

## How to View Client Liability Information in eXPRS

Agency & Foster Care Providers

(updated 9/2/2020)

As a provider of residential services (such as: group home, supported living, foster care or host home) authorized and paid via the eXPRS system, some individuals you serve may also have to pay each month towards the cost of their residential service. This monthly service contribution amount from the individual is called a **Client Liability Amount/ Account (CLA)**. It may also be known as the individual's monthly "off set" amount.

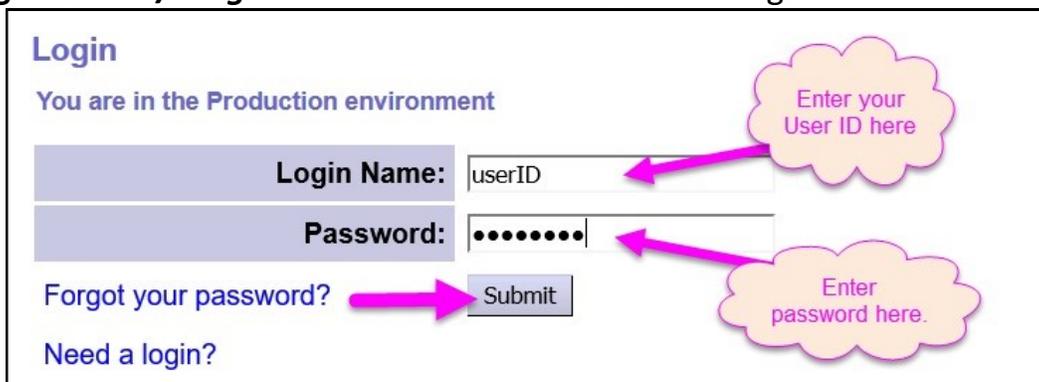
Payments to providers for residential services are reduced each month by any CLA amounts owed by an individual. If an individual has a CLA amount to pay, they (or their payee) must pay this directly to the provider, in addition to their monthly Room & Board amount each month.

→ **PLEASE NOTE:** Monthly Room & Board amounts are not processed or paid via eXPRS. Providers should continue to collect those R&B amounts from individuals living in provider residential sites (group homes or foster care homes) as they have in the past.

Providers can view **Client Liability** information directly in eXPRS to determine if an individual has a CLA and the amount to be collected from the individual each month.

To view **Client Liability** information in eXPRS:

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



The screenshot shows the eXPRS login interface. At the top left, 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 masked characters "••••••". To the right of the "Login Name" field is a pink cloud-shaped callout 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 cloud-shaped callout that says "Enter password here." with a pink arrow pointing to the field. Below the input fields is a "Forgot your password?" link with a pink arrow pointing to it, and a "Submit" button. At the bottom left, there is a "Need a login?" link.

2. From the yellow left-hand navigation menu, select **LIABILITIES** → **CLIENT LIABILITY** → **VIEW CLIENT LIABILITY**. This will take you to the CLA search page.



3. In the **Client Liability Account Search** page, enter the data needed to search for the CLA information needed. The easiest way to search will likely be to just use the first day of the service month you wish to view in the **Effective Date** field.

The screenshot shows the 'Client Liability Account Search' form. It includes a search criteria section with the following fields: Client Prime, Provider ID, DHS Contract Num, Service Element (dropdown), \*Effective Date (text input with calendar icon, highlighted with a pink circle and containing '9/1/2020'), End Date, Zero Balance Accounts? (radio buttons for No and Yes, with Yes selected), Max Displayed (dropdown set to 25), and Source System (dropdown). Below the search criteria are 'Find' and 'Reset' buttons. A pink arrow points to the 'Find' button.

- The **Effective Date** is **\***required, but you can change the dates to any date range you wish.
  - With the search criteria entered, click **SUBMIT** to find CLA information.
4. Any CLA records that match the search criteria entered will display in a results list below the search options.

DHS ...

Element: ...

\*Effective Date: 9/1/2020 End Date: ...

Zero Balance Accounts?  No  Yes

Max Displayed: 25

Source System: Select...

Find Reset

Export options:  CSV  Excel  PDF  RTF

Client Name	Effective Date	End Date	Corrected Liability	Total Offsets	Liability Balance
BOATMAN, FISHER	9/1/2020	9/30/2020	\$679.00	\$0.00	\$679.00
BRANCHES, HOLLY	9/1/2020	9/30/2020	\$555.00	\$0.00	\$555.00
DACTYL, TERRY	9/1/2020	9/30/2020	\$582.00	\$0.00	\$582.00
MANTA, RAY	9/1/2020	9/30/2020	\$0.00	\$0.00	\$0.00
VADER, ELLA	9/1/2020	9/30/2020	\$0.00	\$0.00	\$0.00
<b>Totals:</b>			<b>\$1,816.00</b>	<b>\$0.00</b>	<b>\$1,816.00</b>

- The results information can be exported, if desired, by using the export options at the top right of the results list.

