Oregon Department of Human Services
Express Payment & Reporting System (eXPRS)

eXPRS Express Payment & Reporting System

How to Find/View POC Service Delivered Entries

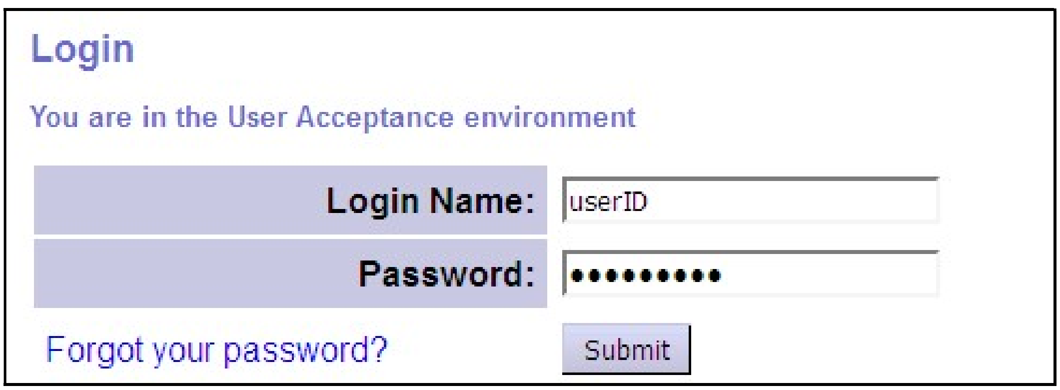
(updated 5/17/2022)

For services authorized and billed using a Plan of Care (POC) **Service Delivered** (SD) billing entry, users can search for and view SD billing entries directly without having to search from the specific service authorization. This will assist users in finding SD billing information needed and will enable them to take action on a list of SD billings at once, if desired.

NEW FEATURE: The **View Service Delivered** page has been updated to include additional search fields and results columns for Residential Daily services billing.

To Find/View POC Service Delivered Entries:

1. Log in to eXPRS.



2. From the left-hand navigational menu, click on ***Plan of Care → Service Delivered → View Service Delivered Entries***. This will take you to the **View Service Delivered** page.

3. Once in the **View Service Delivered** page, enter the search criteria* needed in the **corresponding** fields to return a list of **Service Delivered** billing entries. At least one piece of search criteria is required to successfully search. The more criteria entered, the more specific or narrow the search results will return.

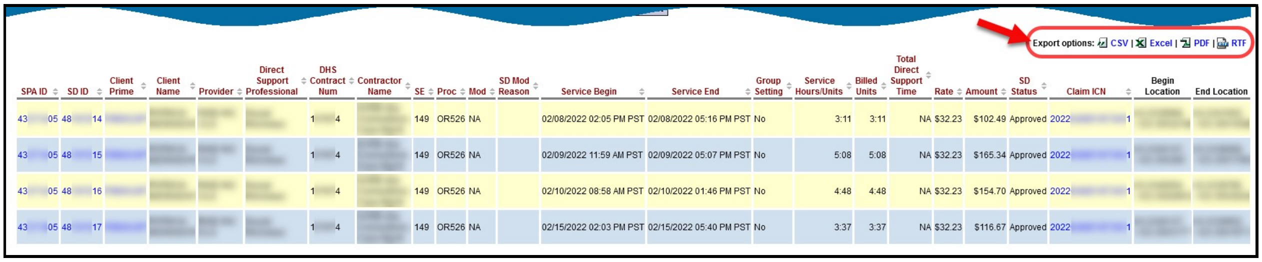
   The search criteria options are defined in* ***Appendix A**, starting on page 7, at the end of this user guide*.

   With the search criteria entered, click **Find** to get a list of SD billing entries.

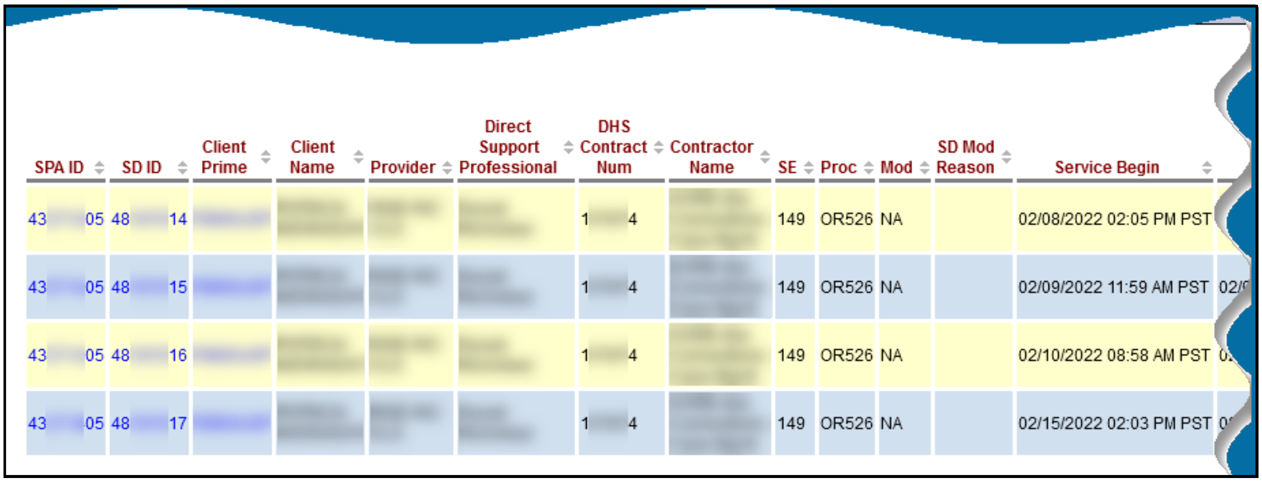
NEW FEATURES: Additional search criteria options have been added to the View Service Delivered page.

