

Help Menu Changes for eXPRS v2025.4 Release

In this release, new guides were created, other guides were updated, and hyperlinks to various YouTube training videos were also added.

Created and/or Updated Guides

- Accessing the Suspended Claim Report
- Adding Notes to a Plan of Care
- Attaching Documents to the Plan of Care
- Authorizing 2-to-1 Attendant Care Services
- Authorizing Adult Group Home Services
- Authorizing Ancillary Services
- Authorizing and Billing for Taxi or Transit Ride Tickets and Passes
- Authorizing Employment Discovery, Initial Placement and Job Retention Services
- Authorizing Foster Care Services
- Authorizing Host Home Services
- Authorizing OR526 Z2 for 2-to-1 Attendant Care from an Agency Provider
- Authorizing Professional Behavioral Services
- Authorizing State Plan Personal Care Services
- Brokerage Client Prior Authorization Problem Solving Matrix
- CDDP Client Prior Authorization Problem Solving Matrix
- Claims Problem Solving Matrix
- CME Payroll Calendar 2026
- Correcting or Adding an EVV Shift or Other Billing Manually
- Create and Submit Claims for Foster Care Services in eXPRS
- Create Service Delivered Billing Entries for Ancillary Services
- Create Service Delivered Billing Entries for OR005 - Mileage Transportation
- Create Service Delivered Billing Entries for OR507 - Daily Relief Care
- Creating a Service Delivered Billing Entry on the eXPRS Desktop as a Personal Support Worker

- Creating a Service Prior Authorization
- Creating a Travel Time Claim
- Creating and Updating a Plan of Care
- Disenrolling an eXPRS User
- Enrolling an eXPRS User
- Entering an Add On for Employment or Day Support Activity Services
- Entering and Updating an Individual's Employment or Attendant Care Hours
- eXPRS Activity vs User Role Matrix for FC Providers
- eXPRS Full System Terms Glossary
- eXPRS General System Overview
- eXPRS Procedure Code and Modifier Codes
- eXPRS Status Definitions
- eXPRS v2024.4 Release Newsletter
- eXPRS v2025.1 Release Newsletter
- eXPRS v2025.2 Release Newsletter
- eXPRS v2025.3 Release Newsletter
- FC Pro Tip - Troubleshooting Suspended Foster Care Claims with Overlapping Dates
- FC Pro-Tip - Foster Care Credentials on Home Page
- FC Pro-Tip - How to View Allotment PPA from a Claim
- FC Pro-Tip - Payment Reductions Due to PLA CLA
- Finding and Viewing Claims (PSW)
- Finding and Viewing Service Delivered Billing Entries
- Finding Client Liability Amounts
- Finding Provider Liability Accounts (PLAs)
- Finding Service Prior Authorizations
- Finding Service Prior Authorizations
- How eXPRS Assigns and Displays a PSW's Pay Step, and How PSW Fixed Rates and Differentials Work
- How Fixed Rates and Not-to-Exceed (NTE) Rates Display Differently in eXPRS
- How to Bill for OR004 Mileage
- How to Re-submit Suspended Service Delivered Billing Entries
- How to Set and Reset your eXPRS Password
- How to Submit Multiple Claims
- How to Understand and Use BetterOnline
- Making Corrections to Plan Lines and Service Prior Authorizations

