How to Find & Void Foster Care Service Claims
Foster Care (FC) Providers
(updated 9/24/2018)

As a DD Foster Care provider of services managed and paid via eXPRS, it is your responsibility to review your claims for payment on a regular basis to determine if there are claims that require your attention as a provider to resolve.

There may be reasons that claims submitted do not complete the claims validation process and do not move to approved status. When that validation process fails to complete successfully, claims will often move to a status of suspended. Depending on the reason for the suspension, FC providers may need to void the suspended claim, so they can create a new/corrected claim. This guide will assist FC providers in voiding those suspended claims.

DD Foster Care users must have the DD FC Claims Manager role to do this claim voiding work.

Follow the below steps to void a Foster Care service claim:

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, click on CLAIMS ➔ UPDATE CLAIMS. This will take you to the Claims Search page.
3. In the **Claims Search** page, enter the search criteria needed to find the claims needing action.

   ➔ **KEY STEP:** To enable the check boxes & action buttons to take action on multiple claims at once (such as Void), you must select a status from the **Status** dropdown menu.

   For example: if you need to void a **suspended** claim, select & search using **Suspended** in the **Status** field.

The actions available to be taken on a list of claims from the search results depend on the option selected in the **Status** dropdown menu when searching for claims.

<table>
<thead>
<tr>
<th>Status of Claim</th>
<th>Action Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved</td>
<td>Void</td>
</tr>
<tr>
<td>Denied</td>
<td>No action available <em>(no buttons will show)</em></td>
</tr>
<tr>
<td>Draft</td>
<td>Submit, Delete</td>
</tr>
<tr>
<td>Submitted</td>
<td>Submit, Void</td>
</tr>
<tr>
<td>Suspended</td>
<td>Submit, Void</td>
</tr>
<tr>
<td>Void</td>
<td>No action available <em>(no buttons will show)</em></td>
</tr>
</tbody>
</table>

For **suspended** claims, the search might look something like the screenshot on the next page.

Click **FIND** to get a list of claims.
4. When the list of claims returns, check the box next to the claim(s) that need action & then click the appropriate action button at the bottom of the page.
   - If you want to **void** the checked claim(s), click the **VOID** button.
   - If you want to **submit** the checked claim(s), click the **SUBMIT** button.
5. If you click on **VOID**, you will get a confirmation pop-up message asking if you really wish to void the claim(s).
   - Click **YES** to continue with the action.
   - Click **CANCEL** to return to the previous page.

6. When the action is completed, you will be taken to the **Claim Processing Results** page showing the results of the action taken.

7. FC providers can also open the claim to view its details. Simply click on the **blue number** in the **Claim ICN** column. This will open the claim.

8. With the claim open in the **Claim Edit** page, you can view the details of the claim. You can also take an action on the claim by using one of the action buttons in the middle of the claim.
9. For claims that are **suspended** or **denied**, the reason will be shown in the **Exceptions** section below the action buttons.

The Exception reasons, Rule Descriptions, explanations & tips to resolve the issue can be found on the **Claims Problem Solving Matrix** assistance guide available on the **eXPRS Help Menu**.

10. If an action is taken on the claim (such as void), the claim status will change based on the successful outcome of that action.
11. The provider can now create a replacement claim, as needed, by using the instructions in the How to Enter Claims for Foster Care Services assistance guide.

12. Repeat steps above for any additional claims that need action taken.