

Topic:	Personal Support Worker (PSW) Timesheet requirements for billing in Plan of Care
Date Issued/Updated:	July 22, 2015

Overview

Description: PSWs are required to fully and correctly complete a timesheet and submit it to the CDDP/Brokerage prior to receiving payment. This Worker Guide details

- Fully completed timesheet requirements and options
- Entering PSW timesheet data into eXPRS
- Required actions for Service Deliveries entered in error
- Options for Service Delivery review settings in eXPRS Plan of Care

Purpose/Rationale: Invoices and timesheets are meant to assist the CDDP/Brokerage Staff in reviewing services provided and to ensure that those services are fulfilling the needs of the individual in line with their Individual Support Plan.

Applicability: CDDP/Brokerage staff who review services that have been provided by PSWs billing in eXPRS Plan of Care

Procedure(s) that apply:

- **Fully completed timesheet requirements and options:** A fully and correctly completed timesheet must include:
 - The timesheet printed from POC or a timesheet that meets the following requirements from [APD-AR-14-073 PSW Timesheets](#):
 - the date the PSW provides service;
 - the time the PSW begins providing the service;
 - the time the PSW ends providing the service;
 - total hours of service provided;
 - service provided;
 - the language provided on the POC timesheet which indicates if a PSW would like to allow for 3rd party time sheet entry; and
 - the signature statement/verification language provided on the [POC timesheet](#)
 - Dated signatures from the employer of record (EOR) and PSW
 - For those PSWs delegating authority to the CDDP/Brokerage to enter their time, the section authorizing the CDDP/Brokerage staff to enter the data reported on the form must be fully completed (checkmark and initial) in order for the CDDP/Brokerage to enter data into eXPRS. See [How to](#)

[Enter SD on Behalf of PSW/IC-PSW \(CDDP-Brokerage\)](#) for more information.

- Plan of Care (POC) generated timesheets: These include the “time in” and “time out” of the services delivered as well as spaces for signature from the Employer of Record (EOR) and signature of the PSW.
 - If the CDDP or Brokerage have the PSW’s authorizations set up with the “Review?” setting as “YES”, then printing of the POC timesheet directly from eXPRS will include those “pending” Service Delivered (SD) billing entries with all the required information from [APD-AR-14-073 PSW Timesheets](#).

This setting triggers SD billing entries to “pend” when submitted for Brokerage/CDDP review

- If the CDDP or Brokerage have the Agency Provider’s authorizations are set up with the “Review?” setting as “NO”, the timesheet will not include the required information. With this setting the providers’ SD billings will not “pend” for Brokerage/CDDP review prior to submission.

In this situation, providers will need hand fill the [POC generated timesheet](#) OR CDDP/Brokerage approved timesheet format that contains the required information from [APD-AR-14-073 PSW Timesheets](#). See the section “Options for Service Delivery review settings in eXPRS Plan of Care” in this Worker Guide for more information.

- CDDP/Brokerage Approved Timesheet: CDDPs/Brokerages choosing this format option must have an approved timesheet available to PSWs that meets the requirements in [APD-AR-14-073 PSW Timesheets](#).
- **Entering PSW timesheet data into eXPRS:** If a PSW elects to have the CDDP/Brokerage enter data into eXPRS for them, they must fully complete the section delegating authority. If the CDDP/Brokerage is using their own approved timesheet there must be an area which copies the language found in this section on the [POC timesheet](#) and explicitly requires the PSW to delegate authority to the CDDP/Brokerage to enter time. Timesheets submitted without this section fully completed are invalid and will not be processed.

CDDP/Brokerages are only authorized to enter the time as presented on the timesheet. As such, they should enter all time as submitted, regardless of whether there is a perceived error or concern. Once it has been entered, the CDDP/Brokerage can follow-up with the PSW to determine if more action needs to be taken.

- **Required actions for Service Deliveries entered in error:** The paper timesheet is reviewed by the CDDP/Brokerage after submission for accuracy. If errors are found conflicting with the SDs entered into POC or conflicting with the SPA line, those pending service deliverables (SDs) that are incorrect are rejected by the CDDP/Brokerage and SDs that are aligned with the authorization and paper timesheet are processed. See the section “Options for Service Delivery review settings in eXPRS Plan of Care” in this Worker Guide for more information.

Any conflicts found on the timesheet are to be referred back to the PSW for correction. CDDP/Brokerage staff cannot make corrections or edits to timesheets. New, corrected timesheets should be submitted to the CDDP/Brokerage for approval of services that were incorrect with new authorizing signatures by the EOR and PSW. Verbal authorization of services or changes is not allowed. All correspondence between the PSW and CDDP/Brokerage related to rejected services should be documented in progress notes.

- **Options for Service Delivery review settings in eXPRS Plan of Care:**
 - By default, the "Review" setting is set to "YES" for SDs submitted by PSW's. This setting triggers Service Delivered (SD) billing entries to "pend" when submitted for Brokerage/CDDP review.
 - This setting requires review of the SD prior to the SD being paid to the PSW
 - If this default setting had been manually changed/adjusted in the Service Prior Authorization (SPA) line to have the "Review" setting is set to "NO" the PSW's SDs will not pend then the timesheet printed directly from eXPRS/POC will be blank when it is printed and will have to be filled in by hand. A fully completed timesheet is still required to be submitted and reviewed prior to payment.
 - This setting will pay the SDs within the authorization without review and may result in errors paid creating overpayments or the need to void errors
- CDDPs/Brokerages may have their own policies on the setting of the Service Delivery review options.

Form(s) that apply:

Blank POC Timesheet: <http://apps.state.or.us/exprsDocs/BlankServiceDeliveredForm.pdf>

Definition(s):

eXPRS: the Express Payment and Reporting System; the DHS web-based, electronic service authorization & payment management system, designed for the authorization, payment and reporting of services provided to individuals with I/DD in Oregon.

POC: Plan of Care; service authorization functionality in eXPRS that manages the authorization of a variety of different discrete services for an individual in a single annual plan. It is unlike a CPA, in that a CPA is a single service authorization. A POC is a collection of multiple service authorizations.

SD: Service Delivered entry; a data component within in eXPRS POC that represents the date and the start & end times a POC authorized service was provided to an individual with I/DD by a provider. This is the preliminary "timesheet" data entered in eXPRS for POC services used to create claims for payment back to the provider.

Service Prior Authorization (SPA): a system feature within eXPRS Plan of Care which is the second level of Plan of Care service authorization (the POC Plan Line is the first level). The SPA authorizes a provider to deliver a specific service under a POC Plan line to an individual

with I/DD, the amount of service (number of units), the rate and the dates the service can be provided.

Reference(s):

PSW Timesheets AR-14-073:

<http://www.dhs.state.or.us/policy/spd/transmit/ar/2014/ar14073.pdf>

Frequently Asked Questions:

Contact(s):

Name: Jess Cline; **Phone:** 503-945-9815; **Email:** jess.m.cline@state.or.us

Name: Chelas Kronenberg; **Phone:** 971-600-7892; **Email:** chelas.a.kronenberg@state.or.us