How to Find/View Claims for Services Authorized with the “Generic” Provider Option in POC (CDDP/Brokerages/CIIS)

For services authorized and paid via eXPRS/Plan of Care utilizing the “generic” provider option, CDDPs and Brokerages often need to find those “generic” service claims to track when and how much they received to then pay to the actual provider or vendor of the “generic” authorized service.

This assistance guide will show how CDDP/Brokerage staff can search for those claims for “generic” authorized services. Please note: this guide is addressing actual **aggregated claims** that generate payment, not Service Delivered billings. To view Service Delivered billings, please see instructions in the assistance guide How to Find-View Service Delivery Entries on the eXPRS Help Menu.

Users will need one of the below roles/permissions to view claims:
- Local Auth Claims Coordinator (for CDDP staff)
- Local Auth POC Claims Manager (for CDDP staff)
- Brokerage Claims Coordinator (for Brokerage staff)
- Brokerage POC Claims Manager (for Brokerage staff)

**To Find/View POC “generic” service claims:**

1. Login in to eXPRS. If users have more than one organization login option, they will need to be logged in under the **Local Authority** (for CDDPs shown below)

   ![Login Screen]

   or **Contractor** (for Brokerages) Organization role.
2. From the left-hand, yellow navigational menu, click on **Claims ➔ View Claims**. This will take you to the **Claims Search** page.

3. Once in the **Claims Search** page - to search for claims specific to “generic” authorized POC services, enter the number “2” in the **SERVICE LOCATION** field. The number “2” is the service location ID number assigned for the “generic” provider option.

   Users can also enter other search criteria the corresponding field(s) (such as **CLIENT PRIME** or **PROCEDURE CODE**) to further narrow the search results returned, if desired.
4. Any claims for “generic” authorized POC services in the system that meet the search criteria entered will be returned in a list below the search field section.

The results list columns and data are defined as:

- **Claim ICN** = the system generated number assigned to that claim. It is a hyperlink that will take the user to View Claim page to view the details of that specific claim.

- **Client Prime** = the prime number for the client for whom services are being paid.
• **Client Name** = the name of the client for whom services are being paid.

• **Service Element** = the service category for the services authorized and for which the claim is paid.

• **Procedure Code** = the service procedure code for the service authorized and for which the claim is paid.

• **Svc Modifier Cd** = the service modifier code for the service authorized and for which the claim is paid.

• **Claim Modifier Cd** = the claim modifier code for the service authorized and for which the claim is paid; may be used to identify the claim paid for a specific reason, such as an absence/bed hold reason.

• **Type** = the type of claim being paid; FFS means “fee for services”.

• **Provider** = the parent agency provider being paid for the services.

• **Service Location** = the specific service location of the provider agency for which the service is authorized. **For “generic” authorized services, this will say “Generic Provider”**.

• **Effective Date** = the first date in the date range of the services paid in the claim.

• **End Date** = the last date in the date range of the services paid in the claim.

• **Billed Amount** = the amount the claim was billed.

• **Paid Amount** = the amount actually paid in the claim; this can be the same or lesser then the billed amount.

• **Status** = the status of the claim.
• **Run ID** = the SFMA run ID that the claim was included in for funds disbursement from DAS to the CDDP or Brokerage.

• **Payment Date** = the date the SMFA process was run and funds dispersed from DAS.

5. Users can export the list of claims using the export options to the upper right of the list, if they wish.

6. By clicking on the blue ICN number in the far left column, users can open a specific claim to view the claim details.

7. To view the associated **SERVICE DELIVERED** entries that are included in that claim, scroll to the bottom of the claim, and expand the section labeled **Service Delivered**.