How to View Client Liability Information in eXPRS
(Foster Care Providers)
(updated 6/27/2018)

As a provider of DD Foster Care (FC) services authorized and paid via the eXPRS system, some individuals who live in foster care homes may also have to pay each month towards the cost of their foster care services. This monthly service contribution amount from the individual is called a Client Liability Amount/Account (CLA). It may also be known as the individual’s monthly “off set” amount.

Payments for FC service are reduced each month by any CLA amounts owed by an individual. If an individual has a CLA amount to pay, they must pay this directly to the FC provider, in addition to their monthly Room & Board amount each month.

**PLEASE NOTE:** Monthly Room & Board amounts are not processed or paid via eXPRS. FC providers should continue to collect those R&B amounts from individuals living in their FC homes as they have in the past.

FC providers can view Client Liability information in eXPRS to determine if an individual has a CLA and the amount to be collected from the individual each month.

To view **Client Liability** information in eXPRS:

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.
2. From the yellow left-hand navigation menu, select **REPORTS \rightarrow CLIENT LIABILITY \rightarrow VIEW CLIENT LIABILITY**. This will take you to the CLA search page.

3. In the **Client Liability Account Search** page, enter the data needed to search for the CLA information needed. The easiest way to search will likely be to just use a date range for the month of service to be paid.

4. Any CLA records that match the search criteria entered will display in a results list below the search options.

- The **Effective Date** is *required, but you can change the dates to any date range you wish.
- With the search criteria entered, click **SUBMIT** to find CLA information.
5. The results information can be exported, if desired, by using the export options at the top right of the results list.

6. To view a specific CLA record, click on the blue name for the individual at the far left of the results list.
7. With the **Client Liability Account View** open for the individual selected, you can see the details of that CLA record, including the Total Offset (CLA amount), which claim was reduced by a CLA amount, and if there is a remaining CLA balance owing to still be collected from the individual for that month of service.