DHS ...

Element: ...

\*Effective Date: 9/1/2020 End Date: ...

Zero Balance Accounts?  No  Yes

Max Displayed: 25

Source System: Select...

Find Reset

Export options:  CSV  Excel  PDF  RTF

Client Name	Effective Date	End Date	Corrected Liability	Total Offsets	Liability Balance
BOATMAN, FISHER	9/1/2020	9/30/2020	\$679.00	\$0.00	\$679.00
BRANCHES, HOLLY	9/1/2020	9/30/2020	\$555.00	\$0.00	\$555.00
DACTYL, TERRY	9/1/2020	9/30/2020	\$582.00	\$0.00	\$582.00
MANTA, RAY	9/1/2020	9/30/2020	\$0.00	\$0.00	\$0.00
VADER, ELLA	9/1/2020	9/30/2020	\$0.00	\$0.00	\$0.00
<b>Totals:</b>			<b>\$1,816.00</b>	<b>\$0.00</b>	<b>\$1,816.00</b>

- To view a specific CLA record, click on the blue name for the individual at the far left of the results list.

DHS ...

Element: ...

\*Effective Date: 9/1/2020 End Date: ...

Zero Balance Accounts?  No  Yes

Max Displayed: 25

Source System: Select...

Find Reset

Export options:  CSV  Excel  PDF  RTF

Client Name	Effective Date	End Date	Corrected Liability	Total Offsets	Liability Balance
BOATMAN, FISHER	9/1/2020	9/30/2020	\$679.00	\$0.00	\$679.00
BRANCHES, HOLLY	9/1/2020	9/30/2020	\$555.00	\$0.00	\$555.00
DACTYL, TERRY	9/1/2020	9/30/2020	\$582.00	\$0.00	\$582.00
MANTA, RAY	9/1/2020	9/30/2020	\$0.00	\$0.00	\$0.00
VADER, ELLA	9/1/2020	9/30/2020	\$0.00	\$0.00	\$0.00
<b>Totals:</b>			<b>\$1,816.00</b>	<b>\$0.00</b>	<b>\$1,816.00</b>

- With the **Client Liability Account View** open for the individual selected, you can see the details of that CLA record, including the amount to be collected from the individual or their payee.

**Client Liability Account View**

<b>Client Name:</b> FISHER BOATMAN	<b>Client Prime:</b> KV*****A	<b>CLA Status:</b> Active	<b>Source System:</b> MF
<b>Original Amount:</b> \$679.00	<b>Corrected Amount:</b> \$679.00	<b>Total Offsets:</b> \$0.00	<b>Balance:</b> \$679.00
<b>Service Begin:</b> 9/1/2020	<b>Service End:</b> 9/30/2020	<b>Case Number:</b>	
<b>Case Descriptors:</b> SBI FS2 GCH NCP CBF DDC			
<b>Notes:</b>			
<b>Created By:</b> eXPRS Scheduled System Process	<b>Created Date:</b> 8/28/2020	<b>Updated By:</b> eXPRS Scheduled System Process	<b>Updated Date:</b> 8/28/2020

Close

- Once eXPRS has processed claims for that service month, you can return to the **Client Liability Account View** page to see which claim was used to “off set” the CLA amount, and if there is a remaining CLA balance owing to be “off set” from additional claims that month of service.

**Client Liability Account View**

<b>Client Name:</b> FISHER BOATMAN	<b>Client Prime:</b> KV*****A	<b>CLA Status:</b> Active	<b>Source System:</b> MF
<b>Original Amount:</b> \$679.00	<b>Corrected Amount:</b> \$679.00	<b>Total Offsets:</b> \$679.00	<b>Balance:</b> \$0.00
<b>Service Begin:</b> 9/1/2020	<b>Service End:</b> 9/30/2020	<b>Case Number:</b>	
<b>Case Descriptors:</b> SBI FS2 GCH NCP CBF DDC			
<b>Notes:</b>			
<b>Created By:</b> eXPRS Scheduled System Process	<b>Created Date:</b> 8/28/2020	<b>Updated By:</b> eXPRS Scheduled System Process	<b>Updated Date:</b> 9/11/2020

Close

Offset Amount	Offset Create Date	Offset Last Updated	Claim ICN	Claim Status	Claim Amount	Claim Amount Paid	Claim Approval Date
\$679.00	9/11/2020	9/11/2020	2020*****01	Approved	\$2,113.55	\$1,434.55	9/11/2020