eXPRS Pro Tip for DD Personal Support Workers (PSWs)

Viewing SD Billing Suspense or Denial Reasons

Did you know …

... as a PSW, you can see the reason why an SD billing has suspended or denied directly in eXPRS?

On the PSW SD billing page where you manually enter your time worked in the eXPRS website, PSWs can expand an SD billing entry that is suspended or denied to see the reason why. Understanding why an SD billing entry has suspended or denied will assist you in troubleshooting billing issues to get them resolved.

• To see the reason an SD billing is suspended or denied, from the SD billing entry page, click on the black triangle next to the SD status, like shown here:

![Suspended or Denied SD Billing Entry](image1)

• This will expand the billing (like shown below) so you can see the reason it is suspended or denied. The information in Rule Description and the Exception Text boxes will give the reason why.

![Expanded SD Billing Entry](image2)

If the Rule Description/Exception Text information is unclear or confusing, PSW providers can use the Service Delivered Problem Solving Matrix, available on the eXPRS Help Menu to help understand what those messages mean in non-technical language.

The Service Delivered Problem Solving matrix is available using this link: https://apps.dhs.state.or.us/exprsDocs/ServiceDeliveredProblemSolvingMatrix.pdf

Understanding why an SD billing is suspended or denied will help you know how to fix it or what type of assistance to request, if needed.

Remember ... the information as to why an SD billing entry is suspended or denied is directly available to the PSW in eXPRS. You just need to know where to look.