

How to Create & Submit Claims for Foster Care Services in eXPRS

Foster Care Providers

(9/20/2018)

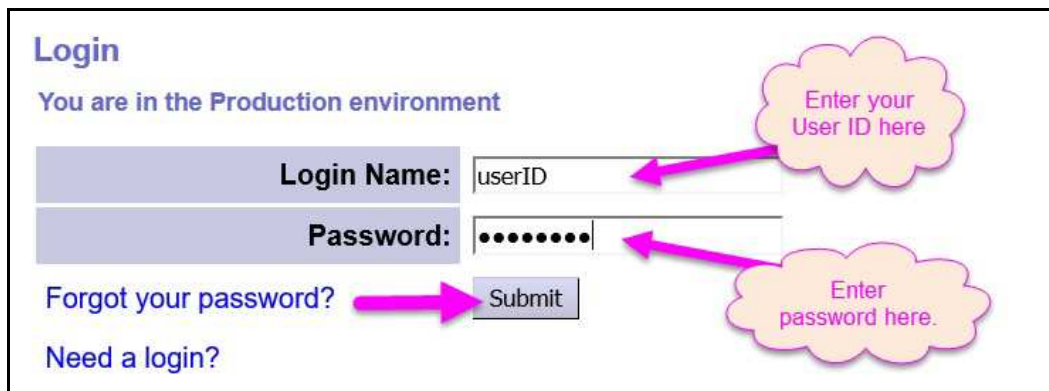
As of Jan 1, 2018, individuals with I/DD who are receiving Care services will have those services are authorized & billed using eXPRS Plan of Care processes.

Foster Care providers will now need to actively submit claims in eXPRS to receive payment for any Foster Care services provided on Jan 1, 2018 and later.

→ **Please note:** Billing for Foster Care services in eXPRS **will not** change the processes for providers to collect/receive **Room & Board** and/or **Service Contribution** (aka: “offset”) amounts each month from the individuals they serve. The process for these payments will continue as is; they have not changed.

To create/submit CLAIMS for DD Foster Care Services:

1. Login to eXPRS. If you have more than one record associated to your eXPRS user account, select your Foster Care services record as the **Organization/Program Area**. Then click **SUBMIT** to login.



The screenshot shows the eXPRS Login page. At the top, it says "Login" and "You are in the Production environment". Below this are two input fields: "Login Name:" with the text "userID" and "Password:" with a masked password ".....". To the right of the "Login Name" field is a pink callout bubble that says "Enter your User ID here" with a pink arrow pointing to the field. To the right of the "Password" field is another pink callout bubble that says "Enter password here." with a pink arrow pointing to the field. Below the input fields are two links: "Forgot your password?" and "Need a login?". A pink arrow points from the "Forgot your password?" link to a "Submit" button.

2. From the left-hand, yellow navigation menu, click on **Plan of Care → Service Delivered → Create Service Delivered Entries from Single Service Authorization**.



3. In the **Create Service Delivered from Single Service Authorization** search page, you will need to first search for your **Foster Care** service authorizations that are active & ready to be billed. At least one piece of search criteria is required to successfully search. Using a service **date range** will likely be the easiest method to search.

Create Service Delivered Entries from Single Service Authorization

How to use this page:

- Date range defaults to current month, but can be changed as needed.
- Use the below fields to select, enter or modify the search criteria as needed, then click Find to get a list of authorizations to bill against. The more criteria used, the more specific or narrow the results returned.
- If no results are found, use less criteria and search again.
- If still no results are found, authorizations returned are not in "accepted" status or are incorrect, please contact the CDDP or Brokerage who authorizes the services for your customers. They are responsible for entering and maintaining the authorizations.

For more instructions on entering Service Deliveries, please download and use this assistance guide: [How to Create Service Delivered Entries by PSW/IC-PSW Provider](#).

Please consult your Service Agreements for specific authorized UNIT amount details.

Client Prime:	<input type="text"/>	
Service Location/PSW SPD Provider ID:	<input type="text"/>	
DHS Contract Num:	<input type="text"/>	
Service Element:	<input type="text"/>	
Procedure Code:	<input type="text"/>	
Svc Modifier Cd:	<input type="text"/>	
Effective Date:	<input type="text" value="1/1/2018"/>	
End Date:	<input type="text" value="1/31/2018"/>	

Exact: Yes No

Exact: Yes No

Click **Find** to return your search results.

