

## How to Access and Use the CPA Unclaimed Balance Report

Fee-for-service (FFS) claims are the claims providers submit to be paid for services they have provided to a client. All FFS claims are processed when submitted and approved claims are sent to Dept. of Administrative Services for payment around 5:30 p.m. each business day.

It is the Provider's responsibility to ensure that they have submitted ALL the claims they are eligible to submit, and to review all claims they have submitted to ensure that no further action is needed on their part to resolve a claim issue preventing payment. The **CPA Unclaimed Balance** report is a tool available to Providers to assist them in getting a quick snapshot of the amount they have successfully claimed and been paid for against client CPAs, and any balance remaining to be claimed/paid. It can assist Providers in identifying potential gaps in their claims that they need to address

Any balance remaining could include gaps where no claims have been submitted or claims that have been submitted but remain in a status other than approved (i.e.: not paid due to being suspended, draft, denied, etc.).

Claims for services are allowed up to one year from the date the service was delivered. Since there is a time restriction to submitting claims and receiving payment, monitoring for gaps in claiming and payments is essential for providers to ensure they receive all the payments they are eligible to receive.

This report will only show SE 54 – Employment & Community Inclusion services through 9/30/2011. Claim information for SE54 services for dates 10/1/2011 and after are excluded. Please use the SE 54 Daily Claims report for that information.

### **To access the CPA Unclaimed Balance report:**

1. Login to eXPRS.
2. From the yellow, left-hand navigation menu, click on **REPORTS → CPA UNCLAIMED BALANCE**.

- Once on the search criteria page, enter the search criteria you wish. It's recommended that you pull this report by calendar month and to not include future dates for ease of reviewing the data. You can add additional information to the search criteria if you like.

Selecting **SHOW ZERO BALANCE = NO** will return only clients you have authorized services for that have a balance remaining on their CPA that may need to be claimed.

Selecting **SHOW ZERO BALANCE = YES** will return all applicable clients for the date range you entered.

- Once the report processes, you can quickly see if you still may have claims yet to submit or have not paid by checking the far right hand column, "**CPA Unclaimed Balance.**" If there is an amount listed there other than \$0.00, you may have outstanding claims.

Oregon Department of Human Services  
Express Payment & Reporting System (eXPRS)

**CPA Unclaimed Balance Report**  
From: 1/1/2013 to 2/28/2013

DHS Contract Number: \_\_\_\_\_  
Provider: \_\_\_\_\_

CPA	SE#	Prime	Client	CPA Total	Client Liability	Paid Amount	CPA Unclaimed Balance
<a href="#">630463</a>	50			\$29,430.56	\$0.00	\$29,430.56	\$0.00
<a href="#">712048</a>	50			\$3,868.94	\$0.00	\$0.00	\$3,868.94
<a href="#">712050</a>	50			\$670.76	\$0.00	\$0.00	\$670.76
<a href="#">645160</a>	50			\$28,220.68	\$0.00	\$28,220.66	\$0.00
<a href="#">630467</a>	50			\$17,628.76	\$0.00	\$17,628.74	\$0.00
Service Element 50 Total:				\$79,819.70	\$0.00	\$75,279.96	\$4,539.70
Total:				\$79,819.70	\$0.00	\$75,279.96	\$4,539.70
Total:				\$79,819.70	\$0.00	\$75,279.96	\$4,539.70

**NEW!!** Click on the [CPA number](#), and be taken to a sub-report that shows the dates that claims are missing (not paid) for.

A balance amount here means there are still claims yet to be paid against this CPA for the report date range. The Provider could be missing money.

Balance = \$0.00 means all available claims for this CPA for the report date range have been submitted & paid.

When reviewing the report, the columns shown are defined as follows:

- **CPA** – the number shown here is the PA Adj #, or ID number for that client’s CPA. A client can have more than one CPA for a service, but with non-overlapping dates.
- **NEW --** This CPA number is now a hyperlink that takes you to a sub-report that will show you the date(s) that have NO paid claims. It will show you the date gap(s) that the Unclaimed Balance may apply to. This will help you to quickly find and submit any needed claims to be paid and move that balance to \$0.00.
- **SE#** - is the service element number. For example: “50” means Residential Group Home services.
- **Prime** – is the client’s Medicaid prime number. Their main identifier in eXPRS.

