

## How to Create Service Delivered Billing Entries (SDs) For Multiple Individuals and Services on a Single Date

Agency Providers are required to create and submit Service Delivered Billing Entries (SDs) in order to bill for Plan of Care Services. These SDs capture the preliminary billing data such as the start and end dates/times, or the amount of a service provided to an individual. Once submitted, approved SDs are aggregated into claims and processed for payment.<sup>1</sup>

eXPRS has many ways for providers to create SDs. This guide covers how to manually enter SDs for multiple individuals and services on a single date.

To do this work, the user must have one of the following permissions:

- **Provider Agency Claims Preparer**
- **Provider Agency Claims Manager**

### To Create SDs for Multiple Individuals and Services on a Single Date:

1) Log in to eXPRS.

2) Select **Plan of Care > Service Delivered > Create POC Daily Service Delivered**.



<sup>1</sup> For more details about SDs, see the guide entitled: **Overview of Service Delivered Billing Entries and the Claims Aggregation Process**

3) On the **Daily Service Delivered** page, enter search criteria and select **Find**.

**Daily Service Delivered**

*The service authorization(s) shown indicate the total hours authorized for an individual's service. If the individual you provide services for has multiple providers, check with the employer to determine how many hours you are authorized to provide before providing service. For providers who share authorized hours of service for an individual with other providers, it is not guaranteed that you are authorized to work and receive payment for 100% of the limit shown. Services Delivered (SD) time entries should only be for actual dates/times worked providing the authorized service, which may be less than the limit shown on the authorization.*

Client Prime:

Service Location/PSW  
SPD Provider ID:

Service Element:

Procedure Code:

Svc Modifier Cd:

DHS Contract Num:

\*Service Date:

**TIP:** The result list shows individuals (in alphabetical order) with **Accepted** authorizations, regardless of which CME authorized the service. The columns are sortable by selecting the red column header.

AEBFIBA, AIFFU BR44429A Thrive Services CLSS 104952

SPA ID	SE/Proc/Mod	Rate	Start	End	Units	Total	Status	Start Time Change Reason	End Time Change Reason	Direct Support Professional	Begin Location	End Location	
57713011	149/OR526/NA	100 Hours/Month Fixed	<input type="text"/>	<input type="text"/>	<input type="text"/>								<input type="button" value="Add"/>
57713000	149/OR004/WE	500 Miles/Month Fixed	<input type="text"/>	<input type="text"/>	<input type="text"/>								<input type="button" value="Add"/>

**TIP:** The fields which display and are editable vary depending on the applicable elements for that SE/PROC/MOD code. You will need to enter the data needed for the SD in accord with ODDS policy guidance.<sup>2</sup>

SPA ID	SE/Proc/Mod	Rate	Start	End	Units	Total	Status	Start Time Change Reason	End Time Change Reason	Direct Support Professional	Begin Location	End Location	
49/OR526/NA	424 Hours/Month Fixed	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>								<input type="button" value="Add"/>
49/OR004/WE	500 Miles/Month Fixed	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>								<input type="button" value="Add"/>

**Attendant Care and Mileage**

SPA ID	SE/Proc/Mod	Rate	Start	End	Units	Total	Status	Start Time Change Reason	End Time Change Reason	Direct Support Professional	Begin Location	End Location	
49/OR507/NA	14 Days/Year Fixed	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>								<input type="button" value="Add"/>
49/OR526/NA	174 Hours/Month Fixed	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>								<input type="button" value="Add"/>

**Relief Care and Attendant Care**

SPA ID	SE/Proc/Mod	Rate	Start	End	Units	Direct Support (hh:mm)	Total	Status	Start Time Change Reason	End Time Change Reason	Direct Support Professional	Begin Location	End Location
54/OR401/W6	17 Hours/Week Fixed	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>							<input type="button" value="Add"/>
49/OR004/WD	10 Miles/Week Fixed	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>							<input type="button" value="Add"/>
49/OR004/WE	600 Miles/Month Fixed	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>							<input type="button" value="Add"/>

**Job Coaching and Mileage**

<sup>2</sup> For example, for certain OR401 Job Coaching services, you will need to enter the Direct Support Time provided.

