

PSW Electronic Visit Verification (EVV) **Frequently Asked Questions** (FAQs)

(v9; 4/21/2019)

Below are some questions & answers for PSWs on the implementation of EVV & using **eXPRS Mobile-EVV**.

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. The EVV time capture feature in eXPRS will save PSWs time by reducing the amount of work PSWs must do to enter Service Delivered (SD) billings in eXPRS manually. eXPRS' EVV method will capture all the billing data required & save it in eXPRS automatically.

Q: What is "eXPRS Desktop"?

A: eXPRS Desktop is what we call the regular eXPRS website PSWs use now to log in & view all their eXPRS related information, plus enter their SD billing & travel time data. *eXPRS Desktop* is best used from a regular desktop or laptop computer.

Q: What is "eXPRS Mobile-EVV"?

A: eXPRS Mobile-EVV is what we are calling a new feature in 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 a PSW in real time (at the time the PSW is working). The new eXPRS features will also capture all the federally required EVV data elements. It is important to note that devices such as laptops that can also be used as tablets, may only be recognized as desktop devices, even if switched to "tablet" mode.

Q: What services require EVV & what services do not?

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

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

PSWs may continue to provide other types of services that *do not* require use of EVV. Billing for these services will continue the standard way by using the *eXPRS Desktop*.

- OR004-Mileage Transportation
- OR401-Job Coaching Employment Supports

Q: Is using EVV required for PSWs?

A: Yes, PSWs working for an individual enrolled in services with a Case Management Entity (CME) will be required to use EVV when launched statewide. For those PSWs who do not have access to a smartphone or tablet that is needed to use *eXPRS Mobile-EVV*, please notify your authorizing CME. They can assist in the exceptions request process.

Q: What if I don't have a mobile device or cell phone, or my cell doesn't have smartphone web features, what do I do?

A: If you will never have access to a smartphone, tablet or a device with web features, notify your authorizing CME regarding an EVV Exception. This will enable ODDS to work with the CME to gather data for future EVV features & policy development. The PSW would then enter their SD billings the standard way, by using the *eXPRS Desktop* method.

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

A: Enter your SD billings for that date worked the standard way using the *eXPRS Desktop*, selecting the appropriate reason from the dropdowns available for each SD billing manually entered.

Q: What if I don't want to have eXPRS Mobile-EVV track my geo-location (for privacy)? Can I still work?

A: No; capturing geo-location information is required by the federal law for EVV & must be enabled on your device and browser app used with *eXPRS Mobile-EVV*.

eXPRS Mobile-EVV will only capture a “**point-in-time**” snapshot of where you are when your shift starts and ends.

Q: The eXPRS site is down, but I need to start/end my shift, what do I do?

A: Work as scheduled & then use *eXPRS Desktop* to enter your SD billing manually, selecting the appropriate reason from the dropdowns available for each SD billing manually entered.

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

A: Start your shift using *eXPRS Mobile-EVV* on your device as soon as you are able. End your shift with your mobile device using *eXPRS Mobile-EVV* as normal. Then, login to the eXPRS website (meaning *eXPRS Desktop*) to edit the SD billing entry created to correct the start time & select the appropriate reason from the dropdowns available for each SD billing manually entered.

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

A: *eXPRS Mobile-EVV* will prompt you to end any open shifts, as needed, the next time you log in on your mobile device. Log in to *eXPRS Mobile-EVV* as soon as you are able & end the open shift. If additional SD billing corrections are needed, such as updating the end time for a shift, log in to the *eXPRS Desktop*, correct the end time & select the appropriate reason from the dropdowns available for each SD billing manually entered.

Q: I'm about to start my shift in eXPRS Mobile-EVV, but the service I provide isn't listed for the individual I'm working with, what do I do?

A: First, confirm what service are you scheduled to provide.

- If it's a non-EVV service (such as Mileage-OR004 or Job Coaching-OR401), continue to work as normal & enter your SD billings for these services manually via the *eXPRS Desktop*, as you always have.
- If the service you are to provide IS an EVV required attendant care service (OR526, OR507 or OR502) & it is not listed, contact the authorizing CME. PSWs cannot work unless they have an active (accepted) authorization for the individual + service in place for the days they need to work.

**** PRO TIP →** Be sure to confirm your active authorizations are in place BEFORE you are scheduled to work by logging in to *eXPRS Desktop* & going to the regular billing pages. If your authorizations show on the regular billing pages in *eXPRS Desktop* for the dates you need to work, they will show up in *eXPRS Mobile-EVV*.