- **Pay To Provider** = allows you to search for SDs by the eXPRS ID number for the provider who received the eXPRS payment (ex: an Agency or the FMAS vendor for PSW billings).
- **Service Delivered ID** = allows you to search for a specific SD billing by its SD ID number.
- **SD Modifier Reason** = allows you to search for Daily Residential service SD billings by the billing reason attached, for example to report absences from service.
- **Reviewed From** & **Reviewed To** = allows you to search for SD billings by the dates that the billing was reviewed/approved by the CME.

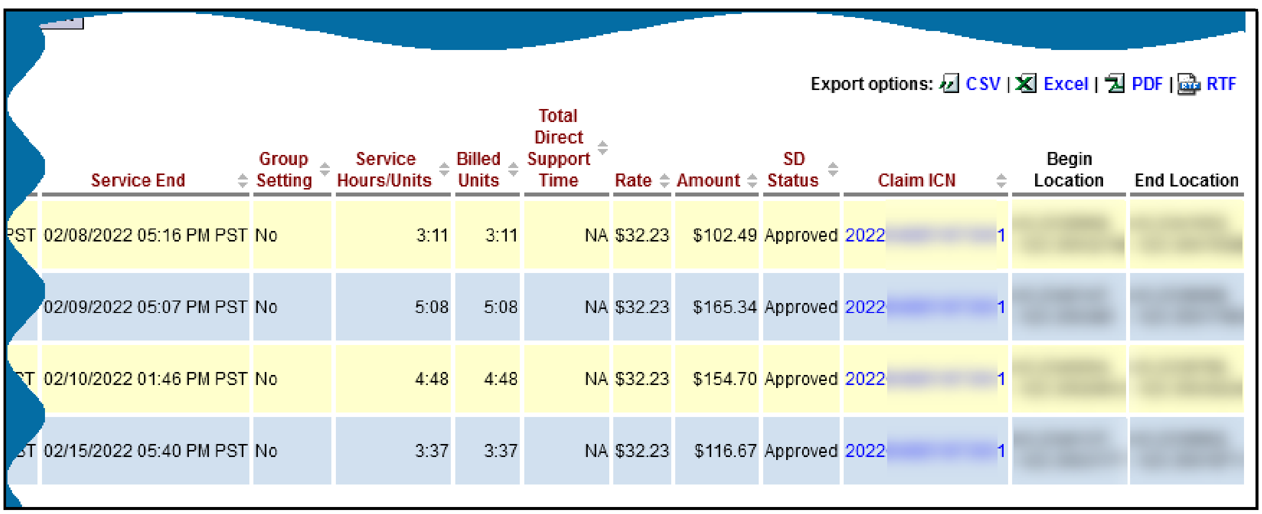
4. Any SD billings that match the search criteria entered will return in a list below the search fields. The results list* is exportable to another file format, if desired. Just select the export option at the far-right top of the results list.



SPA ID	SD ID	Client Prime	Client Name	Provider	Direct Support Professional	DHS Contract Num	Contractor Name	SE	Proc	Mod	SD Mod Reason	Service Begin	Service End	Group Setting	Service Hours/Units	Billed Units	Total Direct Support Time	Rate	Amount	SD Status	Claim ICN	Begin Location	End Location
43[illegible]05	48[illegible]14	[illegible]	[illegible]	[illegible]	[illegible]	1[illegible]4	[illegible]	149	OR526	NA		02/08/2022 02:05 PM PST	02/08/2022 05:16 PM PST	No	3:11	3:11	NA	$32.23	$102.49	Approved	2022[illegible]1	[illegible]	[illegible]
43[illegible]05	48[illegible]15	[illegible]	[illegible]	[illegible]	[illegible]	1[illegible]4	[illegible]	149	OR526	NA		02/09/2022 11:59 AM PST	02/09/2022 05:07 PM PST	No	5:08	5:08	NA	$32.23	$165.34	Approved	2022[illegible]1	[illegible]	[illegible]
43[illegible]05	48[illegible]16	[illegible]	[illegible]	[illegible]	[illegible]	1[illegible]4	[illegible]	149	OR526	NA		02/10/2022 08:58 AM PST	02/10/2022 01:46 PM PST	No	4:48	4:48	NA	$32.23	$154.70	Approved	2022[illegible]1	[illegible]	[illegible]
43[illegible]05	48[illegible]17	[illegible]	[illegible]	[illegible]	[illegible]	1[illegible]4	[illegible]	149	OR526	NA		02/15/2022 02:03 PM PST	02/15/2022 05:40 PM PST	No	3:37	3:37	NA	$32.23	$116.67	Approved	2022[illegible]1	[illegible]	[illegible]



SPA ID	SD ID	Client Prime	Client Name	Provider	Direct Support Professional	DHS Contract Num	Contractor Name	SE	Proc	Mod	SD Mod Reason	Service Begin
43[illegible]05	48[illegible]14	[illegible]	[illegible]	[illegible]	[illegible]	1[illegible]4	[illegible]	149	OR526	NA		02/08/2022 02:05 PM PST
43[illegible]05	48[illegible]15	[illegible]	[illegible]	[illegible]	[illegible]	1[illegible]4	[illegible]	149	OR526	NA		02/09/2022 11:59 AM PST
43[illegible]05	48[illegible]16	[illegible]	[illegible]	[illegible]	[illegible]	1[illegible]4	[illegible]	149	OR526	NA		02/10/2022 08:58 AM PST
43[illegible]05	48[illegible]17	[illegible]	[illegible]	[illegible]	[illegible]	1[illegible]4	[illegible]	149	OR526	NA		02/15/2022 02:03 PM PST



