eXPRS
Express Payment & Reporting System

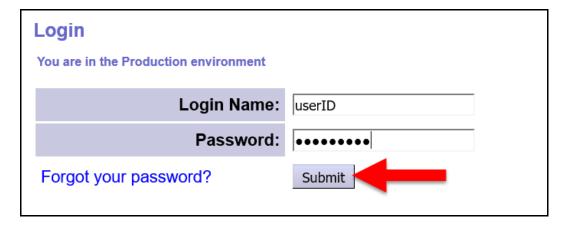# How to Request eXPRS Technical Assistance
(updated 1/13/2020)

eXPRS has a webform feature to allow users to request technical assistance by sending a secure message within eXPRS. With the message being secure, users can include as much detail in the webform as needed without fear of protected or private information being routed elsewhere in error. It will also replace the need to send an email from your personal email or leave a voicemail message.

When submitted, the webform will generate a "support ticket" for your issue or question. This will allow the eXPRS technical assistance staff to track requests and respond.

To submit an eXPRS Technical Assistance Request:

1. Users must first successfully login to the **eXPRS Desktop** format *(the regular eXPRS website version)*. The webform is an internal eXPRS process, so users must be logged in to access it.

    Users can login to eXPRS from a regular computer or laptop.

Login

You are in the Production environment

Login Name:	userID
Password:	••••••••

Forgot your password?   Submit

OR - if logged in on a mobile device using eXPRS EVV, tap on the 3-lined Menu button & then select **eXPRS Desktop** from the menu to switch to the regular eXPRS Desktop format.
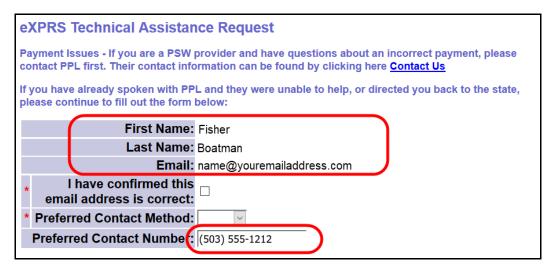

2. Once logged in & in the **eXPRS Desktop** version/format, hover over or tap on the **Customer Service** option from the **Top Menu Bar**. This will activate an additional, fly-out menu.

3. From the fly-out menu, click or tap on **eXPRS Technical Assistance Request**. This will take you to the webform page.

How to Request TechAsst-Webform (v6; 1.13.2020)

4. Once in the **eXPRS Technical Assistance Request** page, the system will auto-populate some information from your eXPRS User Account, such as your name, email address & phone number.
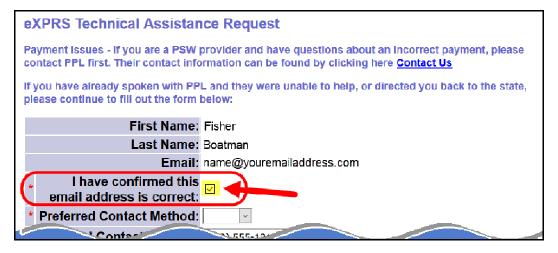

5. The system will require you to confirm/verify that the email address listed is correct. If the email listed *is not correct*, **please change your email address on your user account FIRST**.
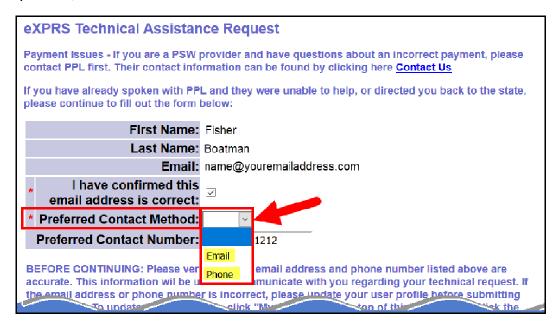
   Once changed, you can return to step #2 above, complete the eXPRS Technical Assistance Request, as needed. The below information can be found in the middle of the request form page. *Please read thoroughly!*
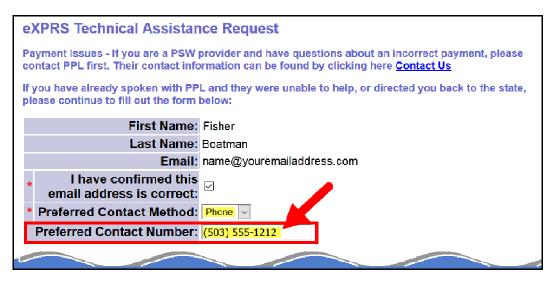

