

Fact Sheet: Job Coaching and Entering Direct Contact Time

Job Coaching Rate Methodology and Entering Direct Contact Time

The Office of Developmental Disabilities Services (ODDS) job coaching rate methodology is an outcome payment that pays based on the number of hours the person works. This methodology is designed to incentivize supporting a person to work more hours, supporting the person to be more independent in the workplace and promote provider fading when possible.

This rate methodology assumes a certain percentage of direct contact. Employment service providers are required to enter direct contact time for job coaching into the eXPRS billing system, in addition to the hours the person works.

As part of this outcome rate methodology (paying Job Coaching based on the number of hours the person works) the Centers for Medicare & Medicaid Services (CMS) requires that ODDS review the actual direct contact time for Job Coaching to ensure it is within 10% of the direct contact presumed in the job coaching rates. If the actual direct contact is not within 10% of the direct contact time presumed in the rates, then ODDS must adjust the job coaching rates and ensure the presumption of direct contact is in alignment with the rate going forward. See the ODDS Job Coaching Worker's Guide, [APD-AR-18-065](#) (published Dec. 19, 2018), [DD-AR-24-043](#) and the ODDS 1915(c) waiver.

This review was required in 2020 for a 2021 effective adjustment date and must occur every five years going forward (2025 for review with rates adjusted in 2026) to ensure integrity of the process and ensure the direct contact time presumed in the rate is accurate.

Data on direct contact provided must be pulled in September 2025 for an implementation date of July 1, 2026.

Questions and answers

Do remote services count as direct contact time?

Yes. Remote Job Coaching services may both be counted as direct contact time for purposes of calculating the direct contact presumed in the Job Coaching rate methodology.

May the minimum contacts required for Job Coaching be delivered remotely?

No. The minimum monthly contacts required must be in person face to face (i.e. 4 for initial, 2 for ongoing and based on the person's plan for maintenance). Other contacts may be remote if it is based on the person's preferences and support needs, as outlined in an individual's Career Development Plan. Additional support the person needs, outside of the minimum contact requirements, may be done remotely and counted as direct contact for purposes of calculating direct contact time for the Job Coaching outcome payments.

Can providers do more than 100% direct contact time?

Providers can only enter direct contact time for up to the number of hours the person works (i.e., 100%) in eXPRS. If providers support a person for more time, they may submit this data to ODDS. If another service is billed to meet the support need (e.g. employment path), then the additional direct contact time cannot be entered and factored in for purposes of calculating the direct contact for job coaching. ODDS is working to fix this in eXPRS so that direct contact time may be entered in addition to 100% of the hours the person works. Alternatively, providers may submit data to: employment.first@odhs.oregon.gov.

Can providers correct direct contact time in eXPRS?

Direct contact time may be corrected in the eXPRS billing system for the previous year. Contact ODDS if corrections for direct contact time must be made for more than one year prior. Contact ODDS at: employment.first@odhs.oregon.gov or andre.r.harboe@odhs.oregon.gov

How is direct contact time entered in eXPRS?

See page 4 of the [eXPRS guide](#), also outlined below:

OR401 Direct Support Time: Data entered in this field must be formatted to reflect the total time of direct support for that SD. The time must be formatted in one of the following ways:

Use **hh:mm** to reflect the time in hours and minutes. For example, “**2:30**” equals two hours and 30 minutes of direct support time.

Use whole numbers to reflect the total minutes of direct support time. For example, “**103**” equals 103 minutes. eXPRS will automatically convert these to the hh:mm equivalent (e.g., “**103**” will become **1:43**).

Find more [guidance on batch imports on Workday Learning](#).

Can contact be entered in eXPRS as Job Coaching direct contact if the contact is made outside the work hours?

Yes. The contact time should be entered for the nearest associated work shift.

Additional resources

- [DD-AR-24-043](#) published Aug. 8, 2024
- [APD-AR-18-065](#) published Dec. 19, 2018
- [eXPRS Training on Entering Direct Contact Time](#)
- [Job Coaching Worker's Guide](#)
- [Remote Services Worker's Guide](#)
- [Employment First message reminding providers to enter direct contact time](#)