Q: I'm about to start my shift in eXPRS Mobile-EVV, but the individual I work with isn't listed in eXPRS Mobile-EVV, what do I do?

A: Contact the authorizing CME if you do not see the individual listed for the service & date you are scheduled to work in *eXPRS Mobile-EVV*. PSWs cannot work unless they have active (accepted) authorization for the individual + service in place for the days they need to work.

**** PRO TIP →** Be sure to confirm your active authorizations are in place BEFORE you are scheduled to work by logging in to *eXPRS Desktop* & going to the regular billing pages. If your authorizations show on the regular billing pages in *eXPRS Desktop* for the dates you need to work, they will show up in *eXPRS Mobile-EVV*.

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.

Q: Can I make or receive calls or texts on my smart phone once I have a shift running?

A: Yes, the shift timer runs in the online *eXPRS Desktop* website. Once you log out or are timed out of your *eXPRS Mobile-EVV* session on your device, your shift continues to run & be recorded in the online *eXPRS Desktop* website.

Q: If I must use eXPRS Mobile-EVV, but can't afford to buy a smartphone, what do I do? Will the state purchase a smartphone for me?

A: No, the state will not purchase a smartphone or tablet for you. If you do not have access to the required technology for EVV (meaning a smartphone or tablet), please contact your CME regarding a possible use EVV Exception.

Q: What if I arrive for my shift, but need technical assistance at that time with eXPRS Mobile-EVV? Will there be technical assistance available? Even after 5pm or on weekends?

A: No, there will not be technical assistance available in the form of someone answering live calls. If you can't use *eXPRS Mobile-EVV* due to a technical issue, enter your time worked manually via the *eXPRS Desktop* & select the appropriate reason from the dropdowns available for each SD billing manually entered.

Q: What if I provide an EVV required service & a non-EVV service at the same time? How do I track each?

A: You would track the EVV required service using the *eXPRS Mobile-EVV* on your device, and you would enter your SD billings for any non-EVV services the standard way, using the *eXPRS Desktop* method.

Q: Will eXPRS Mobile-EVV use up all my mobile minutes/data?

A: *eXPRS Mobile-EVV* only uses mobile minutes/data when you are actively using your device for EVV, such as when you start or end a shift. Once you log out of *eXPRS Mobile-EVV* on your device, your active shifts will continue in the *eXPRS Desktop* website but will not use your minutes/data.

Q: How do I report an unpaid meal break during my shift?

A: If you are still “on duty” providing care during your lunch, then you are still working, so your shift would continue. If you are relieved from duty** (such as another provider arrives & takes over, or you can leave the individual to run an errand, purchase lunch, etc.) during your break, then you would end your shift via *eXPRS Mobile-EVV* and start a new shift when you return from your break.

**Labor rules define “relieved from duty” to mean the PSW can leave the setting or individual & doesn’t need to check back in for a certain amount of time. In that case, the PSW would end their shift via *eXPRS Mobile-EVV* & start a new shift when they return.

PSWs do not need to end current/start new shift for paid rest breaks.

Additional information is available on the BOLI website:

<https://www.oregon.gov/boli/pages/index.aspx>

Q: How will I make EVV SD billing corrections, if needed?

A: *eXPRS Mobile-EVV* will provide you with a confirmation message prior to starting your shift. Please review that carefully. Use the **red** back button in the *eXPRS Mobile-EVV* application (*not* your mobile device’s browser button) to make corrections ***BEFORE*** you start your shift. If corrections are needed after the shift has ended, use the *eXPRS Desktop* method to make those changes.

Q: How do I submit my EVV SD billings for payment at payroll time?

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

At payroll time, you will login to *eXPRS Desktop* & review/submit any ***draft*** SD billings you wish to be paid for, just like you do now.

Q: Will I still need to print & submit paper timesheets signed by my employer?

A: Yes. Nothing is changing about the timesheet process. Your employer will still need to review & sign your timesheets, and you need to turn in the signed timesheets + any other required documentation to your CME, just as you always have.

Q: Will I get paid for attending an EVV Orientation?

A: No

Additional questions gathered from EVV Pilot Orientation Sessions – Jan 2019

eXPRS-EVV Related Questions/Answers

Q: Are there limits to where attendant care services can be delivered to an individual by a PSW? (see scenarios below) How does EVV billing work for these situations?

For example:

- **In the community?**

A: ODDS does not restrict community locations where PSWs can provide services when that care is provided consistent with the person's needs & preferences. Using *eXPRS Mobile-EVV* should not change the location where service will be provided. *eXPRS Mobile-EVV* is accessed in community locations using mobile data or Wi-Fi with your device.

