

# Did you know?



## eXPRS Pro Tip for DD Agency Providers

### Voiding an SD Billing Entry

#### Did you know ...

*... DD Agency Providers can correct their own SD billing entries to make billing corrections, even VOID them, if necessary?*

eXPRS has features that allow DD Agency Providers to make edits to SD billing entries, **including voiding** them, if necessary. Keep in mind that only users for the DD Agency Providers with the **Provider Agency Claims Manager** role can do this work.

#### For example:

- SDs that are in **draft** or **suspended** status can always be edited. Users can change the date, the start and/or end time on a **draft** or **suspended** SDs, save that new information, then resubmit the SD. Voiding these SDs may not be necessary.
- SDs in **approved**, **pending** or **suspended** status can be **VOIDED** by a DD Agency Providers, if necessary. **Voiding of POC service CLAIMS is not necessary when POC SD billing corrections are needed.** Simply voiding of **approved** SD billings that are already in claims for payment will trigger the system to make corrections to that associated claim automatically.
  - ➔ Please keep in mind that voiding an **approved** SD that has been put into a claim & paid will generate a **Provider Liability amount** that will be recovered from future claims paid to the DD Agency Provider.

Instructions on how to void SD billing entries by a DD Agency Providers are outlined in the “**How to Void Service Delivered Entries**” guide, available here: <https://apps.dhs.state.or.us/exprsDocs/HowToVoidServiceDeliveredAgency.pdf>

**Remember ...** DD Agency Providers users with the **Provider Agency Claims Manager** role can make updates to their SD billing entries, **including voiding them if needed**, to make billing corrections.