If additional search criteria is needed, those criteria fields are defined as follows:

- **Client Prime** = the prime number for a specific I/DD individual receiving services.

- **Service Location/PSW SPD Provider ID** = the SPD provider ID number assigned to the Foster Care provider's record that was used in the service authorization.
- **DHS Contract Num** = the contact number for the CDDP who authorized the Ancillary services for the individual.
- **Service Element** = the service category for the services authorized. You may select an option from the drop-down menu, if you wish.
- **Procedure Code** = the specific service procedure code assigned to a service authorized. You may select an option from the drop-down menu, if you wish.
- **Svc Modifier Cd** = the applicable service modifier code that works with a procedure code from the previous dropdown. You may select an option from the drop-down menu, if you wish. You may have no options in this menu, depending on what you selected in the Procedure Code dropdown.
- **Effective Date** = the first service date the authorization covers.
- **End Date** = the last service date the service authorization covers.

5. Any active authorizations ready to bill that meet the search criteria entered will return in a results list below, grouped by individual.

Create Service Delivered Entries from Single Service Authorization

How to use this page:

- Date range defaults to current month, but can be changed as needed.
- Use the below fields to select and/or modify the search criteria as needed, then click Find to view a list of entries to bill.
- Use the criteria used to filter the results to narrow the results.

Svc Modifier Cd: [dropdown]

Effective Date: 1/1/2018 [calendar icon]

End Date: 1/31/2018 [calendar icon]

Exact: Yes No

Exact: Yes No

[Find] [Reset] [Print]

Name		Service Location/PSW						
Client 1 Last Name, First - xyz000a		FC Provider Name - #####						
SPA#	Proc Code	Modifier	Rate	Units	Unit	Frequency	Begin	End
18****70	ORAF - Adult FC services in SE158	NA - Not Applicable	\$5,653.04	1.00	Months	ProratedMonth	10/1/2017	9/30/2018
18****76	OR526 - Attendant Care, home or comm	ZE - 2:1 staff authorized	\$24.00	8.00	Hours	Week	10/1/2017	9/30/2018
18****58	OR004 - Comm Transp, Mileage	WD - To/From Work	\$0.48	150.00	Miles	Month	10/1/2017	9/30/2018
Client 2 Last Name, First - mg00a0b		FC Provider Name - #####						
SPA#	Proc Code	Modifier	Rate	Units	Unit	Frequency	Begin	End
18****83	ORAF - Adult FC services in SE158	NA - Not Applicable	\$6,424.09	1.00	Months	ProratedMonth	12/1/2017	11/30/2018
18****87	OR526 - Attendant Care, home or comm	ZE - 2:1 staff authorized	\$24.00	2.00	Hours	Week	12/1/2017	11/30/2018

6. To view the authorization details, click on the blue SPA# to the far left.

Name		Service Location/PSW				
Client 1 Last Name, First - xyz000a		FC Provider Name - #####				
SPA#	Proc Code	Units	Unit	Frequency	Begin	End
18****70	ORAF - Adult FC services in SE158	NA	Months_Prorated	Month	10/1/2017	9/30/2018
18****76	OR526 - Attendant Care, home or comm	90	Hours	Week	10/1/2017	9/30/2018
18****58	OR004 - Comm Transp, Mileage	W	Miles	Month	10/1/2017	9/30/2018

7. With the **View Service Prior Authorization** page open, you can view the details of the authorization, including:
1. The service authorized,
 2. The service dates the authorization covers,
 3. The rate authorized for the service.

View Service Prior Authorization

Please consult your Service Agreements for specific authorized UNIT amount details.

Service Prior Authorization: 18**70 Status: Accepted**

Client Prime: xyz0000a **Client Name:** First Last

Service: SE158/ORAF - Adult FC services in SE158/NA-Not Applicable

Rendering Provider: FC Provider Name - 2****9

Service Location: FC Provider Name - 2****9

Pay To Provider: FC Provider Name - 2****9

DHS Contract Num: 14***0 - CDDP County

Effective Date: 10/1/2017 **End Date:** 9/30/2018

Units: 1 per Month, Prorated **Rate:** \$5,653.04

Amount: \$67,836.48 **Balance:** \$0.00

Trust Reserve: \$0.00 **Tax Reserve:** \$0.00

SPA Created By: **SPA Created Date:**

8. To bill for Foster Care services provided, start from the results list and click on the \$ icon to the far right of the service you wish to bill.
- **PRO TIP:** right-click on the \$ icon to open the new page in a new tab or window. This will allow you to easily return to your original search results list.