- **At the PSW's home instead of the individual's home? Is this allowed for PSWs who are family members only? Allowed for any PSW?**

A: ODDS does not restrict community locations where PSWs can provide services when that care is provided consistent with the person's needs & preferences. Using *eXPRS Mobile-EVV* should not change the location where service will be provided. *eXPRS Mobile-EVV* is accessed in community locations using mobile data or Wi-Fi with your device.

- **Out of state (to support the individual while on vacation or to see a specialist)?**

A: ODDS does not restrict community locations where PSWs can provide services when that care is provided consistent with the person's needs & preferences. Using *eXPRS Mobile-EVV* should not change the location where service will be provided. *eXPRS Mobile-*

EVV is accessed in community locations using mobile data or Wi-Fi with your device, even if services are provided while the individual is temporarily out of state.

- **Out of the country** (to support the individual while on vacation)?

A: Medicaid services cannot occur outside of the United States.

Q: We live with the individual we are PSWs for, and like to go camping in the summer where there is no cell or internet service. How do we use EVV to bill for the supports we provide to the individual while we are camping?

A: At any time that you are in a location without the ability to use *eXPRS Mobile-EVV*, you will need to enter any SD billings for services provided during that time manually using the *eXPRS Desktop* (regular eXPRS website), selecting the applicable dropdown option for the reason why the SD was not entered using *eXPRS Mobile-EVV*.

Q: Is it really legal for EVV to track where PSWs deliver services? Are PSWs implying consent to this EVV location “tracking” by being a provider?

A: The [21st Century CURES Act](#), a law enacted by Congress, outlines the requirements for EVV, including the electronic capture of the location where Medicaid attendant care services are delivered. ODDS is committed to only capturing the information required by the CURES Act. *eXPRS Mobile-EVV* does not continuously track a PSW during, before or after their shift. *eXPRS Mobile-EVV* only captures the location at the time the PSW “clocks in” (starts a shift) and “clocks out” (ends a shift).

Q: How will EVV work for PSWs who are family members living with the individual they support? Often these PSWs are only authorized a limited number of hours per week they can be paid but provide 24/7 care. How do these PSWs use EVV to record time for care that is provided intermittently or in “as needed” bursts of time (15-minutes for ADLs in the morning, 30-minutes to prepare a meal, getting up in the middle of the night to deal with an illness, etc.)?

A: ODDS expects PSWs to only bill for hours when the PSW is providing attendant care. This expectation has not changed. ODDS does not allow for PSWs to bill for blocks of time where services are not being provided. PSWs will need to use *eXPRS Mobile-EVV* to “clock in” (start a shift) and “clock out” (end a shift) for actual time worked providing attendant care consistent with the person’s needs & preferences.

Q: How much of my cell minutes or data is used for starting or ending a shift (ie: “clocking in” or “clocking out”)?

A: For an approximate 1.5 minutes it would take to “clock in” (start a shift) & “clock out” (end a shift) using *eXPRS Mobile-EVV*, you would use 0.00125 GB of data.

Q: How will “group” services be handled with EVV? Will the PSW need to make corrections to the billings or split them up to account for other individuals in the “group”?

A: No, *eXPRS Mobile-EVV* will know when you are “clocked in” for multiple individuals & will automatically adjust/pro-rate the amount each individual’s plan is charged to equal the PSW’s hourly wage for any time the PSW is working with more than one individual.

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 coordinates for where you were when you started/ended your shift. For the Pilot, ODDS is not expecting your Employers or the CMEs to review/validate this geo-coordinate information for your timesheets during the pilot.

Q: What do I do if I need to bill for additional awake hours during the night when I’m also providing Daily Relief Care-OR507?

A: For Daily Relief Care-OR507, use *eXPRS Mobile-EVV* to track the start/end of your full 24-hour shift. If additional awake hours were provided during that shift, notify your authorizing CME. The CME will add an authorization for those additional awake hours & you will bill for them manually using the *eXPRS Desktop* after that authorization is in *eXPRS* & active.

Q: How do I use EVV when I provide multiple, consecutive days of Daily Relief Care-OR507?

A: For multiple, consecutive days of **Daily Relief Care-OR507**, PSWs will use *eXPRS Mobile-EVV* to “clock out” (end a shift) at the end of a 24hr period of time, then immediately “clock in” (start a shift) for the next 24hr period of time providing relief care.

Q: Will EVV know when I reach my weekly hours limit & prevent me from clocking in? Or will EVV give me a warning that I’m reaching my weekly hours limit? What if I work over my weekly hours limit, how do I adjust the time, so my billings aren’t rejected (*suspended*)?

