

TWO BIG CHANGES TO HOW YOU GET PAID!

1. **Personal Support Workers (PSWs) will now be entering their own hours into the state's eXPRS payment system.**
2. **All PSW timesheets and invoices must show time-in and time-out for all hours worked.**

When do the changes happen?

PSWs working with Independence Northwest customers must start using eXPRS for hours worked starting on April 1st, 2015.

What do I need to make the transition?

All PSWs need two things:

1. A provider number. **WITHOUT A PROVIDER NUMBER YOU WILL NOT BE ABLE TO WORK STARTING ON APRIL 1ST.** No exceptions.
2. An eXPRS log-in so you can enter your hours.

What if I don't have a provider number or eXPRS log-in?

Please look on the green PSW eXPRS INFO PAGE included with this mailer for instructions. **YOU MUST ACT QUICKLY.**

What is this about time-in and time-out on timesheets?

You will no longer be able to show just the number of hours you worked in a given day. Instead you will be required to show exactly what time you worked. Example:

Date	Time In	Time Out	Total
4/2/2015	1:30 PM	4:00 PM	2.5
4/4/2015	10:00 AM	2:30 PM	4.5

How will I submit my hours?

With your log-in you will be able to enter your time-in and time-out directly into eXPRS. It will do the math for you. At the end of the pay period you can print your timesheet from eXPRS and submit it to INW as you have in the past. **All timesheets still require your employer's signature.**

What if I don't have a printer?

If you do not have a way to print your timesheet out of eXPRS, you can copy your eXPRS hours onto the enclosed paper timesheet and submit it.

What if I don't have a computer or internet connection?

If you do not have a computer with an internet connection at your home and don't have access to a public library, Independence Northwest will have a computer in our offices available for you to use. If you want to access this option, please contact us.

What if I don't want to use the state's payment system?

We want PSWs to be empowered to enter and track their own hours. However, if you are unable or unwilling to use eXPRS, an INW Personal Agent is required to perform data entry on your behalf. If you choose this option you **MUST** check the box on your timesheets to authorize us to do this work. If you do not enter your own hours and then fail to check the box on the timesheet authorizing INW to do it for you, you will not get paid on time.

PSW eXPRS INFO PAGE

All brokerage services provided April 1st, 2015 forward must be entered into and paid out of the state's new payment system, eXPRS. **You must have both a provider number and an eXPRS login in order to use eXPRS.**

Do you have your Provider Number?

- If yes, *great!*
- If not: give Rachel Kroll at INW a call at 503.546.2950 or email her at rkroll@independencenw.org

Do you have your eXPRS login details?

- If yes, *great!*
- If not: email dhs.servicedesk@state.or.us or call 503.945.5623

RESOURCES

INW has set up a webpage just for eXPRS transition resources. Visit www.independencenw.org/psw for links to the following:

- State of Oregon eXPRS Training Video on YouTube
- Copies of state-mandated timesheets with time in/time out feature
- Copies of the state-created step by step training on how to use eXPRS
- Links to key personnel to contact when you have a question
- Links to payroll calendar
- Links to state transmittals regarding PSW payment and documentation
- A link to log in to eXPRS
- And more!