

Lilia Teninty

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Number: APD-AR-16-044

Issue date: 1/5/2018

CORRECTED

Topic: Developmental Disabilities

Due date: July 1, 2016

Subject: PSW exceptions to time entry

Applies to (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <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 type="checkbox"/> ODDS Children's Residential Services | <input checked="" type="checkbox"/> Other (<i>please specify</i>): Support Services Brokerages, SEIU, OHCC, Personal Agents/Services Coordinators |
| <input type="checkbox"/> Child Welfare Programs | |

December 8th, 2017 update with new CBA changes

Reason for action:

The 2015-2019 Collective Bargaining Agreement (CBA), Article 8, Section 3, requires that Personal Support Workers (PSWs) must enter their time directly into eXPRS Plan of Care, the electronic time capture system. New PSWs enrolled after the release of this transmittal must start entering their time directly into eXPRS when they receive their provider number. Current PSWs will continue to have the option of utilizing both the paper and electronic time capture until July 1, 2016.

The CBA outlines the following situations when exceptions to this requirement must be available:

- **New October 2017: CMEs must grant PSWs with a primary language other than English an exception to submit paper timesheets if their English language proficiency presents a barrier to accessing eXPRS.**
- The PSW can demonstrate an on-going hardship in accessing internet service;
- The eXPRS experiences technical issues during the submission period that prevent claim entries in all of the 3 days allowed for entry;
- New PSWs that have completed and submitted an eXPRS log in enrollment form

and have not received log in and password information by the first submission period; and

- One time per year a PSW has temporary, limited access to the internet.

On-going hardship in accessing internet services is defined as:

- There is no internet service in both the providers and consumers location, and
- The provider has no access to internet connected electronic devices, including in local offices and public places, in the providers area of the State.

Additionally, when ODDs takes action to terminate or inactivate a PSW's provider number the PSW will no longer have access to eXPRS. Any outstanding timesheets will need to be entered by the CDDP or Brokerage.

Action required:

CDDPs and Brokerages must have a policy and process to offer PSWs exceptions for entering their time directly into eXPRS that meets the required situations outlined above. CDDPs and Brokerages may create policies that allow for exceptions in additional situations.

PSWs have two business days after the end of a pay period to submit any paper timesheets for processing by the CDDP or Brokerage.

Field/stakeholder review: Yes No

If yes, reviewed by: CDDPs and Support Services Brokerages

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

Contact(s):	Chrissy Fuchs		
Phone:	503-947-4241	Fax:	503-947-4245
Email:	Chrissy.fuchs@state.or.us		