How to Create & Submit
Claims for Foster Care Services in eXPRS
Foster Care Providers
(9/20/2018)

As of Jan 1, 2018, individuals with I/DD who are receiving Care services will have those services are authorized & billed using eXPRS Plan of Care processes.

Foster Care providers will now need to actively submit claims in eXPRS to receive payment for any Foster Care services provided on Jan 1, 2018 and later.

→ **Please note:** Billing for Foster Care services in eXPRS will not change the processes for providers to collect/receive **Room & Board** and/or **Service Contribution** (aka: “offset”) amounts each month from the individuals they serve. The process for these payments will continue as is; they have not changed.

**To create/submit CLAIMS for DD Foster Care Services:**

1. Login to eXPRS. If you have more than one record associated to your eXPRS user account, select your Foster Care services record as the **Organization/Program Area**. Then click **SUBMIT** to login.

   ![Login](login.jpg)

   - Enter your User ID here
   - Enter password here

2. From the left-hand, yellow navigation menu, click on **Plan of Care → Service Delivered → Create Service Delivered Entries from Single Service Authorization.**
3. In the **Create Service Delivered from Single Service Authorization** search page, you will need to first search for your **Foster Care** service 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 ready to bill that meet the search criteria entered will return in a results list below, grouped by individual.

6. To view the authorization details, click on the blue SPA# to the far left.
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 Foster Care 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 **Enter Claim Service Dates** page, you can now bill for the dates that the Foster Care service was provided.

➔ **REMEMBER:** per ODDS guidance, only bill for those dates that you provided ‘overnight’ care to the individual.

![Enter Claim Service Dates](image1)

10. If additional rows of claim data are needed, click ADD. This will add another row of claim data fields for more dates to be billed.

![Enter Claim Service Dates](image2)

11. Claim dates entered can be for a single day of service, or for multiple dates or date range, such as an entire week or month of service.

![Enter Claim Service Dates](image3)
In the previous example, the claim dates entered show a gap in dates billed to reflect the dates the individual was absent from services (did not receive ‘overnight’ care) on 1/12/18 & 1/13/18.

12. With the claim dates to be billed entered, click **CONTINUE** to create *draft* claims.

13. Users will be taken to a **Claim Create Results** page when the *draft* claims have been created by eXPRS. Users can leave the claims in *draft* if they wish, to be submitted later, or can click the **SUBMIT** button to submit them for payment processing.

14. If submitted, users will be taken to **Claim Created** results page showing the results of the claim submission process. Claims showing as **approved** will be processed for payment the next business day.
15. Repeat steps #8 – 13, to create new claims for Foster Care services for other individuals and/or dates.

16. For claims that move to a status other than *approved*, providers can use the **Claims Problem Solving Matrix** on the eXPRS Help Menu to assist in troubleshooting.