Service End	Group Setting	Service Hours/Units	Billed Units	Total Direct Support Time	Rate	Amount	SD Status	Claim ICN	Begin Location	End Location
02/08/2022 05:16 PM PST	No	3:11	3:11	NA	$32.23	$102.49	Approved	2022[illegible]1	[illegible]	[illegible]
02/09/2022 05:07 PM PST	No	5:08	5:08	NA	$32.23	$165.34	Approved	2022[illegible]1	[illegible]	[illegible]
02/10/2022 01:46 PM PST	No	4:48	4:48	NA	$32.23	$154.70	Approved	2022[illegible]1	[illegible]	[illegible]
02/15/2022 05:40 PM PST	No	3:37	3:37	NA	$32.23	$116.67	Approved	2022[illegible]1	[illegible]	[illegible]

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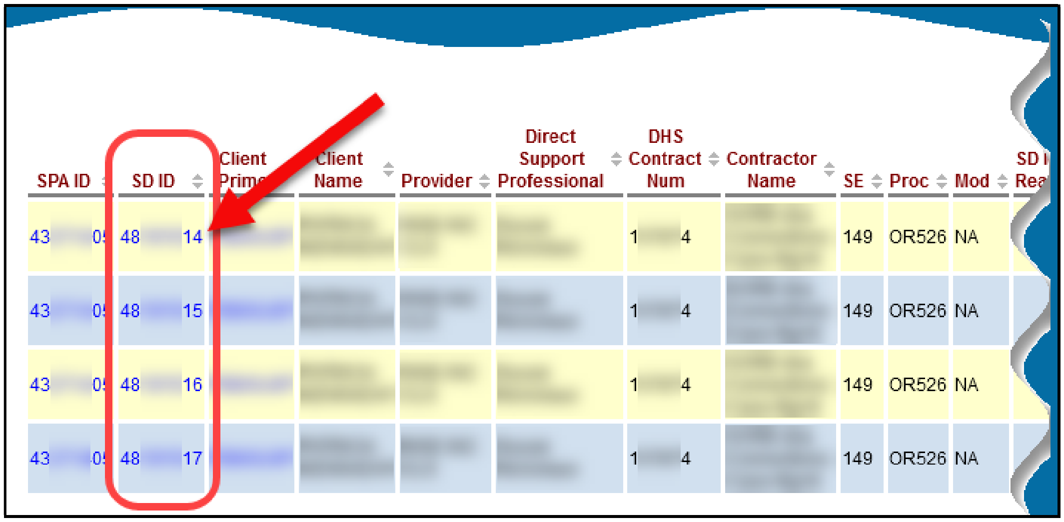
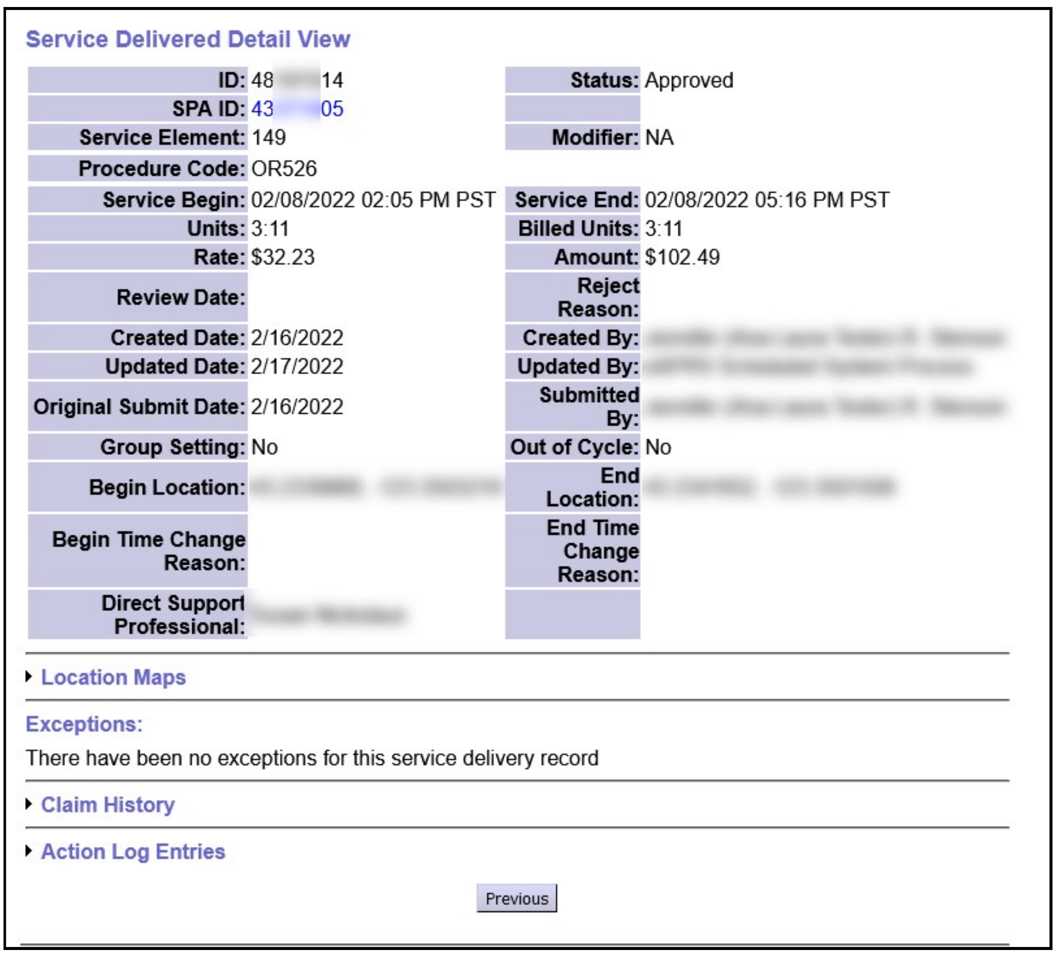
The results list data columns are defined in ***Appendix B****, starting on page 12 at the end of this user guide*.

