

How to Create and Submit ABSENCE Claims using CLAIM MODIFIERS

(updated 5/17/2022)

As a provider of services managed and paid via eXPRS, it is your responsibility to submit claims on a regular and timely basis to receive payment. Fee-for-service (FFS) claims are the claims providers submit to be paid for services they have rendered to clients enrolled with their program.

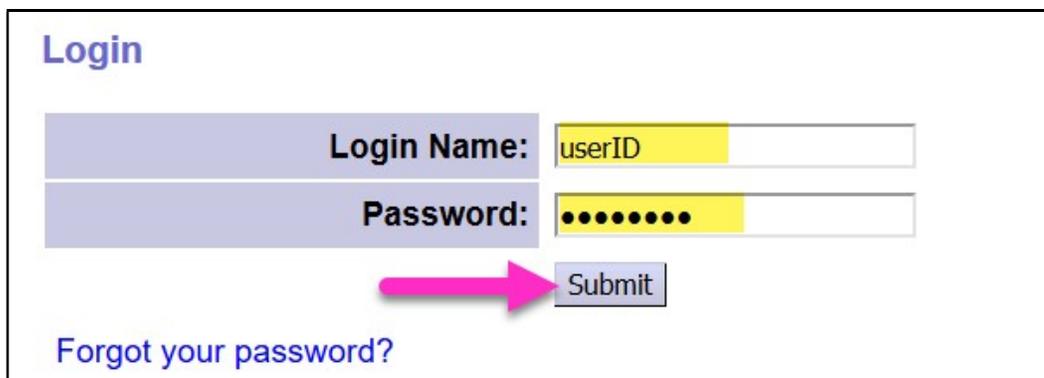
The State of Oregon has agreed to allow payment to providers for certain client absences from residential service, using State general funds. Absence claims require a specific **claim modifier** to identify what type of absence is being claimed for and paid. ***Absence claims that use modifiers must be created and submitted separately from REGULAR claims, and by individual client only.***

IMPORTANT: *There are Medicaid timeline restrictions for submitting claims. Providers have 365 days from the date of service to submit an initial claim for payment of services provided.*

You must have the provider role **Claims Preparer** or **Claims Manager** to do this work.

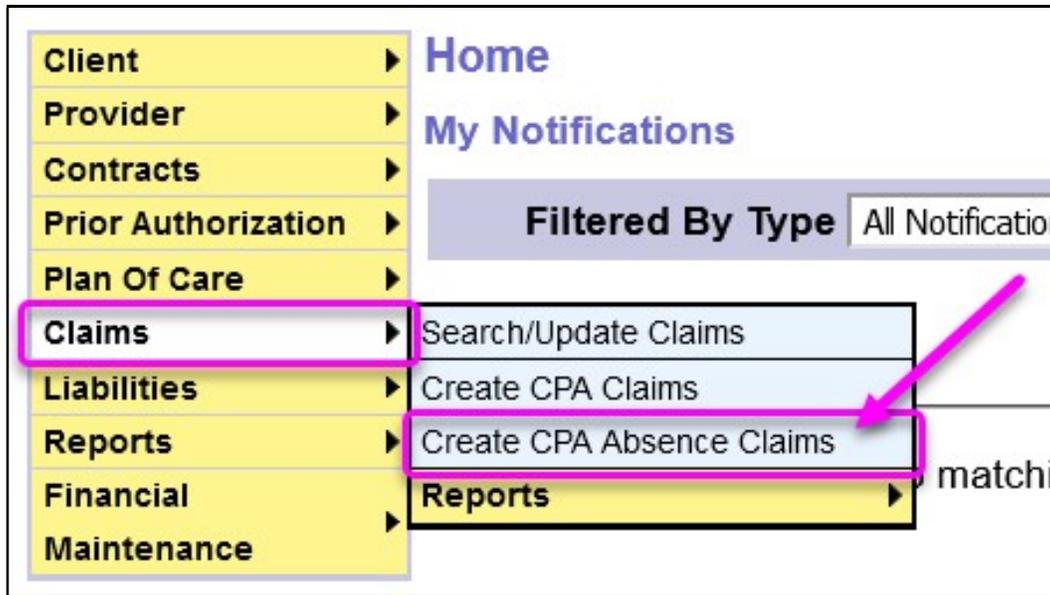
To create & submit a ABSENCE claim using a CLAIM MODIFIER:

