How to Find/View POC Claims & Payment Status for PSW Provider Claims
(Updated 7/26/16)

For services authorized and paid via eXPRS/Plan of Care, users can view the claims processed for payments to PSW providers. The POC claims will be processed for a specific service delivered by a PSW provider to an I/DD client, and will be for a date range that corresponds to the PSW designated pay periods. Data for approved POC claims are then transmitted to the DHS/ODDS contracted payroll vendor who will process payroll payments to providers.

**NOTE:** The term for a payroll vendor used to be called a “Fiscal Intermediary” or “FI”. It is now called a “Financial Management Administration Servicer” or “FMAS” vendor.

Users will need one the below roles/permissions to view claims as a PSW:
- Provider PSW Claims Manager

**To Find/View POC service claims as a PSW provider:**

1. Login in to eXPRS.

   ![Login Interface]

   - Login Name: [Your User ID]
   - Password: [Your Password]

   Forgot your password? [Submit]
   Need a login?

2. From the left-hand navigational menu, click on Find Claims. This will take you to the PSW Claim Search page.
3. In the **PSW Claim Search** page users can search for PSW claims. There are many search criteria options available (defined below) or the user can simply click **Find** to return a list of ALL claims available for that PSW.

The search criteria field options on this page are defined below:

- **Service Location/PSW SPD Provider ID** = the assigned provide ID Number for the PSW.
- **Claim ICN** = the specific system number assigned to the claim
- **Client Prime** = the prime number for the client to whom services were provided
- **Run ID** = the DHS payment run ID number the claim(s) were processed within and sent to the payroll vendor for payment.
- **Effective Date** = first date in the claim date range that covers the service date(s) (dates worked) paid in the claim
- **End Date** = the last date in the claim date range that covers the service date(s) (dates worked) paid in the claim
• **Service Element** = the service element the services paid in the claim

• **Status** = the status of the whole claim (not the status of the SD billing entries within the claim)
  - Approved = the claim has passed all edits and was approved for payment to the provider and sent to the payroll vendor for payment processing.
  - Denied = the claim was denied; it will not be paid.
  - Draft = the claim was created, but has not been submitted for processing
  - Submitted = the claim was submitted, but did not complete the approval process
  - Suspended = the claim was submitted, but encountered a validation edit error; it cannot be approved until the validation edit issue is resolved.
  - Void = the claim had been approved, but was later voided, possibly to make a correction to the claim; if the claim had been paid prior to being voided, a provider liability will be created in the amount paid.

• **Payment Status** = the payment status of the claim.
  - Paid = claim was approved/sent to the payroll vendor and payment for claim has been processed/sent to the PSW.
  - Not Paid = claim was approved/sent to the payroll vendor, however payment has not been processed nor sent to the PSW; there was a payroll issue.
  - Pending Payment = claim was approved/sent to the payroll vendor, but eXPRS has not received confirmation that payment to the PSW has been made.
  - Unavailable = payment information for that claim from the payroll vendor is not available in eXPRS.

• **Check Number** = the check number or direct deposit number for the claim’s payment to the PSW.

• **Max Displayed** = select from the dropdown for the results list

4. With the search criteria desired entered in the corresponding fields, click **Find** to get a list of claims.
   - In the below example, we have searched for **PAID** claims for the month of **March 2016**.
The results list columns are defined below:

- **ICN** = the system generated number assigned to the claim
- **Client Name** = the name of the client for whom services were paid in the claim
- **Service Begin** = the first date of the claim date range
- **Service End** = the last date of the claim date range
- **Billed Units** = the total number of service units paid in the claim
- **Billed Amount** = the total amount billed in the claim
- **Submitted** = a date/time stamp of the last action taken on the claim processed
- **Run ID** = the ID number for the SFMA run the claim was processed in to be sent to the payroll vendor for payment processing to the PSW
- **Claim Status** = the status of the claim
- **Payment Status** = indicates if the claim has been **Paid**, **Not Paid**, if the claim is **Pending Payment** to the PSW, or if payment information is **Unavailable** from the payroll vendor
- **Check/Deposit Number** = the check number or direct deposit number for the claim’s payment to the PSW.
5. From the list of claims, click on the blue ICN number to open a specific claim.
   - Users can export the list of claims using the export options to the upper right of the list, if they wish.

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

   - The Claim Payment Information (if any is available) will be shown in that section.
   - To view the associated SD billing entries included in the claim, expand the section labeled Services Delivered.