

How to Find/View POC Claims & Payment Status for PSW Provider Claims

(Updated 7/26/16)

For services authorized and paid via eXPRS/Plan of Care, users can view the claims processed for payments to PSW providers. The POC claims will be processed for a specific service delivered by a PSW provider to an I/DD client, and will be for a date range that corresponds to the PSW designated pay periods. Data for **approved** POC claims are then transmitted to the DHS/ODDS contracted payroll vendor who will process payroll payments to providers.

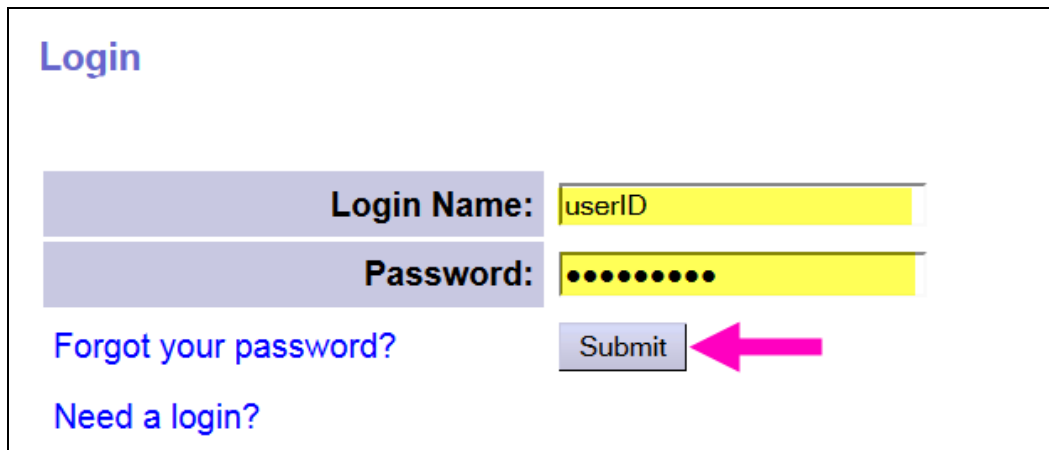
**** NOTE:** The term for a payroll vendor used to be called a “**Fiscal Intermediary**” or “**FI**”. It is now called a “**Financial Management Administration Servicer**” or “**FMAS**” vendor.

Users will need one the below roles/permissions to view claims as a PSW:

- **Provider PSW Claims Manager**

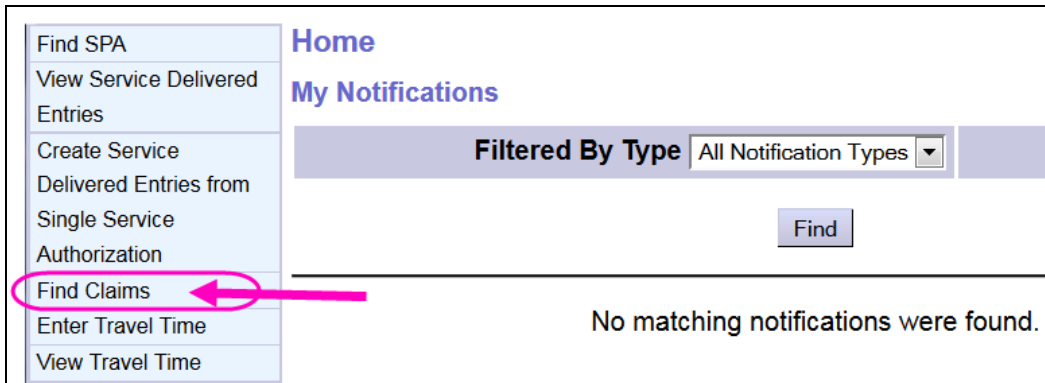
To Find/View POC service claims as a PSW provider:

1. Login in to eXPRS.

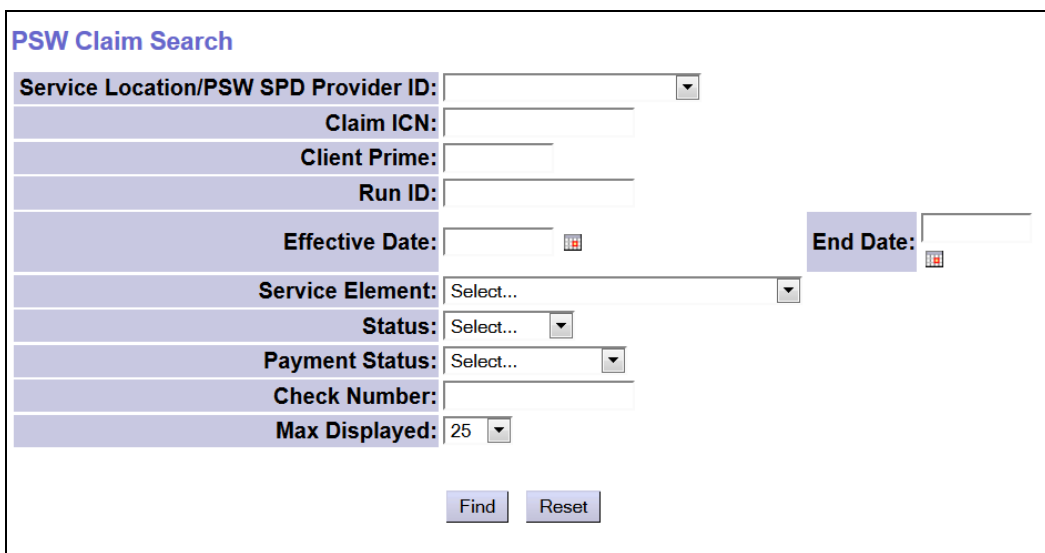


The screenshot shows the eXPRS login interface. At the top left, the word "Login" is displayed in blue. Below it, there are two input fields: "Login Name:" with the text "userID" and "Password:" with a series of dots. To the left of the password field are two links: "Forgot your password?" and "Need a login?". To the right of the password field is a "Submit" button, which is highlighted with a pink arrow pointing to it from the right.

2. From the left-hand navigational menu, click on **Find Claims**. This will take you to the **PSW Claim Search** page.



3. In the **PSW Claim Search** page users can search for PSW claims. There are many search criteria options available (defined below) or the user can simply click **Find** to return a list of ALL claims available for that PSW.



The search criteria field options on this page are defined below:

- **Service Location/PSW SPD Provider ID** = the assigned provide ID Number for the PSW.
- **Claim ICN** = the specific system number assigned to the claim
- **Client Prime** = the prime number for the client to whom services were provided
- **Run ID** = the DHS payment run ID number the claim(s) were processed within and sent to the payroll vendor for payment.
- **Effective Date** = first date in the claim date range that covers the service date(s) (dates worked) paid in the claim
- **End Date** = the last date in the claim date range that covers the service date(s) (dates worked) paid in the claim

- **Service Element** = the service element the services paid in the claim
 - **Status** = the status of the whole claim (not the status of the SD billing entries within the claim)
 - **Approved** = the claim has passed all edits and was approved for payment to the provider and sent to the payroll vendor for payment processing.
 - **Denied** = the claim was denied; it will not be paid.
 - **Draft** = the claim was created, but has not been submitted for processing
 - **Submitted** = the claim was submitted, but did not complete the approval process
 - **Suspended** = the claim was submitted, but encountered a validation edit error; it cannot be approved until the validation edit issue is resolved.
 - **Void** = the claim had been approved, but was later voided, possibly to make a correction to the claim; if the claim had been paid prior to being voided, a provider liability will be created in the amount paid.
 - **Payment Status** = the payment status of the claim.
 - **Paid** = claim was approved/sent to the payroll vendor and payment for claim has been processed/sent to the PSW.
 - **Not Paid** = claim was approved/sent to the payroll vendor, however payment has not been processed nor sent to the PSW; there was a payroll issue.
 - **Pending Payment** = claim was approved/sent to the payroll vendor, but eXPRS has not received confirmation that payment to the PSW has been made.
 - **Unavailable** = payment information for that claim from the payroll vendor is not available in eXPRS.
 - **Check Number** = the check number or direct deposit number for the claim's payment to the PSW.
 - **Max Displayed** = select from the dropdown for the results list
4. With the search criteria desired entered in the corresponding fields, click **Find** to get a list of claims.
- In the below example, we have searched for **PAID** claims for the month of **March 2016**.