6. If the email listed on the request form is correct, **check the box** to indicate your confirmation that the email listed is accurate.

7. You will then need to select your **Preferred Contact Method** from the dropdown, either Email or Phone.

eXPRS Technical Assistance Request

Payment Issues - If you are a PSW provider and have questions about an incorrect payment, please contact PPL first. Their contact information can be found by clicking here **Contact Us**

If you have already spoken with PPL and they were unable to help, or directed you back to the state, please continue to fill out the form below:

First Name:	Fisher
Last Name:	Boatman
Email:	name@youremailaddress.com
* **I have confirmed this email address is correct:**	☑
* **Preferred Contact Method:**	[⌄]
Preferred Contact Number:	1212

Email
Phone

BEFORE CONTINUING: Please ver   email address and phone number listed above are accurate. This information wil be u   municate with you regarding your technical request. If the email address or phone number is incorrect, please update your user profile before submitting

8. If you select **Phone** as your **Preferred Contact Method**, please enter, or verify the phone number listed is accurate. Make any updates to the phone number here, as needed.
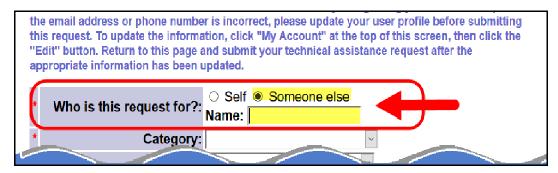
eXPRS Technical Assistance Request

Payment Issues - If you are a PSW provider and have questions about an incorrect payment, please contact PPL first. Their contact information can be found by clicking here **Contact Us**

If you have already spoken with PPL and they were unable to help, or directed you back to the state, please continue to fill out the form below:

First Name:	Fisher
Last Name:	Boatman
Email:	name@youremailaddress.com
* **I have confirmed this email address is correct:**	☑
* **Preferred Contact Method:**	Phone [⌄]
Preferred Contact Number:	(503) 555-1212

9. Now complete the bottom half of the request form.

   Start by selecting who the request is being submitted for: your **Self** or **Someone else**.

the email address or phone number is incorrect, please update your user profile before submitting this request. To update the information, click "My Account" at the top of this screen, then click the "Edit" button. Return to this page and submit your technical assistance request after the appropriate information has been updated.

* **Who is this request for?:**	⦿ Self ○ Someone else
* **Category:**	[⌄]
* **Subject:**	[⌄]

If you selected **Someone else**, you will need to add that person's **Name** in the appropriate box.
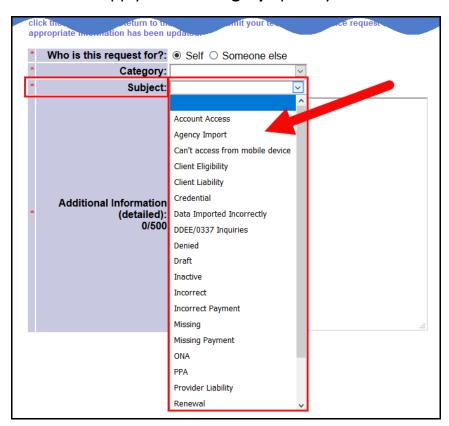

