eXPRS Pro Tip for DD Personal Support Workers (PSWs)

Service Delivered (SD) Billings vs Claims

Did you know ...

... that SD billing entries in ‘approved’ status don’t automatically mean they will be paid? Those SD billings must also be in a CLAIM that is ‘approved’ before it can be paid. SD billing entries & CLAIMS are separate things in eXPRS and are processed & validated separately.

Service Delivered (SD) billing entries and CLAIMS are separate things & are processed/validated individually. SDs are the preliminary billing data created by EVV or entered manually to document when a PSW has worked. When submitted, SD billings process through a series of validations to move to the next status. For SDs that are ‘pending’ they will process through validations again when moved to ‘approved’ by the authorizing CME.

For SD billing entries that are in ‘approved’ status, they are collected (ie: aggregated) into CLAIMS by eXPRS during the PSW payment process cycle. Those CLAIMS are processed through their own series of validations as a part of that cycle. Only those CLAIMS that successfully validated & moved to ‘approved’ status will be sent to PPL so they can pay the PSW.

There are a variety of situations where ‘approved’ SDs will be in CLAIMS that do not pass validations. In those cases, the CLAIM will ‘suspend’. If ‘approved’ SDs are contained within a ‘suspended’ CLAIM, those SDs will not be processed further for payment until their CLAIM is in ‘approved’ status.

The assistance guide to finding/viewing POC CLAIMS for PSWs is available here: https://apps.dhs.state.or.us/exprsDocs/HowToViewPOCClaims.pdf

Remember ...

• Just because an SD billing entry is ‘approved’ that does not guarantee it will be paid. If you have questions, check the status of CLAIM that holds the SD(s) to be sure the CLAIM is also ‘approved’.