How to Create & Submit Service Delivered (SD) Billing Entries for Ancillary Services
(Foster Care & Residential Providers)

For individuals with I/DD who are receiving other Ancillary Services to supplement their Residential or Foster Care services, those Ancillary services are authorized & billed using eXPRS Plan of Care processes.

The billing element for Ancillary services is called SERVICE DELIVERED (SD) billing entry. These SERVICE DELIVERED (SD) billing entries are the preliminary billing data components needed for POC claims processing. The SD billing data entries are added to the system by the authorized provider to document when/how much of the service was delivered to an individual. That SD billing data when submitted, is processed to be placed into claims for payment back to the provider.

To create/submit Service Delivered entries for Ancillary Services:

1. Login to eXPRS. If you have more than one record associated to your eXPRS user account, select the applicable record for the service to be billed as the Organization/Program Area. Then click SUBMIT to login.

2. From your Home page, click on the left-hand, yellow navigation menu options Plan of Care → Service Delivered → Create Service Delivered Entries from Single Service Authorization.

Enter your User ID here

Enter password here.
3. In the **Create Service Delivered from Single Service Authorization** search page, you will need to first search for your Ancillary Services authorizations that are active & ready to be billed. At least one piece of search criteria is required to successfully search. Using a service **date range** will likely be the easiest method to search.

Click **Find** to return your search results.

If additional search criteria is needed, those criteria fields are defined as follows:

- **Client Prime** = the prime number for a specific I/DD individual receiving services.
• **Service Location/PSW SPD Provider ID** = the SPD provider ID number assigned to the Foster Care provider’s record that was used in the service authorization.

• **DHS Contract Num** = the contact number for the CDDP who authorized the Ancillary services for the individual.

• **Service Element** = the service category for the services authorized. You may select an option from the drop-down menu, if you wish.

• **Procedure Code** = the specific service procedure code assigned to a service authorized. You may select an option from the drop-down menu, if you wish.

• **Svc Modifier Cd** = the applicable service modifier code that works with a procedure code from the previous dropdown. You may select an option from the drop-down menu, if you wish. You may have no options in this menu, depending on what you selected in the Procedure Code dropdown.

• **Effective Date** = the first service date the authorization covers.

• **End Date** = the last service date the service authorization covers.

5. Any active authorizations that meet the search criteria entered will return in a results list below, grouped by individual.

<table>
<thead>
<tr>
<th>Name</th>
<th>Service Location/PSW</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client 1 Last Name, First - xyz008a</td>
<td>Foster Care Name - ######</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>SPA#</th>
<th>Proc Code</th>
<th>Units</th>
<th>Unit</th>
<th>Frequency</th>
<th>Begin</th>
<th>End</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 **** 70 ORAFC - Adult FC services in SE158</td>
<td>Months, ProratedMonth</td>
<td>10/1/2017</td>
<td>30/2018</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18 **** 76 ORD020 - Attendant Care, home or comm</td>
<td>Hours, Week</td>
<td>10/1/2017</td>
<td>30/2018</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18 **** 58 ORD004 - Comm Transp, Mileage</td>
<td>Miles, Month</td>
<td>10/1/2017</td>
<td>30/2018</td>
<td></td>
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6. To view the authorization details, click on the blue **SPA#** to the far left.

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7. With the **View Service Prior Authorization** page open, you can view the details of the authorization, including:
   1. The service authorized,
   2. The service dates the authorization covers,
   3. The rate authorized for the service.
8. To bill for services provided, start from the results list and click on the $ icon to the far right of the service you wish to bill.

> **PRO TIP:** right-click on the $ icon to open the new page in a new tab or window. This will allow you to easily return to your original search results list.

9. In the **Service Delivered by Service Authorization** page, you can now add the billing data information for when this service was provided. Click **Save All** after each entry to add a new row of blank fields for more data entry lines.

Some services may require different billing data:
- Hourly **Attendant Care** services will require a service DATE + the START and END time the service was provided.
- **Mileage** will require a service DATE + the TOTAL MILES being billed for the individual that date.

The data field will show with **RED text** if information is entered incorrectly. Corrected information will show as **BLACK** text.
10. For entering **Start & End** times for *hourly Attendant Care* services, the start/end time fields do not require the colon, spaces or the full “AM” or “PM” when keying in time data. Users can simply enter the numeric time data and “a” or “p” without spaces, and the system will auto-format that entry to the correct time format needed.

**Examples:**
- “8a” will be auto-formatted to be “8:00 AM”
- “917p” will be auto-formatted to be “9:17 PM”

**Time data entered without the “p” added will be auto-formatted as “AM” hours.**
- “10” will be auto-formatted to be “10:00 AM”

11. With the **SERVICE DELIVERED** billing entry data entered, users can add a check to the left-hand box for the SD entries they wish to submit (or take other action). Or, users can simply close the page. The entries will be saved as “draft” and will be available to submit at a later time.
Actions available:

- **Submit** = will submit the draft entries checked for payment processing.
- **Void** = will void the entries checked.
- **Delete** = will delete (remove completely from the system) the *draft* entries checked.

12. Once the action is taken, the status will change for the SD billing entries, showing the results of the action.

If the **Review Req** field is listed as **YES** on the authorization (as shown in the next example), when submitted SD billing entries will be moved to **pending** status for the authorizing CDDP to review if they have cleared all other validation edits.
13. Users can now close the window/tab they were working in and return to the search results. From the results list, select another service to be billed by clicking the $ icon next to the service authorization line.

14. Repeat steps #8 – 12, to create new SERVICE DELIVERED billing entries for other individuals and/or services.

15. For SD billing entries that move to a status other than pending or approved, providers can use the Service Delivered Problem Solving Matrix on the eXPRS Help Menu to assist in troubleshooting.