

How to Submit Multiple Claims as a Batch

(updated 5/18/2022)

As a provider of services managed and paid via eXPRS, it is your responsibility to submit claims on a regular and timely basis in order for you to receive payment for the services you are authorized to provide for clients in your program. Fee-for-service (FFS) claims are the claims providers submit to be paid for services they have rendered.

All FFS claims are processed when submitted, and approved claims are sent to Dept. of Administrative Services for payment around 5:30 p.m. each business day. Any claims that suspend will be reprocessed every night automatically, until the reason for suspending the claim has been resolved.

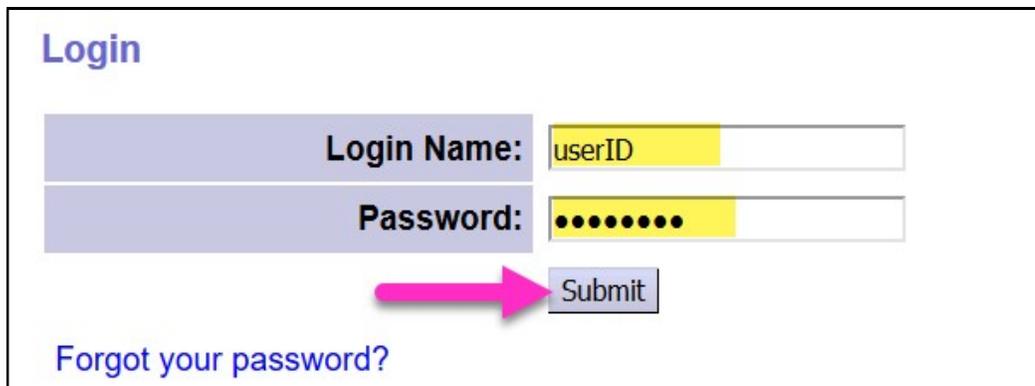
*****IMPORTANT: There are Medicaid timeline restrictions for submitting claims. Providers have 12 months (365 days) from the date of service to submit an initial claim for payment of services provided.***

eXPRS allows a user with the Claims Manager role to submit a group of **draft** or **suspended** claims as a batch, instead of individually (one-by-one). To use this function, the claims must already be created and saved as a **draft**, or previously submitted but have **suspended** for some reason.

You must have the provider role of **Claims Manager** to do this work.

To submit a group of **draft** or **suspended** claims:

1. Log in to eXPRS.



The screenshot shows a login form titled "Login". It contains two input fields: "Login Name:" with the text "userID" and "Password:" with masked characters. A pink arrow points to a "Submit" button. Below the form is a link that says "Forgot your password?".

- From the left-hand navigation menu, click on **CLAIMS** → **SUBMIT CLAIMS**. This will take you to the **Submit Claims** page.



- On the **Claims Search** page, enter the search criteria windows to bring back a list of **draft** and/or **suspended** claims.
 - In the example below, only a **Status** has been selected. In order for a user to submit multiple claims, a **Status** must be selected.

A screenshot of the 'Claims Search' page in the Oregon Department of Human Services Express Payment & Reporting System (eXPRS). The page has a left-hand navigation menu with 'Claims Search' selected. The main content area contains search criteria fields. The 'Status' dropdown is set to 'Suspended' and is circled with a pink box and a '1'. At the bottom, there are 'Find' and 'Reset' buttons, with the 'Find' button circled with a pink box and a '2'.

Search Criteria:

- Claim ICN: []
- Service Element: []
- Procedure Code: []
- Svc Modifier Cd: []
- Check Number: []
- Run ID: []
- DHS Contract Num: []
- Provider ID: []
- Service Location: []
- Effective Date: []
- Exact: Yes No
- Created From: []
- Submitted From: []
- Claim Type: []
- Exception Code: []
- Exclude Exception Code:
- PA Adj #: []
- Show Notes?: Yes No
- Status: (1)
- Payment Status: []
- Claim Modifier Reason: []
- Client Prime: []
- Pay To Provider ID: []
- End Date: []
- Exact: Yes No
- Created To: []
- Submitted To: []
- Exclude SPA Absence Claim Type: Yes No
- Suspense Location: []
- Created By: []
- Show Exception Code Desc?: Yes No
- Max Displayed: [25]
- Show Run ID/Date?: Yes No

Buttons: Find (2), Reset

- Review the results list. Select the checkbox(es) for the claim(s) you wish to submit. You can select more than one box, or the “**All**” box at the top of the column.

Exception Code: Suspension Location:

Exclude Exception Code: Created By:

PA Adj #: Show Exception Code Desc?: Yes No

Show Notes?: Yes No Max Displayed: 25

Show Run ID/Date?: Yes No

<input type="checkbox"/> All	Client ICN	Client Prime	Client Name	Service Element	Procedure Code	Svc Modifier Cd	Claim Modifier Reason	Type	Provider	Service Location	Effective Date	End Date	Service Group	Billed Amount	Client Liability	Paid Amount	Prov Liab Deduct	Net Payment	Status	Run ID	Paid Date	Exception Code
<input type="checkbox"/>	202			50	ORAGH	All	FAM	FFS			2/21/2020	2/22/2020	2	\$391.22		\$0.00	\$0.00	Suspended			10.11.35	
<input type="checkbox"/>	202			50	ORAGH	All	FAM	FFS			2/21/2020	2/22/2020	2	\$391.22		\$0.00	\$0.00	Suspended			10.11.35	
<input type="checkbox"/>	202			50	ORAGH	All	AWL	FFS			2/21/2020	2/22/2020	2	\$391.22		\$0.00	\$0.00	Suspended			11.35	
<input type="checkbox"/>	202			50	ORAGH	All	FAM	FFS			6/8/2020	6/8/2020	1	\$208.00		\$0.00	\$0.00	Suspended			10.35	

- With the boxes checked for the claims you wish to submit, scroll down to the bottom of the page and click **SUBMIT**.

<input checked="" type="checkbox"/>	2020			51	ORSLV	All	FAM	FFS			1/1/2020	1/5/2020	1	\$284.61		\$0.00	\$0.00	Suspended			34	
<input checked="" type="checkbox"/>	2020			51	ORSLV	All	FAM	FFS			1/1/2020	1/1/2020	1	\$56.92		\$0.00	\$0.00	Suspended			34	

Total Approved: \$0.00 \$0.00 Approved
 Total Denied: \$0.00 \$0.00 Denied
 Total Draft: \$0.00 \$0.00 Draft
 Total Submitted: \$0.00 \$0.00 Submitted
 Total Suspended: \$2,971.19 \$0.00 Suspended
 Total Void: \$0.00 \$0.00 Void

Claims found: 10 (displaying all rows)

- If you wait, when the submit process is complete you will be taken to the **Claim Processing Results** page with the list of claims you just submitted and their new status.

BUT ... you do not have to wait. You have several options. You can log out and check on your encounters submitted at a later time, you can click **Previous** to change the criteria entered to submit additional claims, or click **Close** to perform other work in eXPRS.

Claim Submit Results

Your request completed successfully. The series of claims were submitted successfully

ICN	Client Name	Service Element	Provider	Effective Date	End Date	Amount	Status
20	001	54		3/12/2013	3/12/2013	\$86.99	Denied
20	11	54		3/13/2013	3/13/2013	\$86.99	Denied
20	001	54		3/14/2013	3/14/2013	\$86.99	Denied

Click the blue ICN number to open the claim and view the claim details.

7. Click on the [blue hyperlink](#) ICN number of a claim, if you wish to view the details of that claim.