

How to Find and View Agency Provider Records in eXPRS

As a CDDP or Brokerage who works with individuals who utilize agency providers for their in-home or community services, you will likely need to search the SPD provider database to find the Agency provider's service location record and add that record to the CDDP or Brokerage Provider Panel before services can be authorized using that agency provider.

Agency providers often have multiple records associated with their organization — an overall Agency (parent) record for the entire Agency organization and specific service location (child) records. CDDPs and Brokerages will need to select/add the correct provider record(s) to their panel for the specific service the provider will be utilized to provide. In most cases, it is these specific service location (child) provider records that will need to be added to your provider panel list.

One of the following user roles is needed for a user to VIEW agency provider records using eXPRS:

- Local Auth or Brokerage Provider Viewer
- Local Auth or Brokerage Provider Panel Manager

To search and view Agency provider record using eXPRS:

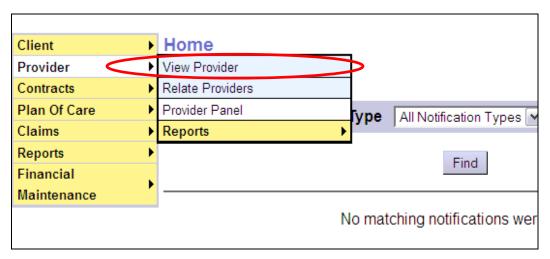
1. Login to eXPRS. If users have more than one organization login option, they will need to be logged in under the Local Authority (for CDDPs shown below)



or Contractor (for Brokerages) Organization role.

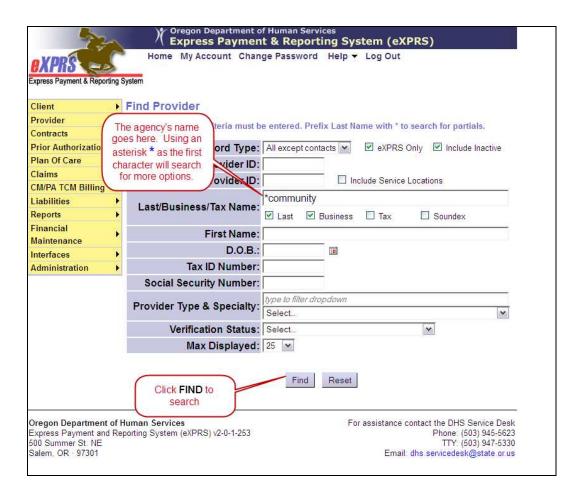


2. From the left-hand yellow navigational menu, select **PROVIDER** → **VIEW PROVIDER** to take you to the **Find Provider** page.



- 3. Now in the **Find Provider** page, enter the Agency's name in the **Last/Business/Tax Name** field, and click **FIND**.
 - → PRO TIP: Using an asterisk (*) as the first character then the name, the system will search for records where that name following the asterisk appears anywhere in the record name.

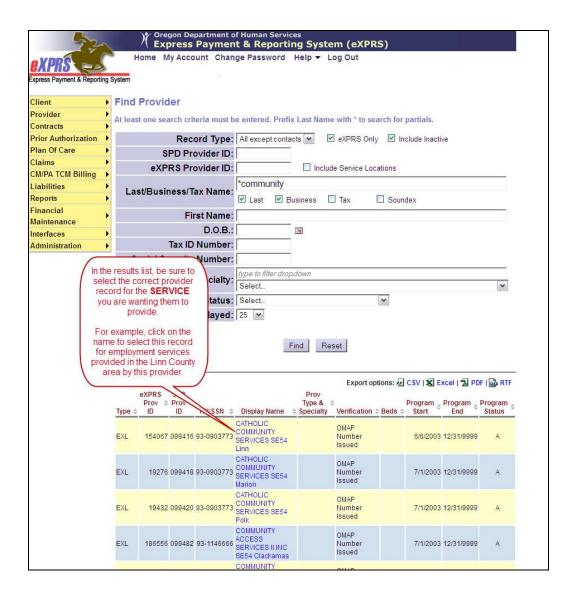
For example: If you search by just entering "community", then the system will only search records with names that **start** with the word "community". If you search by entering "*community", then the system will search for records that contain the word "community" anywhere in the record name, not just starting.



4. From the results list returned, select the agency's provider record **for the service** you need. This can be tricky, as agency providers will often have multiple provider records. You will want to select the correct agency provider record for **the type of service** the agency is providing for your clients.

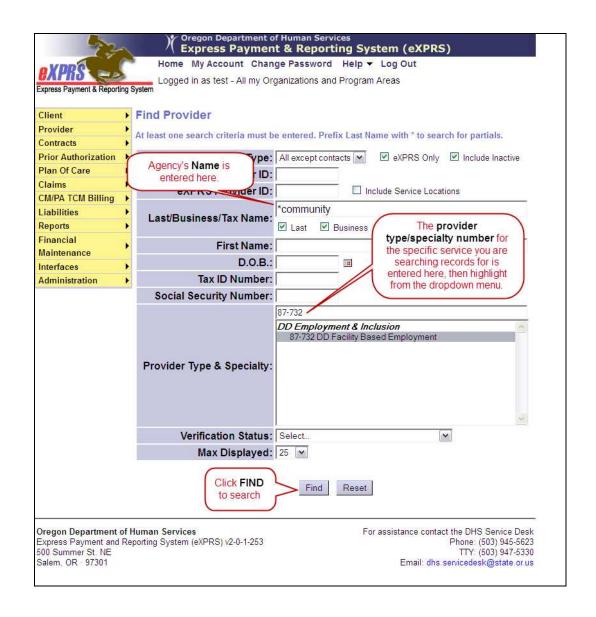
For example:

- Provider records for employment services will have **SE54** and **a county** service area as part of that provider service record's name.
- Provider records to be used for in-home services (if provided by an agency's Supported Living program) will have SE51 and a county service area as part of that provider service record's name.
- Provider records for transportation services by a DD Provider will have SE53 TRFFS and a county service area as part of that provider service record's name.



5. You can also search for a provider's service record by adding the corresponding provider type/specialty number of the service you are searching provider records for, to help filter your search list further.

For example: With the agency name added in the **Last/Business/Tax Name** field, just add the corresponding provider type/specialty number in the **Provider Type & Specialty** field, highlight the appropriate option you need from the dropdown and click **FIND**. This will help further filter the results list.



Common agency provider types/specialties that will likely be used for in-home or community services for Plan of Care are listed below.

This is not an exhaustive list.

Provider Type/Specialty Number	Common Service Type Name
87-732	DD Employment – Facility based services
87-733	DD Employment – Non-Facility based Crew/Enclave services
87-735	DD Employment – Supported Employment
87-738	DD Employment – Community Inclusion services
89-835	DD Supported Living – residential services
93-710	DD Agency Behavior Consultant (new)
93-711	DD Agency Social-Sexual Behavior Consultant (new)
93-942	DD Brokerage Certified Service Agency Provider Org
72-716	Non-Medical Transportation – Common Carrier
72-717	DD Non-Medical Transportation – DD Provider Agency/Org
70-837	Adult FC – Respite Services (new)
71-837	Child FC – Respite Services (new)
78-725	DD Service – APD Adult Day Service Provider (new)
78-850	DD Service – APD Specialized Living Services Provider (new)
78-930	DD Service – APD In-Home Care Agency Provider (new)