1. Log in to eXPRS.

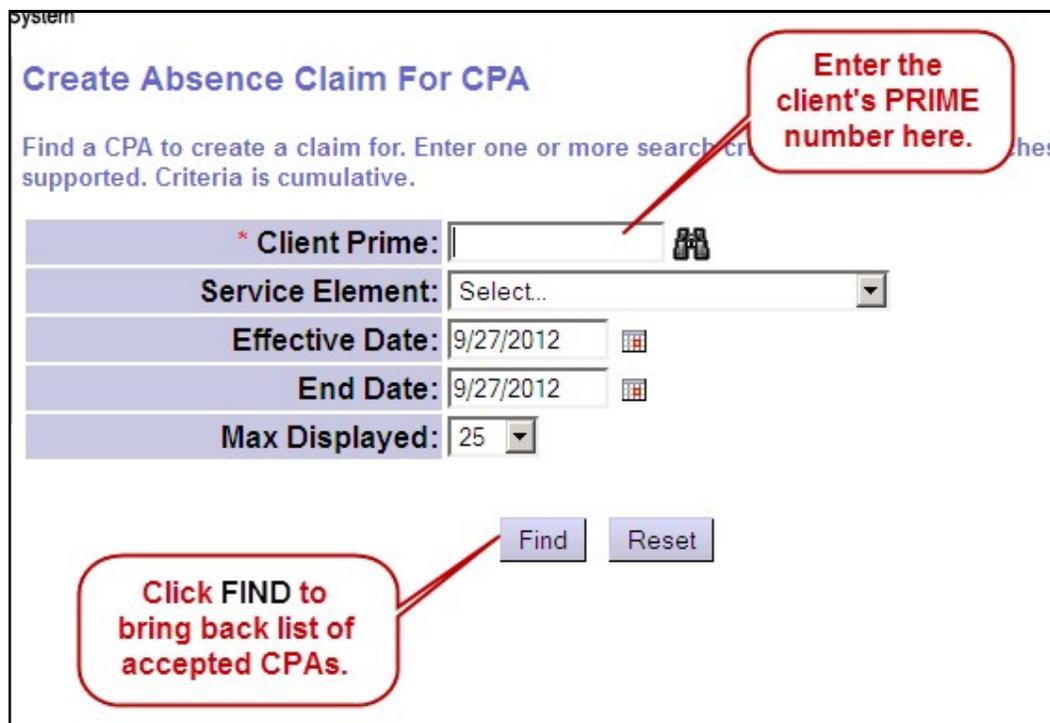


The screenshot shows the eXPRS login interface. At the top left, the word "Login" is displayed in blue. Below it, there are two input fields: "Login Name:" with the text "userID" and "Password:" with a masked password of seven dots. A pink arrow points to the "Submit" button. At the bottom left, there is a link that says "Forgot your password?"

- From the left-hand navigation menu, click on **CLAIMS** → **CREATE CPA ABSENCE CLAIMS**. This will take you to the **Create Absence Claim for CPA** page.



- Once in the **Create Absence Claim for CPA** page, enter the client's prime number (which is required). You can add other additional criteria as you may need in the search criteria windows to bring back a list of CPAs to claim against. Click **FIND**.



- Select the checkbox for the CPA that covers the dates you need to submit absence claims. Click **CONTINUE**.

Create Absence Claim For CPA

Find a CPA to create a claim for. Enter one or more search criteria. Only exact matches are supported. Criteria is cumulative.

