

DD Agency Provider Service Delivered (SD) Import Process SD Import File Error Management

When your Agency Provider .CSV import file is uploaded/imported, eXPRS creates **draft** Service Delivered (SD) billings from the imported data. In order to successfully create **draft** SD billings, your .CSV file will be processed through a series of validations as part of that import/upload process.

The import/upload interface performs the following validations of your uploaded .CSV import file:

1. **Data type validation**: the expected numbers are numbers, the expected dates are dates in the expected format, and the expected times are times in the expected format, etc.
2. **Identifier validation**: the specified provider service location unique identifier, service identifier triplet (SE, Proc Cd, Svc Mod), and client prime number are recognized as valid identifiers for their respective record types in eXPRS.
3. **Security validation**: the specified provider service location, service element and client on each service delivered row are accessible to the logged in user importing the .CSV file, according to eXPRS security constraints.
4. **Persistence validation**: that each service delivered row (as a whole) can be saved successfully to the eXPRS database as a **draft** SD billing entry, considering any constraints that would prevent such persistence, beyond the previous three validation areas.

IMPORTANT: The SD Import process interface is an **all-or-nothing** process; either all of the rows/lines pass, or if one line fails, the entire .CSV file fails.

- **In the case where all rows/lines pass**: The file upload/import was successful, and the full batch of service delivered (SD) lines in the .CSV file will result in SD billing entries being created & saved as **draft**. Those **draft** entries can then be submitted or deleted as needed, by someone at your Agency with the **Agency Provider Claims Manager** role. When submitted, the SDs will process through the standard system validation edits, the same as all other SD entries when submitted.

Instructions on how to find your newly uploaded, **draft** SD billing entries are available here:

<https://apps.state.or.us/exprsDocs/HowToFindViewServiceDelivery.pdf>

- **If any of the above basic validation points fail for any row/line in the import file:** No draft SD billings will be created & saved in eXPRS for ANY of the rows/lines in the .CSV import file. A .CSV error file will be returned to you with an additional column containing the validation failure message(s) for each row that failed.

.CSV Import File Error Messages

Below are the error messages that may be returned to you in that file:

Message	Explanation
Wrong number of values: n	A row contains n columns instead of the required 8 or 9.
Service Location ID invalid	The first column does not contain an integer.
Service Element invalid	The second column does not contain an integer that eXPRS recognizes as a valid service element number.
Procedure Code invalid	The third column does not contain a character sequence that eXPRS recognizes as a valid procedure code.
Service Modifier Code invalid	The fourth column does not contain a character sequence that eXPRS recognizes as a valid service modifier code.
Client Prime invalid	The fifth column is blank or empty.
Service Date invalid (expected as mm/dd/yyyy)	The sixth column does not contain a valid date in the format mm/dd/yyyy.
Begin Time invalid (expecting time as h:mm a)	The seventh column does not contain a valid time in the format h:mm a.
End Time invalid (expecting time as h:mm a)	The eighth column does not contain a valid time in the format h:mm a.
Direct Support Time invalid (expecting h:mm)	The ninth column does not contain valid format h:mm, for OR401 W5/W6.
Direct Support Time inappropriate	The ninth column does not contain a number between 0 (zero) and [service time]* for OR401 W5/W6, or is not blank for any other service. *[service time] = [end time] - [start time]
Service Location not found	eXPRS could not find a service location with the specified ID.

Service not found	eXPRS could not find a service with the specified service element, procedure code and service modifier code.
Client Prime not found	eXPRS could not find a client with the specified prime number.
Service Auth duplicate	eXPRS found more than one service authorization for the specified service location, service, and client prime number.
No accepted Service Auth	eXPRS could not find an accepted service authorization for the specified service location, service, and client prime number.
Service Date outside auth	eXPRS could not find an accepted service authorization for the specified service date.
Service Hours cross days	Service end time is the next day for an hourly service.
No accepted Service Auth	The user's security permissions in eXPRS do not allow them to access the service authorization (same message as a missing service authorization, for security purposes).

