Claims Information

1. Only claims in **approved** status will be processed for payment.

2. When submitted, some claims may move to a different status, such as **suspended**, if they fail to pass validation edits. Examples of why a claim would suspend include:
   - Issues with the individual’s eligibility for services.
   - The claim overlaps or is a duplicate of another claim.

3. Providers should work with the authorizing CDDP to resolve issues that prevent claims from being approved for payment.
Login to eXPRS

- To view claims or payment reports, users must login to eXPRS.

- Enter your Login Name user ID & password in the corresponding fields, and then click **SUBMIT** to login.
Find Claims

- To find claims, click on **Claims** and then **View Claims** from the left-hand menu.
Find Claims

• Enter the search criteria to find the claims desired.

• The easiest method to search will be to use a date range and the status of the claims.

• With the search criteria entered, click FIND to search for claims.
Find Claims

- Claims matching the search criteria will show in a results list at the bottom of the page.
- The claim status & payment information will show at the far right.
**Find Claims**

- To view the details in a claim, click on the blue **Claim ICN #** at the far left.
- This will open the claim to view the detailed information.

<table>
<thead>
<tr>
<th>Claim ICN</th>
<th>Client Prime</th>
<th>Client Name</th>
<th>Service Element</th>
<th>Procedure Code</th>
<th>Status</th>
<th>Run ID</th>
<th>Paid Amount</th>
<th>Paid Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017******1001</td>
<td>xyz0000a</td>
<td>Last, First</td>
<td>158</td>
<td>ORAFC</td>
<td>Approved</td>
<td>236276615</td>
<td>$2,005.92</td>
<td>2/1/2018</td>
</tr>
<tr>
<td>2017******2001</td>
<td>xyz0000a</td>
<td>Last, First</td>
<td>158</td>
<td>ORAFC</td>
<td>Approved</td>
<td>236276615</td>
<td>$2,370.63</td>
<td>2/1/2018</td>
</tr>
</tbody>
</table>
**View Claim Details**

- In the **Claim View** page, the details of the claim can be seen.
- Providers can verify the amount paid for the claim in the **Net Payment** section.
- Billed amounts of a claim can be adjusted or reduced due to:
  - **Provider Liability** Amounts (PLAs) withheld.
  - **Client Liability** Amounts (CLAs) withheld.
Use Payment Reports

- There are a number of payment reports available in eXPRS.
  - Payment Detail report
  - Remittance Advice report
Payment Detail Report

- To view the Payment Detail report, enter report criteria in the corresponding fields.

- Some criteria data is required & marked with a red * astrisk, such as:
  
  ⇒ Start Date & End Date
  
  ⇒ Provider’s eXPRS Provider ID number.
Payment Detail Report

- With the report open, FC Providers can view a summary of their payments.
- The *Claim Detail* and *PLA Detail* links will access sub-reports with more detailed information.
- To print or save the report, use the icons in the top left-hand corner of the report window.
Remittance Advice Report

• To run the Remittance Advice report, enter the search criteria in the corresponding fields.

⇒ Using a **Start Date** & **End Date** to search is *required.*

⇒ Click **FIND** to run the report.
Remittance Advice Report

- Any Remittance Advice reports that match the search criteria entered will display below.

- Click on the blue Run ID # at the left of the results list to open a specific report.
Remittance Advice Report

- With the Remittance Advice report open, FC Providers can view the report data. **Be sure to review all pages, as the report can be long & detailed.**

- The report can be printed or saved by using the icons in the top left-hand corner of the report window.

<table>
<thead>
<tr>
<th>ICN</th>
<th>Replaces</th>
<th>Medicaid ID</th>
<th>Patient Name</th>
<th>Submitted Charges</th>
<th>Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017 **********1001</td>
<td></td>
<td>xy20000a</td>
<td>Last, First</td>
<td>2,005.92</td>
<td>2,905.92</td>
</tr>
</tbody>
</table>

**SFMA Run ID:** 230270015  
**Contractor:**  
**Provider:**  
**Service Element:** 156  
**Claim Status:** Approved
More Information

FC Providers are encouraged to view the additional training videos available on how to use the eXPRS system.

Video trainings available cover:

- Overview of eXPRS for FC Providers
- How to login & site navigation
- How to find authorizations & bill for services
Thank you for watching this presentation!