

How to Find & View PSW Provider Records in eXPRS

(updated 5/4/2017)

As a Case Management Entity (CME, such as a CDDP, Brokerage or CIIS Program) who works with individuals who utilize/employ PSW providers for their in-home services, CME users will likely need to search the DHS provider database to determine if a PSW is already set up as the provider type needed, or if additional enrollment action is required.

By searching and viewing provider records using eXPRS, a CME user can see if a person is already enrolled as a PSW provider, what their credential status is, or if provider enrollment actions are required.

To find and view a PSW 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)

Login

Password accepted. Choose your organization and/or program area for this session.

You are in the User Acceptance environment

Login Name:	<input type="text" value="userID"/>
Password:	<input type="password" value="••••••••"/>
Organization/Program Area:	County (Local Authority) ▼

[Forgot your password?](#)

[Need a login?](#)

or Contractor (for Brokerages) Organization role.

Login

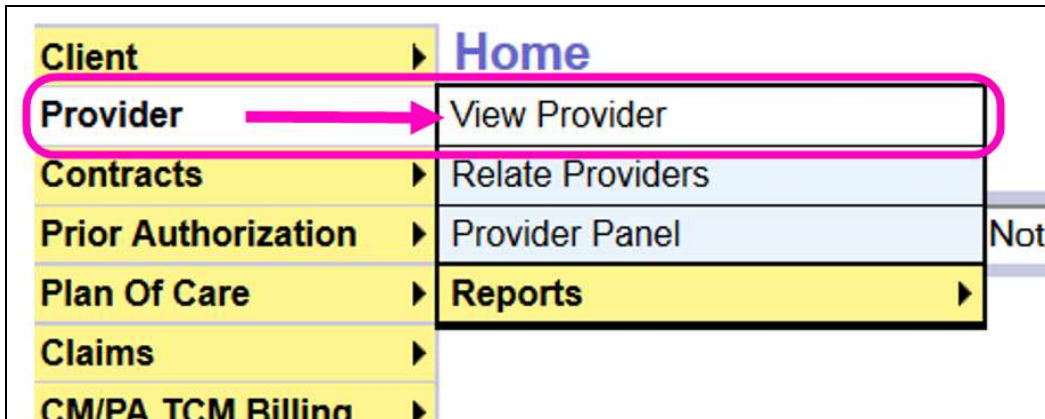
Password accepted. Choose your organization and/or program area for this session.

You are in the User Acceptance environment

Login Name:	<input type="text" value="userID"/>
Password:	<input type="password" value="••••••••"/>
Organization/Program Area:	Brokerage (Contractor) ▼

[Forgot your password?](#)

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



- Now in the **Find Provider** page, enter the **Last Name** and **First Name** of the provider in the corresponding fields, and click **FIND** to search.

The image shows the 'Find Provider' search form. It includes the following fields and options:

- Record Type:** All except contacts (dropdown), eXPRS Only, Include Inactive
- SPD Provider ID:** (text input)
- eXPRS Provider ID:** (text input), Include Service Locations
- Last/Business/Tax Name:** PSW LastName (text input), Last, Business, Tax, Soundex
- First Name:** PSW FirstName (text input)
- D.O.B.:** (text input)
- Provider Type & Specialty:** type to filter dropdown, Select... (dropdown)
- Verification Status:** Select... (dropdown)
- Max Displayed:** 25 (dropdown)

At the bottom, there are 'Find' and 'Reset' buttons. A pink arrow points to the 'Find' button.

- If your search returns no results, like shown below, it may mean:
 - You may have spelled the name incorrectly, or they are enrolled under a different name (such as due to marriage or divorce). You can click **RESET**, enter new search criteria and search again.

OR

- b. This person is not yet enrolled with DHS as a PSW provider. The PSW may need to complete the necessary enrollment activities and paperwork, and submit that information to DHS Provider Relations Unit.

Please see [APD-AR-14-023](#) for information on how to submit provider information for enrollment to the DHS provider database.

Find Provider

At least one search criteria must be entered. Prefix Last Name with * to search for partials.

Record Type: All except contacts eXPRS Only Include Inactive

SPD Provider ID:

eXPRS Provider ID: Include Service Locations

Last/Business/Tax Name: Last Business Tax Soundex

First Name:

No providers that match the search criteria were found

- 5. If your search returns a list of providers, there is some basic information available from the results list. Each lettered column identified in the screenshot is defined below.

Find Provider

At least one search criteria must be entered. Prefix Last Name with * to search for partials.