- **Client** – the name of the client.
- **CPA Total** – the total sum amount of that client’s CPA; which is the CPA rate times the number of months in the date range of the CPA. This is the total amount available to be claimed against/paid for this CPA.
- **Client Liability** – the amount, if any, a client has to pay towards their services. This is for residential services only. It is the amount the paid amount is reduced by as Providers must collect this amount from the client along with the monthly Room & Board. It’s also known as the client’s “offset”.
- **Paid Amount** – this is the total amount paid of the CPA Total, minus any Client Liability.
- **CPA Unclaimed Balance** - if there is a number in this column other than “\$0.00”, then this is the amount that is remaining, or available, from the CPA total that has yet to be paid. It could mean that you have forgotten to submit some claims, or that you have claims that are stuck in draft, suspended, or denied (not paid) status. If you see an amount in this column, it means you may need to do some investigation to find out why it has not been paid.

**Now that you have the report and see CPA Unclaimed Balance amounts, how do you use that information? (this example shows a report pulled with “SHOW ZERO BALANCE = YES”)**

If there is an amount showing in the far right column for a client’s CPA, it could mean that there are claims outstanding and haven’t been paid; there could be a gap in claims for some days of the CPA.

**→ NEW --** You can now simply click the CPA number (left hand column of the report), which is a hyperlink, to take you to a sub-report that shows the date(s) (or gaps) for missing or unpaid claims.

**CPA Claim Gap Report**  
From 1/1/2013 to 2/28/2013

**Client:**  
CPA: 712048 2/20/2013 - 6/30/2013

No paid claims found for the following dates:  
2/20/2013 - 2/28/2013

These dates have no paid claims. Providers can search claims for these dates, and then take needed action.

Now that you know what date(s) you are missing paid claims for, you can do a quick search to determine what type of action you need to take.

**There are two ways to research an unclaimed balance for missing claims:**

1. Be sure you are logged in to eXPRS.
2. Search for and open the CPA. Click on the **Prior Auth Claims** heading at the bottom of the CPA.

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**DHS Contract Funding Services:**

DHS Contract Num: .

**Rate and Duration of Services:**

<b>Effective Date:</b> 4/26/2012	<b>End Date:</b> 6/30/2013	<b>Ongoing:</b> Y
<b>Unit Type:</b> Months_Prorated	<b>Units:</b> 1	<b>Rate:</b> 4695.30
<b>Amount:</b> \$66,516.75	<b>Balance:</b> \$58,378.23	
<b>Created By:</b>	<b>Created Date:</b> 5/8/2012	
<b>Updated By:</b> Kristina M DiMatteo	<b>Updated Date:</b> 5/14/2012	

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**Notes:**

05/08/2012 -

05/08/2012 -

Click on this link to open up the list of claims submitted for this CPA.

▶ [Prior Auth Claims](#)

A list of claims for that CPA is listed. Denied claims are not displayed in this view.

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**Unit Type:** Months\_Prorated      **Units:** 1      **Rate:** 4695.30

**Amount:** \$66,516.75      **Balance:** \$58,378.23

**Created By:**      **Created Date:** 5/8/2012

**Updated By:** Kristina M DiMatteo      **Updated Date:** 5/14/2012

9/2012 - Tier 1, 5 person home

9/2012 - Awaiting SPD Approval

**Prior Auth Claims**

Claim ICN	Claim Modifier Cd	Service Begin	Service End	Billed Amount	Paid Amount	Status	SFMA Run ID	Pymt Date
2012	REG	4/26/2012	4/30/2012	\$782.55	\$782.55	Approved	70376256	5/18/2012
2012	REG	5/1/2012	5/17/2012	\$2,574.84	\$2,574.84	Approved	70376256	5/18/2012
2012	REG	5/18/2012	5/23/2012	\$908.77	\$908.77	Approved	70581086	5/24/2012
2012	REG	5/24/2012	5/31/2012	\$1,211.69	\$1,211.69	Approved	70969112	6/1/2012

The claims submitted for this CPA are now shown.