5. To view the specific details on an SD billing entry, click on the blue number in the **SD ID** column.

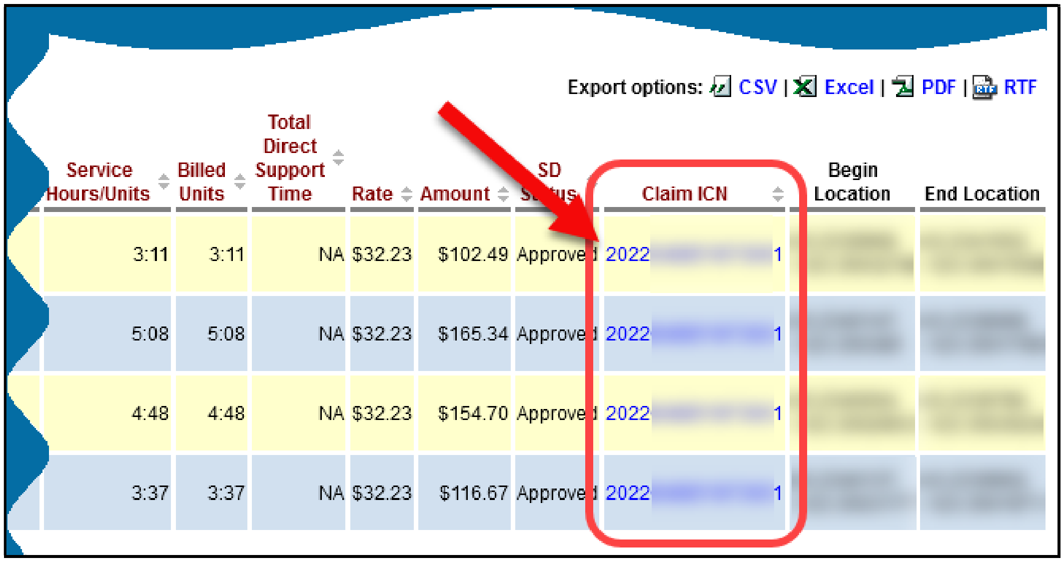


6. If you opened a specific SD billing entry, in the **Service Delivered Detail View** for the billing, you will see the SD billing's details.



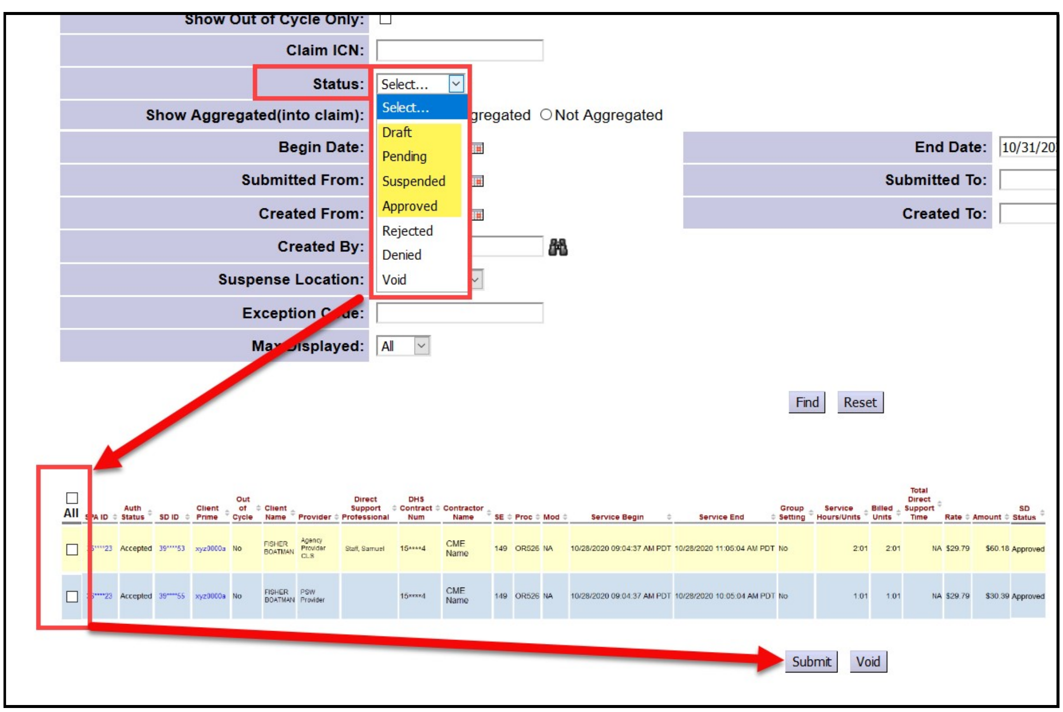
*On the bottom of page 5 through page 9 of the user guide ***How to Track Service Delivered Entries*** explains how to read the SD billing entry details.