A: No, there is currently no edit in *eXPRS* or *eXPRS Mobile-EVV* to warn the PSW that they are getting close to or have exceeded their weekly

hours limit. PSWs will need to monitor this themselves, as they do now.

SD billings created by *eXPRS Mobile-EVV* are created & saved as **draft**. Those SD billings are not validated against any authorization limits (or overlapping, etc.) until they are submitted by the PSW for payment processing, just as they are now. If an SD billing suspends as being over the authorized limit, the PSW can edit that billing in the *eXPRS Desktop*, as they do now.

Q: Will EVV be updated to allow for “leeway” or a “tolerance limit” for “clocking in” or “clocking out”?

For example: a PSW arrives to work at 6am, but doesn’t get a chance to clock in until 6:12am due to care needs. Will EVV auto-correct back to actual start time? Or do the PSWs have to do this correction manually every time it’s needed?

A: Currently *eXPRS Desktop* & *eXPRS Mobile-EVV* use to-the-minute times on SDs, either manually entered or *eXPRS Mobile-EVV* generated. If corrections are needed to a SD start or end time, those corrections can be made via the *eXPRS Desktop* while the SD is still in **draft** status. Be sure to choose the applicable change reason from the dropdowns for any start/end time edits made.

Questions asked, but not specifically related to EVV

Q: Are there limits to where or how far from the individual’s home the PSW can drive/claim for OR004-Mileage if transportation support is authorized & provided?

For example:

- **Need to assist to an appointment in a different county than where the individual lives** (lives in Grants Pass, but has an appointment in Medford)?

A: Claims for mileage must meet the definition of community transportation, which is as follows:

The purpose of community transportation through K-Plan services is to enable eligible individuals to access their local community to engage in services necessary to meet their Activities of Daily Living (ADL) and Instrumental Activities of Daily Living (IADL).

Medical transportation (transportation to/from medical or professional treatment/therapy services) is not an allowable use of community transportation. Reimbursement for medical

transportation must be coordinated through the individual's local OHP/medical card services office.

- **Out of state** (for example, to support the individual to see a specialist in Vancouver, Seattle or Boise)?

A: Claims for mileage must meet the definition of community transportation, which is as follows:

The purpose of community transportation through K-Plan services is to enable eligible individuals to access their local community to engage in services necessary to meet their Activities of Daily Living (ADL) and Instrumental Activities of Daily Living (IADL).

Medical transportation (transportation to/from medical or professional treatment/therapy services) is not an allowable use of community transportation. Reimbursement for medical transportation must be coordinated through the individual's local OHP/medical card services office.

Q: Can a guardian of an adult with I/DD also be paid as their PSW? Can a guardian be the individual's EOR? Can a guardian be a PSW + the EOR?

A: ODDS has a **Conflict of Interest Policy** (APD-PT-15-009) outlining the allowable roles for each of these titles. That policy is available here: <https://www.dhs.state.or.us/policy/spd/transmit/pt/2015/pt15009.pdf>

Q: Can a PSW bill for services provided to an individual when the individual is not present or with the PSW? Such as a PSW taking clothes to their own home to mend for the individual. Or the PSW does community tasks, such as pick up medications from the pharmacy or groceries, but the individual stays at home. How would the PSW use 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. Those tasks & the specific reasons should be agreed upon in a service agreement, and consistent with the person's needs & preferences. In these situations, the PSW would use eXPRS Mobile-EVV to "clock in" (start a shift) & "clock out" (end a shift), the same as any other attendant care service.

**** Point of clarification:** ODDS *does not* consider mending clothing a type of attendant care that would be provided by a PSW.

Q: Our CME refuses to accept timesheets, progress notes or other items Electronically & has a 5pm cutoff for turning in paperwork. Is there something that ODDS can do to approach an alternative to this with the CME? Other CMEs accepts electronic documents from PSWs.

A: Local Case Management Entities (CMEs) can establish business processes & practices for their specific agency, as long as they are within the rules & policies established by ODDS.

Q: Our CME has told PSWs that we are not allowed to provide services to more than 1 individual at a time (eg: in a “group”). Is this true?

A: ODDS policy allows for group services to be delivered by PSWs that are consistent with the individuals’ service needs, preferences & individual support plan.

Q: A CME Manager has informed their staff to not refer individuals to using PSW providers, as the time it takes to process PSW timesheets, etc. by their agency staff is too time consuming & cumbersome. Is this allowed?

A: No, CME staff must offer the full choice of provider types to all individuals eligible for the service.