



LANE COUNTY

Developmental Disabilities Services

FAQs

What is Electronic Visit Verification (EVV)?

Electronic Visit Verification, or “EVV”, is federal law that requires the real-time verification of personal care & attendant care services involving an in-home visit by you, a personal support worker (PSW), at the time the services are given.

How do I log into EVV

Just the same as logging into EXPRS, you will access eXPRS Mobile-EVV using the cell phone or tablet’s internet browser (like Safari, Chrome, Firefox, Edge, Silk, etc.) using the regular eXPRS website address. It is the regular eXPRS website that has been updated to work on a cell phone or tablet for EVV services.

What information is collected when I log into EVV?

Federal Law requires the following information be collected for each service provided:

- The **INDIVIDUAL** receiving the service
- The **TYPE** of service provided
- The **DATE** the service was received
- The **TIME** the service Begins and Ends
- The **PROVIDER** of the service
- The **LOCATION** of the service

Does EVV track my location for the whole time I am working?

No, EVV takes a point-in-time snapshot of your location at the time you log into EVV and the time you log out of EVV.

Do I still need to do my timesheets and turn them in?

Yes, EVV creates a draft timesheet entry. You will still need to login to the eXPRS Desktop website to submit ALL draft billing entries you wish to be paid for. This includes both EVV and non-EVV billed services. This work is the same as before; **there is no change to this part of the PSW billing/timesheet process.**