Record Type: All except contacts eXPRS Only Include Inactive

SPD Provider ID:

eXPRS Provider ID: Include Service Locations

Last/Business/Tax Name: Last Business Tax Soundex

First Name:

Export options:

A	B	C	D	E					F	
Type	eXPRS Prov ID	SPD Prov ID	Display Name	Prov Type & Specialty	Verification	Beds	Program Start	Program End	Program Status	Primary Email
EXP	7****9	7****6	PSW Last, First	Personal Support Worker - DD Personal Support Worker	OMAP Number Issued		9/15/2014	12/31/9999	A	emailaddress@email.xxx

- A. The **TYPE** column lists the code that identifies the system record type for the provider. A code of **EXP** in this column means this provider record is an eXPRS system managed provider record.
- B. The **eXPRS Prov ID** column lists the internal eXPRS system number associated with the provider record. For PSW records, **this number is informational to the system only**, and is NOT the provider's "official" provider number.
- C. The **SPD Prov ID** column lists **the PSW provider's credentialed provider number**. It is the number used for provider authorization and billing/claims activity in eXPRS. If this column is BLANK for the provider, that means they have a preliminary provider record in the database, but the record has not been activated and an SPD provider ID number has not yet been assigned.
- D. The **Display Name** column shows the name associated with the provider's record and what will be displayed on authorizations, billings and claims in eXPRS. It will mostly likely also be the provider's official tax name as well.
- E. The **Prov Type & Specialty** column tells you what the **PRIMARY provider type and specialty** for the PSW's record.
→ **Please note:** a PSW record can and often has **MORE THAN ONE** specialty assigned. Open the record to determine if the provider has multiple specialties, and if they have the specialty needed.
- F. The **Primary Email** column shows the primary email address listed on this PSW's provider record.

6. From the results list, click on the **Display Name** of the provider record you wish to view.

PRO TIP: Right-click on the name to open the record in a new tab or window. That way you don't lose your search results list, and can return to it easily.

→ **WARNING** – **LOOK AT RESULTS CAREFULLY!!** Some PSWs may have multiple records, each as a different "type" of PSW (**for example:** 1 record as a DE PSW provider, and a 2nd record as a CIIS PSW provider). Be sure to select the record for the correct "type" of provider needed.

Find! <input type="button" value="Reset"/>										
Export options: <input type="checkbox"/> CSV <input checked="" type="checkbox"/> Excel <input type="checkbox"/> PDF <input type="checkbox"/>										
eXPRS Prov ID	SPD Prov ID	Display Name	Prov Type & Specialty	Verification	Beds	Program Start	Program End	Program Status	Primary Email	
EXP	5****0	7****5	PSW Last, First name <i>(same as below)</i>	Personal Support Worker - In-Home Personal Care Attendant CIIS			12/16/2014			
EXP	5****4	7****3	PSW Last, First name <i>(same as above)</i>	Personal Support Worker - DD Personal Support Worker			1/16/2014			

CIIS PSW

DE PSW

WARNING!!
Pay close attention to the **Prov Type & Specialty** for the PSW record you need. You may need to open the record to confirm it is the correct record you need.

**** Information on the different PSW provider type/specialties is listed in a table at the end of this assistance guide.****

- You are now in the **VIEW PROVIDER** page for the specific provider record selected. There will be five expandable sections which open to show more information on the provider record.

View Provider

Provider ID:	7****9
Record Type:	Provider
Business Type:	Individual
Tax Name:	PSW Last, First
Personal Name:	PSW Last, First
Date of Birth:	mm/dd/yyyy

- ▶ **Contact Information**
- ▶ **PSW Weekly Hours/Rates**
- ▶ **Specialties**
- ▶ **Credentials**
- ▶ **Relationships**
- ▶ **Employment Relationship**

Click on each header to expand & view information in that section.

8. The **Contact Information** section will give you the contact information for that provider (such as address, phone, etc).

▼ **Contact Information**

▼ **Addresses**

Pay To:	
Corporate Office:	123 Any Street
Physical:	City, OR 97***
Home Office:	County
Medical Records:	
Mail To:	

▼ **Phones**

Phone:	(541) ***_*****
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▼ **Emails**

Primary Email:	emailaddress@email.xxx
Secondary Email:	

❖ **NEW FEATURE**

9. The **PSW Weekly Hours/Rates** section will show the weekly hours cap total that the PSW is approved to work in a work week (Sun – Sat). **>> THIS IS INFORMATIONAL ONLY <<** There are no eXPRS/POC billing edits connected with this information at this time.

▼ **PSW Weekly Hours/Rates**

Weekly Hours	Start	End
40.0	7/1/2016	12/31/9999

10. The **Specialties** section will give you the information on the specialties associated with this provider record.

▼ **Specialties**

Provider Type:	84 Personal Support Worker
Provider Specialties:	84-803 DD Personal Support Worker
	1/1/1900 — 12/31/9999

Provider types & specialties are set up in code number combinations formatted like this: **XX-YYY** (*for example*: the DD PSW provider type/specialty number combination is 84-803).

