How to Create and Submit ABSENCE Claims using CLAIM MODIFIERS

As a provider of services managed and paid via eXPRS, it is your responsibility to submit claims on a regular and timely basis in order to receive payment. Fee-for-service (FFS) claims are the claims providers submit to be paid for services they have rendered to clients enrolled with their program.

The State of Oregon has agreed to allow payment to providers for certain client absences from residential service, using State general funds. Absence claims require a specific claim modifier to identify what type of absence is being claimed for and paid. Absence claims that use modifiers must be created and submitted separately from REGULAR claims, and by individual client only.

**IMPORTANT:** There are Medicaid timeline restrictions for submitting claims. Providers have 365 days from the date of service to submit an initial claim for payment of services provided.

To create and submit an ABSENCE claim using a CLAIM MODIFIER, follow the below steps:

1. Login to eXPRS. You must have the provider role **Claims Preparer** or **Claims Manager** to do this work.

2. From the yellow left-hand navigation menu, click on **CLAIMS ➔ CREATE ABSENCE CLAIMS.** This will take you to the Create Absence Claim for CPA page.
3. Once in the create absence claim page, enter the client’s prime number (which is required). You can add other additional criteria as you may need in the search criteria windows to bring back a list of CPAs to claim against. Click FIND.

4. In the results list, click in the far left-hand box to check the CPA that covers the dates that you need to submit absence claims for. Click CONTINUE.
5. You are now in the **Enter Claim Service Dates** page. Here you can create multiple claims, each with its own modifier, to show the dates the client received service (REG) and the dates the client was absence (use modifier):
   - Enter the **Service Begin** date of the claim segment
   - Enter the **Service End** date of the claim segment
   - From the drop down menu, select the applicable claim **Modifier** for that date range/segment.
   - To add additional date range/segment rows, click **ADD**.

   **For example**, if a client had a short absence due to hospitalization in the middle of a month, the dates may break down like this:
   - 8/01/2012 to 8/15/2012  **REG** (regular claim)
   - 8/16/2012 to 8/20/2012  **MED** (hospital absence)
   - 8/21/2012 to 8/31/2012  **REG** (regular claim)

   Here’s how it would look in eXPRS:

   ![Image of eXPRS screenshot showing Enter Claim Service Dates]

   **TIP**: Claim modifier definitions can be found on the HELP menu in eXPRS as the **Provider Claim Modifier Codes**.

6. With all the dates and modifiers entered that you need, click **CONTINUE**.
7. You will now be taken to the **Claim Create Results** page, confirming the *draft* claims you just created. Click **SUBMIT** to submit your claims.

![Claim Create Results](image1)

8. When the submission is complete, you will be taken to the **Claim Created** confirmation page.

![Claim Created](image2)

**NOTE:** When submitting claims, you do not have to wait for the claims to finish processing to continue with other claims or work in eXPRS. If you have more claims to submit, click the **HOME** button at the top of the page, then proceed with the steps to submit additional claims.

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**PRO TIP:** Create and submit any absence claims you need to **FIRST**, before creating/submitting regular claims for the rest of the clients in your program. That way, you can simply DE-select that client(s) with absence claims from your regular claims list, and proceed with submitted the rest as a batch.