

Fact Sheet: ODDS Job Coaching and Entering Direct Contact Time

Background on ODDS Job Coaching Rate Methodology:

The ODDS job coaching rate methodology is an outcome payment that pays based on the number of hours the person works to incentivize supporting a person to work more hours and supporting the person to be more independent in the work place and provider fading.

This rate methodology assumes a certain percentage of direct contact. Employment service providers are required to enter direct contact time for job coaching, and the hours the person works, into the eXPRS billing system. As part of this outcome rate methodology, paying Job Coaching based on the number of hours the person works, the Centers for Medicare and Medicaid Services (CMS) requires that ODDS review the **actual** direct contact time for Job Coaching to ensure it is within 10% of the direct contact presumed in the job coaching rates. If the actual direct contact is not within 10% of the direct contact time presumed in the rates, then ODDS must adjust the job coaching rates and ensure the presumption of direct contact is in alignment with the rate going forward. See the ODDS Job Coaching Worker's Guide, APD-AR-18-065 (published 12/19/2018), and the ODDS 1915(c) waiver.

Q&A:

Question: Do remote services count as direct contact time?

Answer: Yes. Remote Job Coaching services may both be counted as direct contact time for purposes of calculating the direct contact presumed in the Job Coaching rate methodology.

Question: May the minimum contacts required for Job Coaching be delivered remotely?

Answer: No. The minimum monthly contacts required must be in person face to face (i.e. four for initial, two for ongoing, and based on the person's plan for maintenance). Other contacts may be remote if it is based on the person's preferences and support needs, as outlined in an individual's Career Development Plan. Additional support the person needs, outside of the minimum contact requirements, may be done remotely and counted as direct contact for purposes of calculating direct contact time for the Job Coaching outcome payments.

Question: Can providers do more than 100% direct contact time?

Answer: No. Providers can only enter directly contact time for up to the number of hours the person works (i.e. 100%).

Question: Can providers correct direct contact time in eXPRS?

Answer: Direct contact time may be corrected in the eXPRS billing system for the previous year. Contact ODDS if corrections for direct contact time must be made for more than one year prior. Contact ODDS at: employment.first@odhs.oregon.gov or andre.r.harboe@odhs.oregon.gov

Question: How is direct contact time entered in eXPRS?

Answer: See page 4 of the eXPRS guide and also as outlined below:

- **OR401 Direct Support Time:** Data entered in this field must be formatted to reflect the total time of direct support for that SD. The time must be formatted in one of the following ways:
 - Use **hh:mm** to reflect the time in hours and minutes. For example, “**2:30**” equals two hours and 30 minutes of direct support time.
 - Use whole numbers to reflect the total minutes of direct support time. For example, “**103**” equals 103 minutes. eXPRS will automatically convert these to the **hh:mm** equivalent (e.g. “**103**” will become **1:43**).

See the eXPRS guide here:

[https://exprs.state.or.us/exprsSIM/exprsDocs/How%20to%20Create%20and%20Submit%20Service%20Delivered%20Billing%20Entries%20\(SDs\)%20for%20a%20Single%20Individual%20and%20Service%20on%20Multiple%20Dates.pdf](https://exprs.state.or.us/exprsSIM/exprsDocs/How%20to%20Create%20and%20Submit%20Service%20Delivered%20Billing%20Entries%20(SDs)%20for%20a%20Single%20Individual%20and%20Service%20on%20Multiple%20Dates.pdf)

See also ODDS guidance on batch imports here:

<https://wd5.myworkday.com/oregon/learning/course/fb57ad8dafa30101a41f4320c0530001>

Question: Can contact be entered in eXPRS as Job Coaching direct contact if the contact is made outside the work hours?

Answer: Yes. The contact time should be entered for the nearest associated work shift.

Additional Resources:

- DD-AR-24-043 published on 08/08/2024:
<https://www.oregon.gov/odhs/transmittals/oddstransmittals/24043.pdf>
- APD-AR-18-065 published on 12/19/2018:
<https://www.oregon.gov/odhs/transmittals/oddstransmittals/ar18065.pdf>
- **eXPRS Training on Entering Direct Contact Time:**
[https://exprs.state.or.us/exprsSIM/exprsDocs/How%20to%20Create%20and%20Submit%20Service%20Delivered%20Billing%20Entries%20\(SDs\)%20for%20a%20Single%20Individual%20and%20Service%20on%20Multiple%20Dates.pdf](https://exprs.state.or.us/exprsSIM/exprsDocs/How%20to%20Create%20and%20Submit%20Service%20Delivered%20Billing%20Entries%20(SDs)%20for%20a%20Single%20Individual%20and%20Service%20on%20Multiple%20Dates.pdf)
- **ODDS Job Coaching Worker's Guide:**
<https://www.oregon.gov/odhs/employment-first/Documents/wg-job-coaching.pdf>
- **ODDS Remote Services Worker's Guide:**
<https://www.oregon.gov/odhs/employment-first/Documents/wg-remote-employment.pdf>