7. If the SD billing is approved & has been aggregated into a claim for payment, you can click on the blue number in the **Claim ICN** column to view the claim.



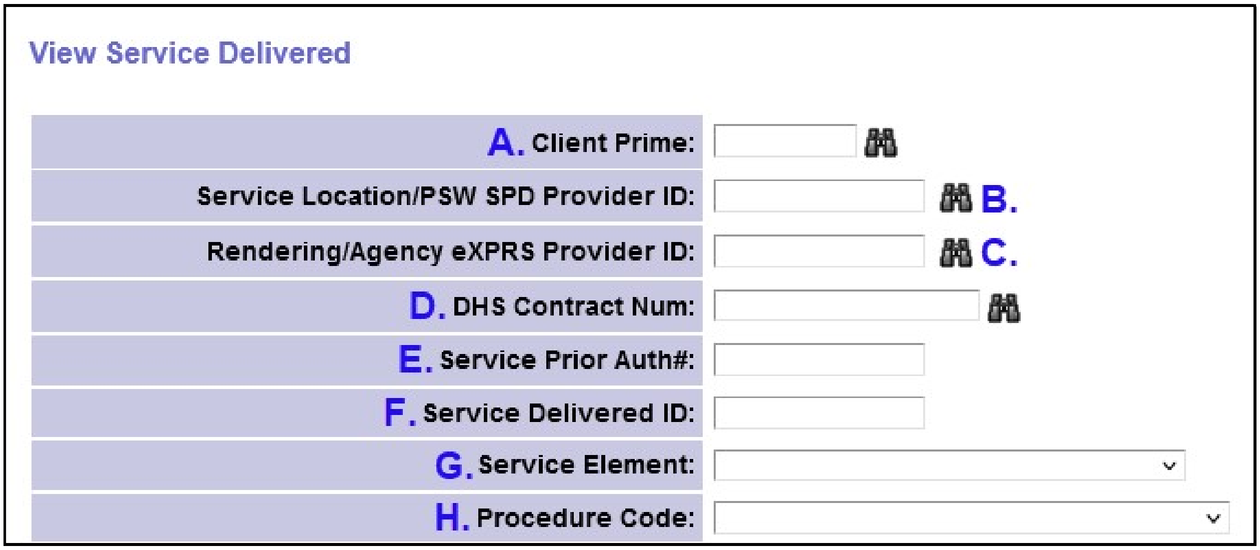
8. To take action on a list of multiple SDs, you must first select a status from the dropdown when you search. Selecting a status option ***draft***, ***pending***, ***suspended*** or ***approved*** will activate the check boxes at the far left of the results list and the corresponding action buttons at the bottom of the page.

   To take an action on SD(s) from the list, simply place a check in the box next to the entry(ies) desired, and then click **on the corresponding action button** at the bottom of the page.



APPENDIX A:

View Service Delivered page search criteria fields defined.



A. **Client Prime** = the ODHS prime number assigned to a specific individual receiving services.

B. **Service Location/PSW SPD Provider ID** = the PSW's assigned **SPD Provider ID** number (or the SPD provider ID number assigned to the Agency provider's service location record) that was used on the service authorization.

C. **Rendering/Agency eXPRS Provider ID** = the **eXPRS Provider ID** number assigned to the Agency provider's primary or parent "pay to" record for the service authorized.

D. **DHS Contract Num** = the biennial contact number for the Case Management Entity (CME) who authorized the POC services for the individual.

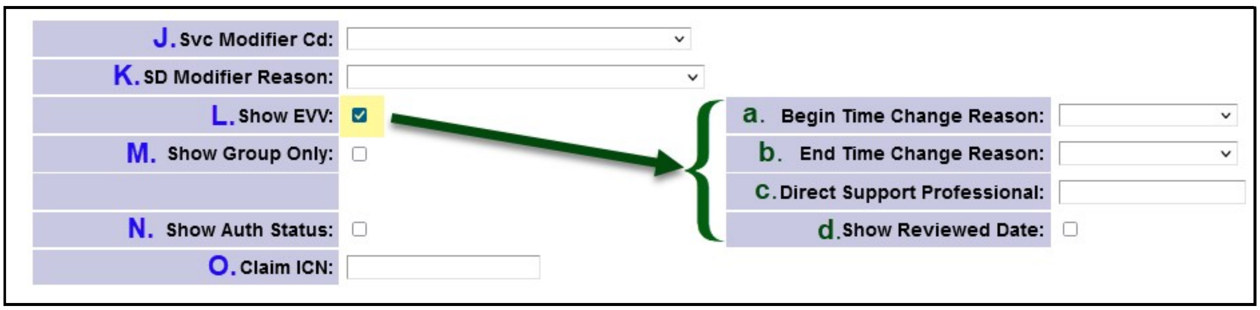
E. **Service Prior Auth #** = the specific eXPRS number assigned to each individual Service Prior Authorization (SPA). You may not know this number.

F. **Service Delivered ID =** the specific eXPRS number assigned to each individual Service Delivered (SD) billing entry. You may not know this number.

G. **Service Element** = the service category *(or benefit group)* for the services authorized for the individual. You may select an option from the drop-down menu, if you wish. Some providers may only have one option in this menu.

H. **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.

I. **Pay To Provider** = the **eXPRS Provider ID** number assigned to the "pay to" provider record listed on the SPA for the service authorized.



J. **Svc Modifier Cd** = the service modifier code that works with a procedure code from the previous drop-down. 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.

K. **SD Modifier Reason =** a dropdown of reasons used for Daily Residential SD billings. Some of the dropdown reasons list the absence reason for the Daily Residential SD billing that was reported.

