Did you know...

... as an DD Agency Provider, you can see the reason why an SD billing has suspended or denied directly in eXPRS?

On the multiple date SD billing page where SD billings for a single client / service are entered in eXPRS, users can expand an SD billing entry that is suspended or denied to see the reason why.

- To see the reason an SD billing is suspended or denied, from the SD billing entry page, click on the black triangle next to the SD status, like shown here:

  ![SD Billing Suspending](image)

- This will expand the billing (like shown below) so you can see the reason it is suspended or denied. The information in the Rule Description and the Exception Text boxes will give the reason why.

  ![SD Billing Suspending Expanded](image)

If the Rule Description/Exception Text information is unclear or confusing, users can use the Service Delivered Problem Solving Matrix, available on the eXPRS Help Menu to help understand what those messages mean in non-technical language.

The Service Delivered Problem Solving matrix is available using this link: https://apps.dhs.state.or.us/exprsDocs/ServiceDeliveredProblemSolvingMatrix.pdf

Understanding why an SD billing is suspended or denied will help you know how to resolve the issue or what type of assistance to request, if needed.

Remember ... the information as to why an SD billing entry is suspended or denied is directly available to users in eXPRS. You just need to know where to look.