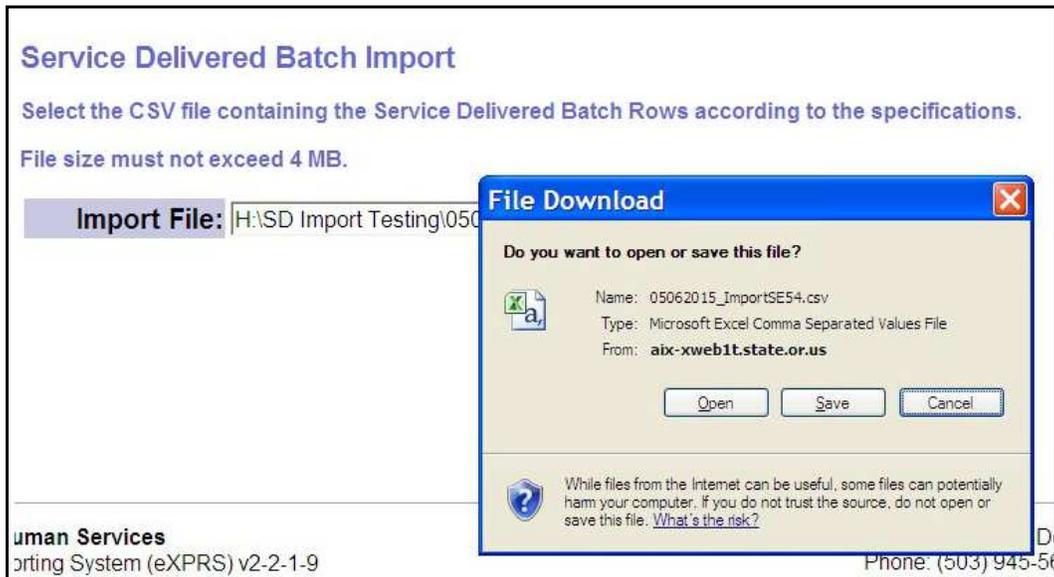
Other Error Messages

There are two other messages which are displayed on the page in eXPRS instead of inserted into a response file. These messages are preceded by the phrase *"Your request could not be completed because:"*

Message	Explanation
Expected at least one row	No records could be found in the batch import file.
That file already succeeded previously; please submit a new file	A file with that name has already been successfully imported. eXPRS will not allow a file with the same name to be used after it has created draft services delivered.

Error Management

If the import file fails any of the validations in the import process, you will receive a popup window with a File Download.



You will want to **Open** this file so you can review the rejection reason messages which have been added to each row/record that did not pass the validations.

Here is a sample of what this .CSV error file might look like when opened with Excel, where **Column I** includes the file rejection reason for the related row/line (see additional information above on the validation errors and rejection reasons).

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1		54	OR541	W2		4/1/2015	7:00 AM	10:00 AM						
2		54	OR541	W1		4/1/2015	7:00 PM	10:00 AM	Service Location not found;					
3		56	OR548	WF		4/1/2016	7:00 AM	10:00 AM	Procedure Code invalid;Client Prime not found;					
4		54	OR542	W0		4/30/2015	7:00 AM	10:00 AM	Service Modifier Code invalid;					
5		54	OR541	W1			7:00 AM		Service Location ID invalid;Service Date invalid (expecting MM					
6		54	OR541	W1		4/1/2015	7:00 AM	10:00 AM						
7							7:00 AM	10:00 AM	Service Element invalid;Procedure Code invalid;Service Modifier					

Resolving Errors

If validation failure messages are received, providers have some options for proceeding further:

1. resolve/correct all specific errors in order to resubmit the complete, **corrected** .CSV import file; **OR ...**
2. remove all rows which received validation failure messages and resubmit any rows which passed the validations.

For rows that received errors,

1. providers can manually enter the SD billing information for the rows which were rejected through the import process, **OR ...**
2. Submit the rows again through a subsequent .CSV file upload/import once all the errors have been corrected.