L. **Show EVV =** a check box that activates additional search criteria options specific to EVV services.

- **a.** **Begin Time Change Reason** = drop-down list of the change reasons that may be used on an EVV SD if **manually entered** or the **Start** time was updated prior to submission.
- **b.** **End Time Change Reason** = drop-down list of the change reasons that may be used on an EVV SD if the **End** time was updated prior to submission.
- **c.** **Direct Support Professional** = enter the name of the Agency Direct Support Professional (DSP) listed on the EVV SD billing entry to search for billings from that specific DSP. First, Last or both names will work when searching.

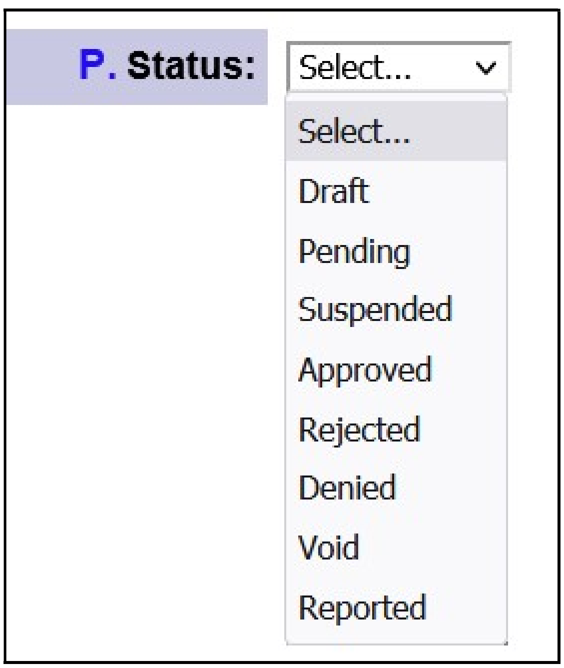
d. **Show Reviewed Date =** activates the results list column to show the date the SD billing was reviewed by the authorizing CME prior to approval.

M. **Show Group Only** = check this box if you wish the results to return only those Service Delivered (SD) billing entries that have been checked "YES" for group. ***The Group services check box applies to services provided by PSW providers only***.

N. **Show Auth Status** = activates the results column to show the status of the SPA the billing was processed against.

O. **Claim ICN** = the specific number assigned by eXPRS for the claim that the SD entry(ies) was/were aggregated into for payment.

P. **Status** = the status of the SD billing entry. You may select from the dropdown menu, if you wish. Selecting a specific status will trigger selectable check boxes to the far left of each SD billing & the action buttons, allowing users to take action on multiple SD billings at one time *(ex: submit or void)*.



The SD billing status options are:

- ***Select*** = blank, no option selected; returns all statuses.
- ***Draft*** = the SD billing has been created & saved, but not yet submitted.
- ***Pending*** = SD billing has been submitted by the provider and is awaiting review/approval from the CME who authorized the service.

- ***Suspended*** = the SD billing was submitted, but failed a validation edit in the submission process. The validation error must be resolved before the SD billing can move forward to be paid.

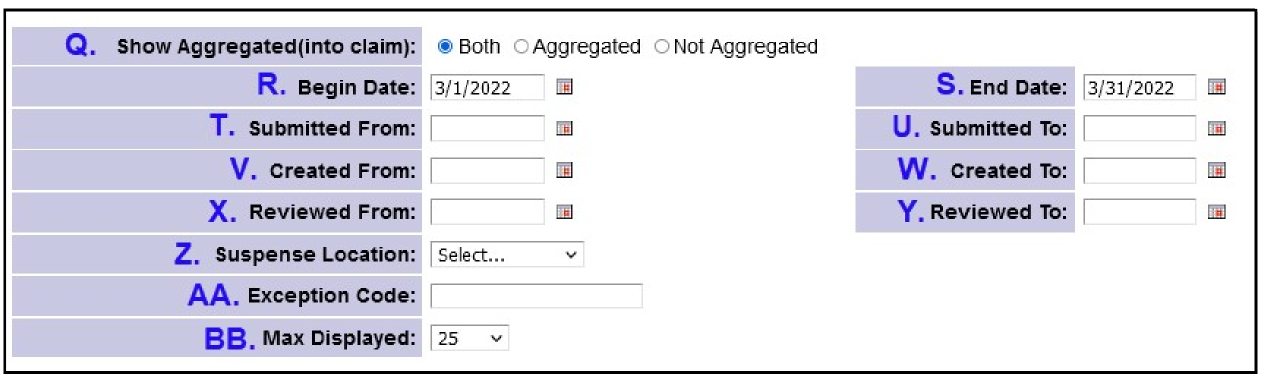
- ***Approved*** = the SD billing has passed all edits and approvals and is ready to be aggregated into a claim for payment.

- ***Rejected*** = the SD billing was in ***pending*** status but was been rejected by the CME when reviewed. A reject reason will be listed on the SD billing. *Rejected SD billings are no longer active in the system; they cannot be edited, copied or resubmitted*.

- ***Denied*** = the SD billing was submitted but failed a key validation edit in the submission process and cannot be paid. *Denied SD billings are no longer active in the system; they cannot be edited, copied or resubmitted*.

- ***Void*** = the SD billing was submitted but later voided by the provider, CME or other user with void permissions. *Voided SD billings are no longer active in the system; they cannot be edited, copied or resubmitted*.

- ***Reported*** = an SD billing submitted for a Daily Residential service that reports the individual was absent from service on that date. *Reported SD billings are informational only & generate no payment to the provider.*



Q. **Show Aggregated** (into claim) = select from the options.

- **Both** = ***default***; the results will include SD billing entries that are both aggregated & not aggregated into claims.

