Chief Operations Officer is approved.

Training/communication plan:

This transmittal will be discussed during the next Monthly Transmittal Review. Please send questions in advance to ODDS.Questions@dhsoha.state.or.us .

The Monthly Transmittal Reviews are held the second Wednesday of every month at 2 pm using the Zoom platform. Please register in advance for these meetings:

<https://www.zoomgov.com/meeting/register/vJlsc-qvqD8iGURx5OQk8TAdIS6Arg9ZAf4>.

After registering, you will receive a confirmation email containing an appointment and information about joining the meeting. American Sign Language (ASL) and live captioning will be provided. To request other accommodations or languages, please send an email to ODDS.Questions@dhsoha.state.or.us at least three business days prior to the meeting.

Field/stakeholder review: Yes No

If yes, reviewed by:

If you have any questions about this action request, contact:

Contact(s): Julie Harrison	
Phone:	Fax:
Email: julie.a.harrison@dhsoha.state.or.us	