- 4) For each individual you are billing for, enter the data needed in the corresponding fields to create that SD. Select the **Add** Button in order to create more entries if needed.

SPA ID	SE/Proc/Mod	Rate	Start	End	Units	Total	Status	Start Time Change Reason	End Time Change Reason	Direct Support Professional	Begin Location	End Location
49/OR526/NA	157 Hours/Month Fixed		12:00 PM	1:45 PM								
49/OR526/NA	157 Hours/Month Fixed											

Add  
Save All

- 5) Select the **Save All** button to create and save the **Draft** SDs.

Start	End	Units	Total	Status	Start Time Change Reason	End Time Change Reason	Direct Support Professional	Begin Location	End Location
12:00 PM	1:45 PM								
2:45 PM	6:00 PM								

Add  
Save All

If the SDs were entered correctly, they will be created in **Draft** status.

SPA ID	SE/Proc/Mod	Rate	Start	End	Units	Total	Status	Start Time Change Reason	End Time Change Reason	Direct Support Professional	Begin Location	End Location
49/OR526/NA	157 Hours/Month Fixed		12:00 PM	1:45 PM	1:45	\$0.00	Draft					
49/OR526/NA	157 Hours/Month Fixed		2:45 PM	6:00 PM	1:15	\$0.00	Draft					

Add  
Add  
Save All

See the guide: **How to Submit Service Delivered Billing Entries as a Batch in eXPRS** for information on submitting these Draft SDs.

## Appendix A: Reminders When Entering SDs

- **Hourly Services:** The **Start & End** fields do not require a colon, spaces or the full “AM” or “PM”. Instead, users can enter the time data and the letter ‘a’ or ‘p’ without spaces, and eXPRS will auto-format the entry correctly. The data field will show with red text if information is entered incorrectly. Correct text will show as black.
  - For example, entering “8a” will format as “8:00 AM”. Entering “917p” will format to be “9:17 PM”. If there is no letter, time will format to AM.
- Providers should enter the exact time the individual was served when creating SDs for hourly services. SDs may overlap up to 15 minutes with a different provider, which allows for transition time between the providers. SDs that overlap more than 16 minutes or more will suspend as a suspected duplicate service to the individual.
- **Mileage Services:** Providers can enter mileage up to one-tenth of a mile (00.0).
- **OR401 Direct Support Time:** Data entered in this field must be formatted to reflect the total time of direct support for that SD. The time must be formatted in one of the following ways:
  - Use **hh:mm** to reflect the time in hours and minutes. For example, “2:30” equals two hours and 30 minutes of direct support time.
  - Use whole numbers to reflect the total minutes of direct support time. For example, “103” equals 103 minutes. eXPRS will automatically convert these to the **hh:mm** equivalent (e.g. “103” will become **1:43**).
- **OR526/ZC Attendant Care:** At this time, this service must be billed by entering the SD manually into the eXPRS Desktop, or by using the Agency SD Import Process. When creating the SD, enter both DSP Names in the **Direct Support Professional** field using the following format: **[DSP’s FIRST AND LAST NAME] and [DSP’s FIRST AND LAST NAME]**
  - In the future, the ability to use eXPRS Mobile-EVV to create these SDs will be added.

## Appendix B: Search Criteria for Daily Service Delivered Page

- **Client Prime:** The prime number assigned to the individual receiving services.
- **Service Location/PSW SPD Provider ID:** The SPD provider ID number assigned to the Agency provider's service location record **OR** the PSW provider's record. Users may not know this number.
- **Service Element:** The number used to identify the service funding package or grouping that the SPA is authorized under.
- **Procedure Code:** The code assigned to identify the service authorized.
- **Svc Modifier Cd:** The Modifier code assigned to Procedure code to further identify the service authorized.
- **DHS Contract Num:** The funding contract number assigned to the CME that authorized the service.
- **Service Date:** The specific date you want to submit Service Delivered Billing Entries for. All active authorizations for this date will return. Required Field.