- **Aggregated** = if selected, your results will only show those SD billings that have been aggregated into claims for payment by eXPRS.

- **Not Aggregated** = if selected, your results will only show those SD billings that ***have not*** yet been aggregated into claims for payment by eXPRS.

R. **Begin Date** = the first ***service date*** in the date range being searched for SD billing entries. Defaults to the first day of the current month, but can be changed, as needed.

S. **End Date** = the last ***service date*** in the date range being searched for service SD billing entries. Defaults to the last day of the current month, but can be changed, as needed.

T. **Submitted From** = the first date in the date range being searched for when SD billing entries were ***submitted***.

U. **Submitted To** = the last date in the date range being searched for when SD billing entries were ***submitted***.

V. **Created From** = the first date in the date range being searched for when SD billing entries were first ***created & saved*** as a draft.

W. **Created To** = the last date in the date range being searched for when SD billing entries were first ***created & saved*** as a draft.

X. **Reviewed From** = the first date in the date range being searched for when SD billing entries were reviewed by the authorizing CME.

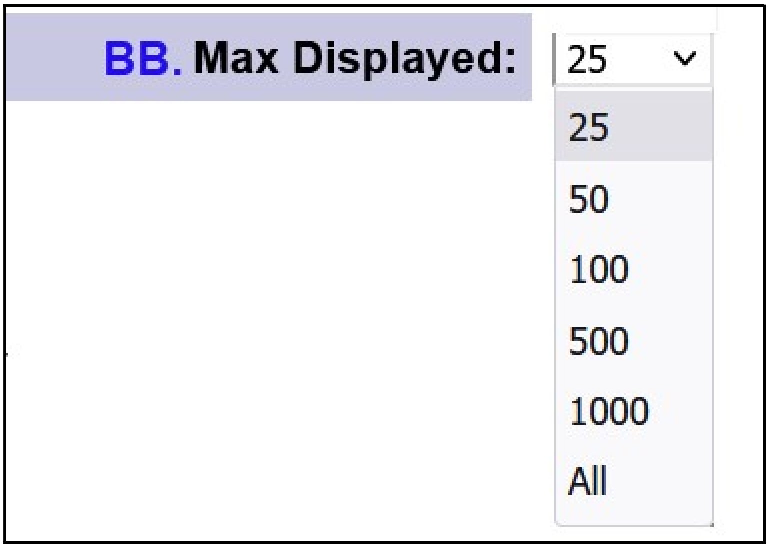
Y. **Reviewed To =** = the last date in the date range being searched for when SD billing entries were reviewed by the authorizing CME.

Z. **Suspense Location** = to search by a specific suspense exception reason for suspended SD billing entries.

AA. **Exception Code** = The numeric code assigned to the suspense exception reason for suspended SD billing entries.

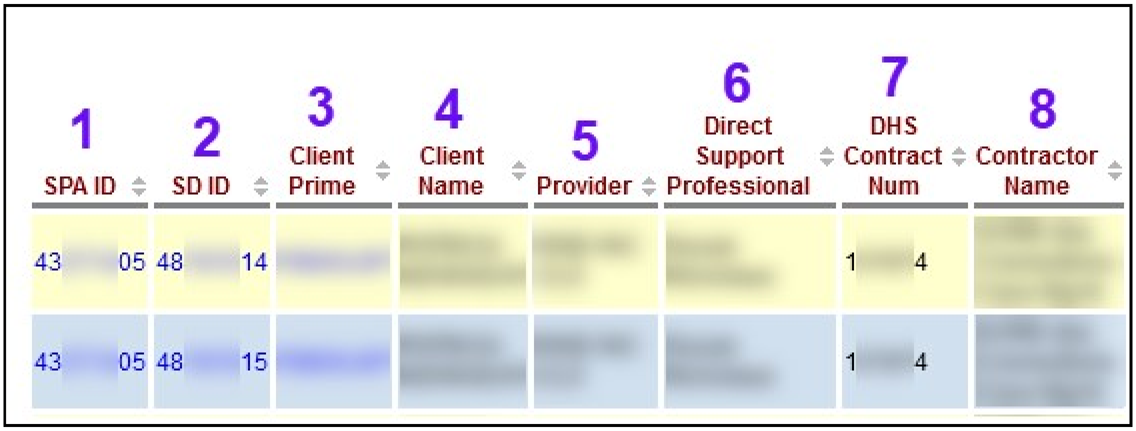
BB. **Max Displayed** = the number of SD billings you wish the page to show in the results list returned. The Default is 25, but you can select a different option from the dropdown menu, if you wish.

- ***PLEASE NOTE***: The system limit for SD billing entry results is a **maximum of 5,000 rows of data**. Searches that result in more than 5,000 rows may have truncated data. If that occurs, you may need to narrow your search criteria to return a smaller dataset.


BB. Max Displayed:
25
25
50
100
500
1000
All

APPENDIX B:

View Service Delivered search results columns defined.



1. **SPA ID** = the eXPRS assigned number for the Service Prior Authorization (SPA) the SD entry is billed against. The number is a hyperlink that will take the user to the **Service Delivered by Service Authorization** billing page for that service in eXPRS.

2. **SD ID** = the unique identification number assigned to that specific SD billing entry by eXPRS. The number is a hyperlink that will take the user to view SD billing entry's details.

3. **Client Prime** = the ODHS assigned unique prime number for the individual the service was authorized for and delivered to; the prime number is a hyperlink that will take you to that individual's **View Client** profile page in eXPRS.