- The first set of 2-digit numbers (the “**XX**”) designates the provider **TYPE**. PSWs are type 84.
- The second set of 3-digit numbers (the “**YYY**”) designates the provider’s **SPECIALTY** for that type.

**** Information on the different provider PSW type/specialties is listed in a table at the end of this assistance guide. ****

11. The **Credentials** section is the section that will give you most of the information that you need, such as the CHC date information, the PEAA date information, the status of the specialty you need, and the active/effective dates of that specialty.

▼ **Credentials**

SPD Provider ID:	7****6
Application Date:	9/15/2014
Verification:	OMAP Number Issued on 6/10/2016
IRS Verified:	Pass on 6/10/2016
OIG Verified:	Pass on 6/10/2016
SAM Verified:	Pass on 6/10/2016
DMF Verified:	Pass on 6/10/2016

ACA validation check information is here.

▼ **Criminal History**

Type	Start Date	End Date
Child	5/13/2016	5/31/2018
Child	6/27/2014	6/30/2016

▼ **Enrollment Agreements**

Start Date	End Date
5/21/2016	5/31/2018
9/15/2014	9/30/2016

▼ **Program - SPDST - SPD DD Provider**

Enrollment Status	Program	Start Date	End Date
Active	Active	9/15/2014	12/31/9999

View the dates the provider is approved to work as a PSW here.

803 - DD Personal Support Worker

Type	Status	Start	End
▶ Personal Support Worker, DD	Approved To Work	7/1/2016	5/31/2018
▶ Personal Support Worker, DD	Approved To Work	9/15/2014	6/30/2016

You can see by viewing the information for specialty **803 – DD Personal Support Worker** above, that this provider is **“approved to work”** under this specialty for the date ranges listed. The provider’s CHC and PEAA information is also listed.

Reading this section can be complicated, especially if the provider record has more than one specialty. **Be sure you are reading the information that corresponds to the specialty of the provider you need.** Information on each specialty will be listed under a sub section, labeled **Program**.

12. The **Relationships** section will show under Provider Panel Member, which POC panels the PSW is listed.

▼ Relationships				
▼ Provider Panel Member				
Export options: CSV Excel PDF RTF				
SPD Provider ID	eXPRS Provider ID	Provider	Start Date	End Date
	1**2	County	1/1/2015	12/31/9999

13. The **Employment Relationship** section lists the I/DD individuals that this PSW has an employment relationship association with, for the purposes of facilitating payment to the PSW from the FMAS payroll vendor.

▼ Employment Relationship			
Client Prime	Client Name	Expires	Payment Provider
aaa0000a	A: First Last	12/31/2016	TNT Fiscal Intermediary Services Inc
bbb1111b	B: First Last	12/31/2016	TNT Fiscal Intermediary Services Inc
aaa0000a	A: First Last		Public Partnerships LLC FMAS
bbb1111b	B: First Last		Public Partnerships LLC FMAS
ccc2222c	C: First Last	3/31/2017	Public Partnerships LLC FMAS

- **Client Prime:** the prime number for the I/DD individual whose employer has a confirmed relationship association with the PSW.
- **Client Name:** the name of the I/DD individual whose employer has a confirmed relationship association with the PSW.
- **Expires:** the date the association relationship enrollment with the listed FMAS payroll vendor expires or ends. For example, if the Expire date is 3/31/2017, that relationship was valid as part of the payment contingency period. **If blank/no date is listed, that association/ payroll vendor enrollment is current and ongoing.**

- **Payment Provider:** the name of the FMAS payroll vendor that issues payment to the PSWs for dates of that vendor’s enrollment.

PSW Provider Types/Specialty Code List

Provider Type/Specialty Number	Official Provider Type/Specialty Name	Common Name
84-800	Personal Support Worker – In-Home Personal Care Attendant DD	DD SPPC/PC20 PSW
84-801	Personal Support Worker – In-Home Personal Care Attendant CIIS	CIIS PSW
84-803	Personal Support Worker – DD Personal Support Worker	DD PSW or DE PSW
84-806	Personal Support Worker - DD PSW Enhanced Skills	DD PSW Enhanced Skills
84-807	Personal Support Worker - DD PSW Exceptional Skills	DD PSW Exceptional Skills
84-818	Personal Support Worker - DD PSW Differential	DD PSW Differential
84-809	Personal Support Worker - DD PSW Employment Job Coach	DD PSW Employment Job Coach

→ **Please note:** a PSW may have a single record with multiple PSW specialties within in it, or have separate records/numbers.