How to Find/View Plan of Care Service Claims
AGENCY Providers

For services authorized and paid via eXPRS/Plan of Care, Provider Agencies can view the claims processed for payments. The POC claims will be paid to the parent provider of the Agency's service location authorized to deliver a specific service an individual with I/DD. The POC claim may be for a single date or a date range, depending on the dates of the **SERVICE DELIVERED** (SD) entries that are contained within that claim.

Users will need one of the below roles/permissions to view claims:
- **Provider Agency Claims Manager** (for agency providers)
- **Provider Agency Claims Coordinator** (for agency providers)
- **Local Auth Claims Coordinator** (for CDDP staff)
- **Brokerage Claims Coordinator** (for Brokerage staff)

To Find/View POC service claims:

1. Login in to eXPRS.

2. From the left-hand, yellow navigational menu, click on *Claims* → *View Claims*. This will take you to the **Claims Search** page.

3. Once in the **Claims Search** page, you can enter the search criteria needed in the corresponding field to return a list of claims.

While there are many different fields on this page, there are some key fields users may wish to use to assist in finding the claims they want.

- **Status** = the status of the whole claim (not the service delivered entries)
    - Select (means blank; all statuses returned)
    - Approved
    - Denied
    - Draft
    - Submitted
    - Suspended
    - Void

- **Service Element** = the service element the services and claim is processed under

- **DHS Contract Num** = the contract number for the CDDP or Brokerage who authorized the client service for the claim.

- **Pay To Provider ID** = the eXPRS ID for the main Provider Agency who delivered the service

- **Effective Date** = first date in the claim date range that covers the service date(s) paid in the claim

- **End Date** = the last date in the claim date range that covers the service date(s) paid in the claim

4. With the criteria entered in the corresponding fields you wish to search by, click **Find** to get a list of claims.   In the example below, we used criteria:
   - **Status** = Approved
   - **Effective Date** = 9/1/2014
   - **End Date** = 9/30/2014

5. Any claims in the system that fall within the search criteria entered will be returned in a list below the search criteria fields. The results lists columns and data are defined as:

Claim ICN		Client Prime	Client Name	Service Element	Procedure Code	Svc Modifier Cd	Claim Modifier Cd	Type	Pro
2014	001	xyz9999a	Last, First	54	OR543	W2	REG	FFS	Abil
2014	001	xyz9999a	Last, First	54	OR542	WF	REG	FFS	Abilit

- **Claim ICN** = the system generated number assigned to that claim. It is a hyperlink that will take the user to View Claim page to view the details of that specific claim.

- **Client Prime** = the prime number for the client for whom services are being paid.

- **Client Name** = the name of the client for whom services are being paid.

- **Service Element** = the service category for the services authorized and for which the claim is paid.

- **Procedure Code** = the service procedure code for the service authorized and for which the claim is paid.

- **Svc Modifier Cd** = the service modifier code for the service authorized and for which the claim is paid.

- **Claim Modifier Cd** = the claim modifier code for the service authorized and for which the claim is paid; may be used to identify the claim paid for a specific reason, such as an absence/bed hold reason.

- **Type** = the type of claim being paid; FFS means "fee for services".

	Provider	Service Location	Effective Date	End Date	Billed Amount	Paid Amount	Status	Run ID	Pymt Date
	Abilitree	Abilitree SE54 Deschutes	9/1/2014	9/17/2014	$153.94	$153.94	Approved	123691661	10/21/2014
	Abilitree	Abilitree SE54 Deschutes	9/1/2014	9/10/2014	$63.21	$63.16	Approved	123691661	10/21/2014

Export options: CSV | Excel | PDF | RTF

- **Provider** = the parent agency provider being paid for the services.

- **Service Location** = the specific service location of the provider agency for which the service is authorized.

- **Effective Date** = the first date in the date range of the services paid in the claim.

- **End Date** = the last date in the date range of the services paid in the claim.

- **Billed Amount** = the amount the claim was billed.

- **Paid Amount** = the amount actually paid in the claim; this can be the same or lesser then the billed amount.

- **Status** = the status of the claim.

- **Run ID** = the SFMA run ID that the claim was included in for funds disbursement from DAS to the provider.

- **Payment Date** = the date the SMFA process was run and funds dispersed from DAS.

6. Users can export the list of claims using the export options to the upper right of the list, if they wish.

7. By clicking on the blue ICN number in the far left column, you can open a specific claim to view the claim details.

8. To view the associated **SERVICE DELIVERED** entries that are included in that claim, scroll to the bottom of the claim, and expand the section labeled **Service Delivered**.

Claim View

ICN:	2014 01	**Status:**	Approved	**Type:**	Fee For Service
Service Element:	54	**Proc Code:**	OR541	**Svc Modifier Cd:**	W1
Client Prime:	xyz5555b	**Client Name:**	Duck, Donald		
Provider ID:	19228	**Provider:**	INC SE54		
Service Location:				**Claim Modifier Cd:**	REG
DHS Contract Num:	142xxx	**Contractor Name:**	County		
PA Adj #:	985875	**Effective Date:**	9/1/2014	**End Date:**	9/15/2014
Run ID:		**Billed Units:**	13.250	**Billed Amount:**	$265.00
Priced Amount:	$265.00	**Client Liab Deduct:**	$0.00	**Paid Amount:**	$265.00
Submitted:	10/3/2014 2:53:02 PM PDT	**Processed:**	10/3/2014 2:53:23 PM PDT	**Reversed:**	
Notes:					
Replaced Claim:					
Created By:		**Created Date:**	10/3/2014 2:37:39 PM PDT		
Updated By:		**Updated Date:**	10/3/2014 2:53:23 PM PDT		

Update

Exceptions:

There are no current exceptions for this claim

Exception history:

There are no historical exceptions for this claim

> Click here to expand this section to view the specific SERVICE DELIVERED entries that are part of this claim.

▸ **Segments**

▾ **Services Delivered**

Service Date	Begin Time	End Time	Units	Created Date	Review Date	Status
9/1/2014	08:00 AM	12:30 PM	4.50	10/1/2014 1:13:49 PM PDT		Approved
9/5/2014	08:00 AM	12:15 PM	4.25	10/1/2014 1:25:24 PM PDT		Approved
9/15/2014	08:00 AM	12:30 PM	4.50	10/1/2014 3:20:31 PM PDT		Approved

▸ **Action Log Entries**