4. **Client Name** = the first and last name of the individual for whom the service was authorized and delivered.

5. **Provider** = the name of the Agency provider's service location record or the PSW provider who delivered the service billed.

6. **Direct Support Professional** = the name of the Agency DSP staff person who provided the EVV service on behalf of the Agency Provider who has billed for the EVV service provided.

7. **DHS Contract Num** = the biennial contact number for the Case Management Entity (CME) who authorized the POC services being billed for the individual.

8. **Contractor Name** = the name of the Case Management Entity (CME) who authorized the POC services being billed for the individual.

9 SE	10 Proc	11 Mod	12 SD Mod Reason	13 Service Begin	14 Service End	15 Group Setting	16 Service Hours/Units	17 Billed Units
149	OR526	NA		02/08/2022 02:05 PM PST	02/08/2022 05:16 PM PST	No	3:11	3:11
149	OR526	NA		02/09/2022 11:59 AM PST	02/09/2022 05:07 PM PST	No	5:08	5:08

9. **SE** = the **Service Element**; the service benefit category for the service authorized and billed.

10. **Proc** = the service **Procedure Code** for the service authorized and billed.

11. **Mod** = the service **Modifier Code**, if any, for the service authorized and billed.

12. **SD Mod Reason =** reason listed for Daily Residential SD billings, including the absence reason for the Daily Residential SD billing that was reported.

13. **Service Begin** = the service begin date & time for when the service was provided.

14. **Service End** = the service end date & time for when the service was provided.

15. **Group Setting** = Yes or No, indicating if that SD billing was billed for services provided in a "group" (more than one client during that time). ***The "Group Setting" billing feature applies to DD PSW providers only***.

16. **Service Hours/Units** = the total number of units (ex: hours, days, miles) of the service that is being billed for the individual. The number in this column will vary, depending on the service unit type for the service billed.

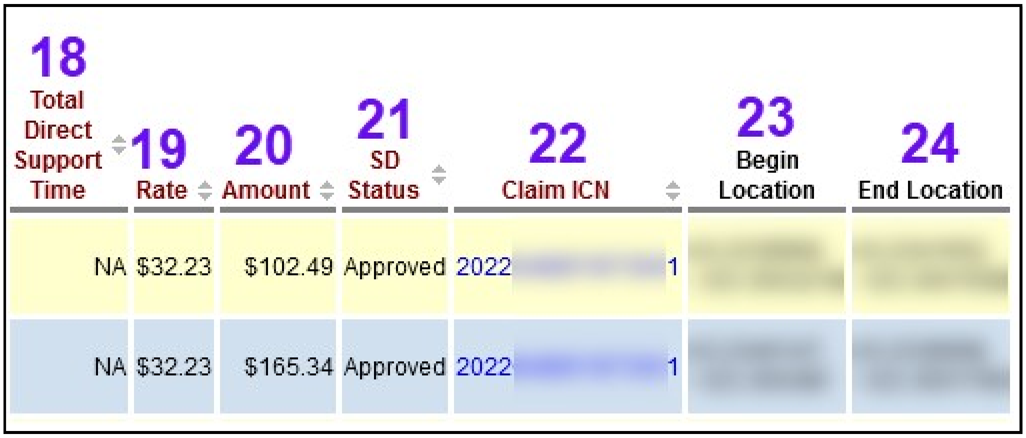
    For example:

    - **Attendant Care, DSA, most Employment** = the service unit type is ***HOUR***
    - **Relief Care (OR507)** = the service unit type is ***DAY***
    - **Mileage transportation** = the service unit type is ***MILE***

    This amount in this column ***is the full amount of service received*** by the individual as calculated by the Start & End times or number of units on the SD billing entry. It is also the amount that draws down on the Monthly Attendant Care or Weekly Employment hours limits for applicable services.

This amount may be different than the Billed Units, if the Group Setting is YES, indicating the billed amount paid to the PSW provider for this SD billing entry is pro-rated as the time billed is part of a group service provided by the PSW.

17. **Billed Units** = the number of units of the service **billed and paid** for the SD billing entry. This amount may be the same as the Service Units or a different, pro-rated amount if the "Group Setting" is YES, indicating the service was provided as part of a group service delivered by a PSW provider.



18 Total Direct Support Time	19 Rate	20 Amount	21 SD Status	22 Claim ICN	23 Begin Location	24 End Location
NA	$32.23	$102.49	Approved	2022[illegible]1	[illegible]	[illegible]
NA	$32.23	$165.34	Approved	2022[illegible]1	[illegible]	[illegible]

18. **Total Direct Support Time** = data in this column applies to services delivered under **Job Coaching-OR401/W4**, **W5** or **W6** delivered by Agency Providers only. If there is a value listed, it indicates the amount of time (***hh:mm***) the individual was seen face-to-face by the Agency provider during that Job Coaching service time billed.

19. **Rate** = the rate authorized for the service unit billed.

20. **Amount** = the total dollar amount billed for the service in the SD entry.

21. **SD Status** = the status of the SD billing entry.

22. **Claim ICN** = the unique number assigned to the aggregated claim that the SD entry is included within. If the field is blank, that indicates the SD billing entry is not included in a claim. If there is a number listed, that indicates the SD entry has been aggregated into a claim for payment. The ICN number is a hyperlink that will take the user to that specific **View Claim** page in eXPRS.

23. **Begin Location** = the GPS geo-location, latitude/longitude coordinates for when the EVV service billed **Began** (the EVV SD Start Time).

24. **End Location** = the GPS geo-location, latitude/longitude coordinates for when the EVV service billed **Ended** (the EVV SD End Time).