Name		Service Location/PSW				
Client 1 Last Name, First - xyz000a		FC Provider Name - #####				
SPA#	Proc Code	Units	Unit	Frequency	Begin	End
18****70	ORAF - Adult FC services in SE158	NA	Months_Prorated	Month	10/1/2017	9/30/2018
18****76	OR526 - Attendant Care, home or comm	90	Hours	Week	10/1/2017	9/30/2018
18****58	OR004 - Comm Transp, Mileage	W	Miles	Month	10/1/2017	9/30/2018

9. In the **Enter Claim Service Dates** page, you can now bill for the dates that the Foster Care service was provided.

→ **REMEMBER:** per ODDS guidance, only bill for those dates that you provided **'overnight'** care to the individual.

Enter Claim Service Dates

PA Adj #	Client Name	SE	DHS Contract Num	Provider	Effective Date	End Date
18*****70	First name Last name	158	14****7	22*****9	10/1/2017	9/30/2018

Service Begin:
 Service End:

10. If additional rows of claim data are needed, click ADD. This will add another row of claim data fields for more dates to be billed.

Enter Claim Service Dates

PA Adj #	Client Name	SE	DHS Contract Num	Provider	Effective Date	End Date
18*****70	First name Last name	158	14****7	22*****9	10/1/2017	9/30/2018

Service Begin:
 Service End:

11. Claim dates entered can be for a single day of service, or for multiple dates or date range, such as an entire week or month of service.

Enter Claim Service Dates

PA Adj #	Client Name	SE	DHS Contract Num	Provider	Effective Date	End Date
18*****70	First name Last name	158	14****7	22*****9	10/1/2017	9/30/2018

Service Begin:
 Service End:

Service Begin:
 Service End:

In the previous example, the claim dates entered show a gap in dates billed to reflect the dates the individual was absent from services (did not receive 'overnight' care) on 1/12/18 & 1/13/18.

- With the claim dates to be billed entered, click **CONTINUE** to create **draft** claims.

Enter Claim Service Dates

PA Adj #	Client Name	SE	DHS Contract Num	Provider	Effective Date	End Date
18****70	First name Last name	158	14****7	22*****9	10/1/2017	9/30/2018
Service Begin:		1/1/2018	Service End:		1/11/2018	<input type="button" value="Remove"/>
Service Begin:		1/14/2018	Service End:		1/31/2018	<input type="button" value="Remove"/>
<input type="button" value="Add"/>						
<input type="button" value="Continue"/>						

- Users will be taken to a **Claim Create Results** page when the **draft** claims have been created by eXPRS. Users can leave the claims in **draft** if they wish, to be submitted later, or can click the **SUBMIT** button to submit them for payment processing.

Claim Create Results

PA Adj #	Status	SE	ICN	Service Begin	Service End	Claim Modifier Cd	Units	Billed Amount
18****70	Draft	158	2017*****1001	1/1/2018	1/11/2018	REG	1.000	\$2,005.92
18****70	Draft	158	2017*****2001	1/14/2018	1/31/2018	REG	1.000	\$2,370.63

2 claims, about 1 minute to submit.

- If submitted, users will be taken to **Claim Created** results page showing the results of the claim submission process. Claims showing as **approved** will be processed for payment the next business day.

Claim Created

Your request completed successfully.

Status	ICN	Service Begin	Service End	Claim Modifier Cd	Billed Amount	Pymt Amt
Approved	2017*****1001	1/1/2018	1/11/2018	REG	\$2,005.92	\$2,005.92
Approved	2017*****2001	1/14/2018	1/31/2018	REG	\$2,370.63	\$2,370.63

15. Repeat steps #8 – 13, to create new claims for Foster Care services for other individuals and/or dates.

16. For claims that move to a status other than **approved**, providers can use the [Claims Problem Solving Matrix](#) on the [eXPRS Help Menu](#) to assist in troubleshooting.