PSW Claim Search

Service Location/PSW SPD Provider ID:

Claim ICN:

Client Prime:

Run ID:

Effective Date: 3/1/2016 End Date: 3/31/2016

Service Element: Select...

Status: Select...

Payment Status: Paid

Check Number:

Max Displayed: 25

Export options:

ICN	Client Name	Service Begin	Service End	Billed Units	Billed Amount	Submitted	Run ID	Claim Status	Payment Status	Check/Deposit Number
2016 ***** 001	<Last, First>	3/1/2016	3/15/2016	8.00	\$112.00	3/23/2016	160089743	Approved	Paid	002**** 8
2016 ***** 001	<Last, First>	3/16/2016	3/31/2016	4.50	\$63.00	4/8/2016	161571567	Approved	Paid	002**** 5

The results list columns are defined below:

- **ICN** = the system generated number assigned to the claim
- **Client Name** = the name of the client for whom services were paid in the claim
- **Service Begin** = the first date of the claim date range
- **Service End** = the last date of the claim date range
- **Billed Units** = the total number of service units paid in the claim
- **Billed Amount** = the total amount billed in the claim
- **Submitted** = a date/time stamp of the last action taken on the claim processed
- **Run ID** = the ID number for the SFMA run the claim was processed in to be sent to the payroll vendor for payment processing to the PSW
- **Claim Status** = the status of the claim
- **Payment Status** = indicates if the claim has been **Paid**, **Not Paid**, if the claim is **Pending Payment** to the PSW, or if payment information is **Unavailable** from the payroll vendor
- **Check/Deposit Number** = the check number or direct deposit number for the claim's payment to the PSW.

- From the list of claims, click on the **blue ICN number** to open a specific claim.
 - Users can export the list of claims using the export options to the upper right of the list, if they wish.

Click on the **blue ICN** to open the claim

Export options: CSV | **Excel** | PDF | RTF

ICN	Client Name	Service Begin	Service End	Billed Units	Billed Amount	Submitted	Run ID	Claim Status	Payment Status	Check/Deposit Number
2016 ***** 001	<Last, First>	3/1/2016	3/15/2016	8.00	\$112.00	3/23/2016	160089743	Approved	Paid	002****8
2016 ***** 001	<Last, First>	3/16/2016	3/31/2016	4.50	\$63.00	4/8/2016	161571567	Approved	Paid	002****5

- After clicking on the **blue ICN number** in the far left column to open the claim, users can view the claim details.

PSW Claim View

ICN: 2016*****001	Status: Approved	Type: Fee For Service
Service Element: 49	Proc Code: OR526	Svc Modifier Cd: NA
Client Prime: <prime #>	Client Name: <Last, First>	
Provider ID: <PSW #>	Provider: <PSW Last, First>	
Effective Date: 3/1/2016	End Date: 3/15/2016	Gross Amount: \$112.00
Submitted: 3/23/2016 8:04:21 PM	Processed: 3/23/2016 8:04:22 PM	Reversed:

Claim Payment Information

Claim Paid: Paid	Payment Date: 3/30/2016	Payment Type: Check	Check/Deposit Number: 002****38
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Notes:

Created By: System Maintenance	Created Date: 3/23/2016 8:04:21 PM
Updated By: System Maintenance	Updated Date: 3/23/2016 8:04:22 PM PDT

Close Previous

Services Delivered

Service Date	Begin Time	End Time	Service Units	Billed Units	Group Setting	Created Date	Review Date	Status
3/10/2016	01:00 PM	04:30 PM	3:30	3:30	No	3/18/2016 4:43:48 PM		Approved
3/13/2016	01:00 PM	05:30 PM	4:30	4:30	No	3/18/2016 4:43:57 PM		Approved

- The **Claim Payment Information** (if any is available) will be shown in that section.
- To view the associated SD billing entries included in the claim, expand the section labeled **Services Delivered**.