**OR ... you can do a claims search.**

- From the yellow, left-hand navigation menu, click on **CLAIMS** → **VIEW CLAIMS**.

**Express Payment & Reporting System (eXPRS)**

Home My Account Change Password Help Log Out

<ul style="list-style-type: none"> <li>Client ▶ Home</li> <li>Provider ▶ My Notifications</li> <li>Contracts ▶ My Notifications</li> <li>Prior Authorization ▶ My Notifications</li> <li><b>Claims ▶ View Claims</b></li> <li>Encounters ▶ Create Claims</li> <li>Liabilities ▶ Create Daily SE54 Claims</li> <li>Reports ▶ Create Absence Claims</li> <li>Financial ▶ Update Claims</li> <li>Maintenance ▶ Mass Adjustments</li> <li>Interfaces ▶ Submit Claims</li> <li>Administration ▶ Reports</li> </ul>	<div style="border: 1px solid gray; padding: 5px;"> <p>Notification Types <input type="text" value=""/> <input type="checkbox"/> Include Removed</p> <p style="text-align: center;"><input type="button" value="Find"/></p> <p>0 matching notifications were found.</p> </div>
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Oregon Department of Human Services  
Express Payment and Reporting System (eXPRS) v1-10-0-71  
500 Summer St. NE  
Salem, OR - 97301

For assistance contact the DHS Service Desk  
Phone: (503) 945-5623  
TTY: (503) 947-5330  
Email: dhs.servicedesk@state.or.us

- In the **CLAIMS SEARCH** page, enter the following criteria:
  - PA Adj #** = the CPA ID number (from the far left column of the report).
  - Effective Date** = the first (or start) date of the claim gap from the sub-report for the CPA.
  - End Date** = the last (or end) date of the claim gap from the sub-report for the CPA.

The screenshot shows the 'Claims Search' interface. The search criteria form includes the following fields:

- Claim ICN:** [Text Input]
- Service Element:** [Select..]
- Svc Modifier Cd:** [Select..]
- DHS Contract Num:** [Text Input]
- Provider ID:** [Text Input]
- Service Location:** [Text Input]
- Effective Date:** 2/20/13 [Calendar Icon]
- Exact:**  Yes  No
- Created From:** [Text Input]
- Submitted From:** [Text Input]
- Type:** [Select..]
- Exception Code:** [Text Input]
- PA Adj #:** 712048
- Show Notes?:**  Yes  No
- Status:** [Select..]
- Run ID:** [Text Input]
- Claim Modifier Cd:** [Select..]
- Client Primer:** [Text Input]
- Pay To Provider ID:** [Text Input]
- End Date:** 2/28/13 [Calendar Icon]
- Exact:**  Yes  No
- Created To:** [Text Input]
- Submitted To:** [Text Input]
- Suspense Location:** [Select..]
- Created By:** [Text Input]
- Max Displayed:** 25 [Dropdown]
- Show Run ID/Date?:**  Yes  No

Buttons: **Find** and **Reset**

- Click **FIND** to get your results.

You could have **no claims listed or returned**. If that is the case, you will see the text "Claims found: 0". This means this date gap has NO claims submitted. The provider may need to create and submit claims for these dates. Go to the Create Claims page to do this work.

**OR ...** the results could include claims that were submitted, but they remain in a status that prevents them from being processed for payment.

- **DRAFT** – means the claim was created and saved, but not submitted for processing.
- **SUSPENDED** – means the claim was submitted for processing, but has run into a validation error (like the client lost their eligibility) and cannot continue the process until that error is fixed.
- **DENIED** – the claim was submitted and during the validation process was denied for payment for some reason.

If you find claims missing for the gap dates that have not been paid (in a status such as ***draft, suspended, or denied***) for dates of the CPA, you can then take the appropriate action.

6. To take action on a claim, you can open a claim from the eXPRS results list by clicking on the blue **Claim ICN** number on the left. This will open the claim so you can see more information and if it's not ***approved*** the reason why or the "exception".

Use the ***Claims Problem Solving Matrix*** from the **eXPRS Help Menu** (<http://apps.state.or.us/exprsDocs/ClaimsProblemSolvingMatrix.pdf>) if you have claims in ***suspended*** or ***denied*** status.