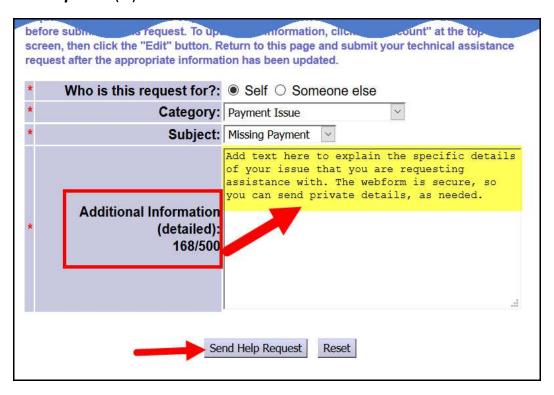10. Next, select the type of request you are making from the **Category** dropdown menu.

The **Category** dropdown options are defined as follows:

- **Client Authorization** = if you need assistance with a missing or incorrect Service Prior Authorization (SPA) or Client Prior Authorization (CPA) for services you will be providing.

- **Client Eligibility** = if you need assistance entering an individual's DD Eligibility information in eXPRS.

- **Client Liability** = if you need assistance with issues related to an individual's service contribution/"off-set" amount or calculation.

- **DDEE/0337 Inquiries** = if you need assistance on a DDEE/0337 form submitted, or the process for submitting a form.
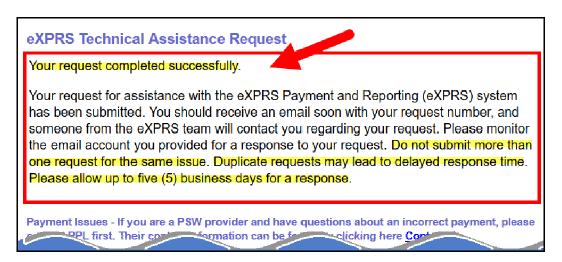
- **Electronic Visit Verification** (EVV) = if you need assistance using the new eXPRS EVV format on your mobile device.

- **eXPRS Account** = if you need assistance with your eXPRS User Account, such as updates to your account information, or need to add user permissions to do work in eXPRS.

- **Other Authorization** = if a CME or Agency provider needs assistance with a SEPA or PPA.

- **Payment Issue** = if you need assistance with a missing or incorrect payment.

- **Provider Liability** = if you need assistance with issues related to a Provider Liability amount withheld from a claim for payment.

- **Provider Record** = if you need assistance regarding your DHS Provider record that ODDS uses to authorize your services, such as credential updates, renewals or reactivations.

- **SDs/Claims** = if you need assistance with any of your SD billing entries or claims for payment that may be suspended, denied, or will not submit for payment processing.

11. After selecting the **Category**, select the applicable option for your request from the **Subject** dropdown. The **Subject** options available will be filtered to only show those that apply to the **Category** option you selected.

How to Request TechAsst-Webform (v6; 1.13.2020)

12. Use the **Additional Information** text box to add information to explain the request you are making. Since you are within eXPRS, the site is secure, so be as detailed & specific as you can. There is a 500-character limit on the text field, but please know that the more specific information you share, the easier it will be to assist you with your request. ***Adding your explanation of your request here is required*** (*****).

13. With the request form completed, click **Send Help Request** to send.

14. Once submitted, you will receive the below confirmation message from eXPRS.

15. The technical assistance request has been sent to a processing queue with a date/time stamp for when it was submitted. eXPRS Support Staff will review & process technical assistance requests on a first in/first responded to basis. There should not be a need to submit additional requests for the same issue. Duplicate requests will only delay the eXPRS team's ability to respond quickly.

16. Depending on the issue & the preferred method of contact, users may be contacted via email or phone by eXPRS Support to gather more information to provide the technical assistance requested, if needed.

Please allow up to five (5) business days after your request is submitted for a response from eXPRS Support.

How to Request TechAsst-Webform (v6; 1.13.2020)