* Client Prime:

Service Element: 50 - Residential Facilities

Effective Date: 9/27/2012

End Date: 9/27/2012

Max Displayed: 25

Export options: CSV | Excel | PDF | RTF

All CPA ID Client Name SE DHS Contract Num Provider Effective Date End Date

CPA ID	Client Name	SE	DHS Contract Num	Provider	Effective Date	End Date
<input type="checkbox"/> 630067		50	134267	11254	10/1/2011	6/30/2013

Check the box next to the CPA you wish to claim against.

Click CONTINUE to move to the next page.

- On the **Enter Claim Service Dates** page, you can create multiple claims, each with its own modifier. This shows the dates the client received service (REG) and the dates the client was absent (use modifier).
 - Enter the **Service Begin** date of the claim segment
 - Enter the **Service End** date of the claim segment
 - From the dropdown menu, select the applicable claim **Modifier** for that date range/segment.
 - Select **ADD** to get another date range/segment row.

As an example, if a client had a short absence due to hospitalization in the middle of a month, the dates may break down like this:

- 8/01/2012 to 8/15/2012 **REG** (regular claim)
- 8/16/2012 to 8/20/2012 **MED** (hospital absence)
- 8/21/2012 to 8/31/2012 **REG** (regular claim)

Here's how it would look in eXPRS:

Enter Claim Service Dates

CPA ID	Client Name	SE	DHS Contract Num	Provider	Effective Date	End Date
630067		50	134267	11254	10/1/2011	6/30/2013

Service Begin:	<input type="text" value="8/1/2012"/>	Service End:	<input type="text" value="8/15/2012"/>	Modifier:	REG	<input type="button" value="Remove"/>
Service Begin:	<input type="text" value="8/16/2011"/>	Service End:	<input type="text" value="8/20/2012"/>	Modifier:	MED	<input type="button" value="Remove"/>
Service Begin:	<input type="text" value="8/21/2012"/>	Service End:	<input type="text" value="8/31/2012"/>	Modifier:	REG	<input type="button" value="Remove"/>

TIP: Claim modifier definitions can be found on the HELP menu in eXPRS as the **Provider Claim Modifier Codes**.

When all dates and modifiers are entered, click **CONTINUE**.

- You will now be taken to the **Claim Create Results** page, confirming the **draft** claims you just created. Click **SUBMIT** to submit your claims.

Claim Create Results

CPA ID	Status	SE	ICN	Service Begin	Service End	Claim Modifier Cd	Units	Billed Amount
650276	Draft	50	2012271509347001	8/1/2012	8/15/2012	REG	1	\$2,271.92
650276	Draft	50	2012271509348001	8/16/2012	8/20/2012	MED	1	\$757.31
650276	Draft	50	2012271509349001	8/21/2012	8/31/2012	REG	1	\$1,666.07

3 claims, about 1 minute to submit.

- When the submission is complete, you will be taken to the **Claim Created** confirmation page.

Claim Created

Your request completed successfully.

Status	ICN	Service Begin	Service End	Claim Modifier Cd	Billed Amount	Pymt Amt
Suspended	2012271509347001	8/1/2012	8/15/2012	REG	\$2,271.92	\$0.00
Suspended	2012271509348001	8/16/2012	8/20/2012	MED	\$757.31	\$0.00
Suspended	2012271509349001	8/21/2012	8/31/2012	REG	\$1,666.07	\$0.00

NOTE: When submitting claims, you do not have to wait for the claims to finish processing to continue with other claims or work in eXPRS. If you have more claims to submit, click the **HOME** button at the top of the page, then proceed with the steps to submit additional claims.

PRO TIP: Create and submit any absence claims you need to **FIRST**, before creating/submitting regular claims for the rest of the clients in your program. That way, you can simply DE-select that client(s) with absence claims from your regular claims list, and proceed with submitting the rest as a batch.