- Making Retroactive Updates to Plan Lines and Service Prior Authorizations
- Overview of Service Delivered Billing Entries and the Claims Aggregation Process
- Personal Support Worker FAQ
- Printing a Timesheet
- Provider Direct Deposit Instructions and Information - eXPRS Agency/FC Providers
- Provider Report Matrix
- PSW Payroll Calendar 2026
- Rationed Fee-For-Service Claim Problem Solving Matrix
- Running the Client Enrollment Report
- Running the Payment Detail Report
- Running the Payment PLA Detail Report
- Selecting Attendant Care Modifier Codes
- Selecting Employment or Day Support Activity Modifier Codes
- Selecting Transportation Modifier Codes
- Service Delivered Problem Solving Matrix
- Service Element Names and Payment Information
- Service Prior Authorization Problem Solving Matrix
- Starting, Adding and Ending a Shift in eXPRS Mobile-EVV
- Submitting a Technical Assistance Request
- Submitting Multiple Service Prior Authorizations as a Batch
- Super User Retroactive Update Problem Solving Matrix
- Updating an Individual's Monthly Assessed Attendant Care Hours Limit
- Updating Your User Account Information
- Using eXPRS Mobile-EVV to Set and Change Your Password
- Using eXPRS Mobile-EVV to Set and Change Your Password
- Using Plan of Care Add Ons
- Using the CIIS Transfer Checkbox
- Using the eXPRS Desktop Landing Page
- Using the View Client Page
- View Client Page Code Reference Sheet
- Viewing Your PSW Weekly Hours Limit
- Voiding a Client Prior Authorization
- Voiding a Service Delivered Billing Entry
- Voiding Foster Care Claims

- Voiding or Correcting CPA Claims

Created and/or Updated Videos, Webinars and Courses

The webinars listed here are available on YouTube and/or the eXPRS Help Menu.

- eXPRS for Personal Support Workers - Arabic
- eXPRS for Personal Support Workers - Chinese (Simplified)
- eXPRS for Personal Support Workers - Korean
- eXPRS for Personal Support Workers - Russian
- eXPRS for Personal Support Workers - Spanish
- eXPRS for Personal Support Workers - Vietnamese
- eXPRS v2025.3 Visual Release Notes

Removed Guides, Videos and Links:

- el VIDEO - Descripción general informativa de la EVV (PSW EVV Overview-Spanish)
- el VIDEO - Inicio de sesión en la EVV y navegación del sitio (PSW EVV Login & Site Features-Spanish)
- el VIDEO - Cómo comenzar un turno (How to Start an EVV Shift-Spanish)
- el VIDEO - Cómo finalizar un turno (How to End an EVV Shift-Spanish)
- el VIDEO - Cómo agregar un turno nuevo (How to Add a New EVV Shift-Spanish)
- el VIDEO - Cómo corregir o agregar un turno de EVV en eXPRS desktop (How to Correct an EVV Shift-Spanish)
- VIDEO - PSW EVV Overview (Russian)
- VIDEO - PSW EVV Login & Site Features (Russian)
- VIDEO - How to Start an EVV Shift (Russian)
- VIDEO - How to End an EVV Shift (Russian)
- VIDEO - How to Add a New EVV Shift (Russian)
- VIDEO - How to Correct an EVV Shift (Russian)
- VIDEO - PSW EVV Overview (Vietnamese)
- VIDEO - PSW EVV Login & Site Features (Vietnamese)
- VIDEO - How to Start an EVV Shift (Vietnamese)
- VIDEO - How to End an EVV Shift (Vietnamese)
- VIDEO - How to Add a New EVV Shift (Vietnamese)

- VIDEO - How to Correct an EVV Shift (Vietnamese)
- VIDEO - PSW EVV Overview (Chinese)
- VIDEO - PSW EVV Login & Site Features (Chinese)
- VIDEO - How to Start an EVV Shift (Chinese)
- VIDEO - How to End an EVV Shift (Chinese)
- VIDEO - How to Add a New EVV Shift (Chinese)
- VIDEO - How to Correct an EVV Shift (Chinese)
- FIIDIYOW - Guudmarka Macluumaadka ee EVV (PSW EVV Overview-Somali)
- FIIDIYOW - Galida EVV & Hagida Website-ka (PSW EVV Login & Site Features-Somali)
- FIIDIYOW - Sida loo Bilaabo Waqtiga Shaqo (How to Start an EVV Shift-Somali)
- FIIDIYOW - Sida loo Joojiyo Waqti Shaqo (How to End an EVV Shift-Somali)
- FIIDIYOW - Sida Loogu daro Waqti Shaqo oo Cusub (How to Add a New EVV Shift-Somali)
- FIIDIYOW - Sida loo Saxo ama Waqti Shaqo EVV Loogu Daro eXPRS Desktop (How to Correct an EVV Shift-Somali)