

How to Find & Void Foster Care Service Claims Foster Care (FC) Providers

(updated 9/24/2018)

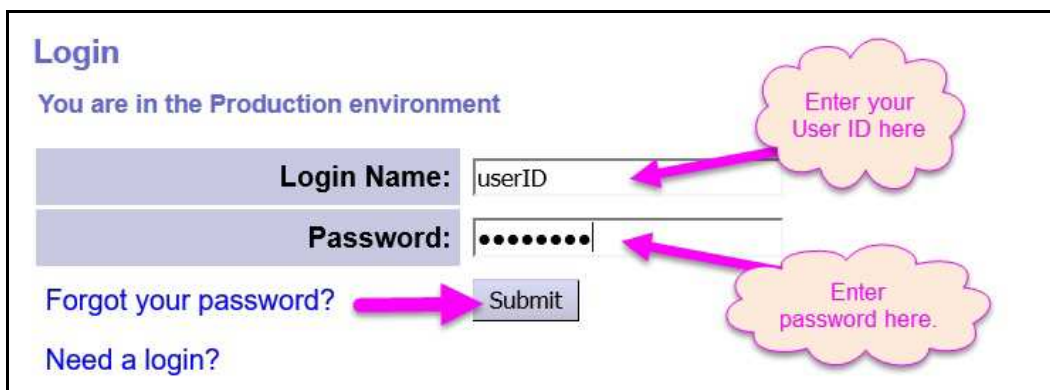
As a DD Foster Care provider of services managed and paid via eXPRS, it is your responsibility to review your claims for payment on a regular basis to determine if there are claims that require your attention as a provider to resolve.

There may be reasons that claims submitted do not complete the claims validation process and do not moved to **approved** status. When that validation process fails to complete successfully, claims will often move to as status of **suspended**. Depending on the reason for the suspension, FC providers may need to void the suspended claim, so they can create a new/corrected claim. This guide will assist FC providers in voiding those suspended claims.

DD Foster Care users must have the **DD FC Claims Manager** role to do this claim voiding work.

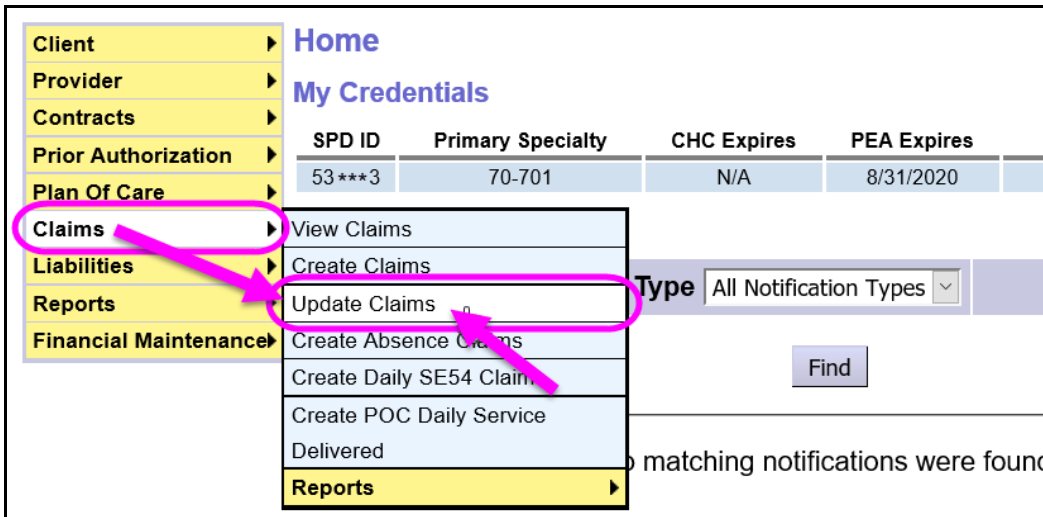
Follow the below steps to void a Foster Care service claim:

1. Login to eXPRS. If you have more than one record associated to your eXPRS user account, select your Foster Care services record as the **Organization/Program Area**. Then click **SUBMIT** to login.



The screenshot shows the eXPRS login interface. At the top left, it says "Login" and "You are in the Production environment". Below this are two input fields: "Login Name:" with the text "userID" and "Password:" with a masked password of ".....". To the right of the "Login Name" field is a pink cloud-shaped callout that says "Enter your User ID here" with a pink arrow pointing to the field. To the right of the "Password" field is another pink cloud-shaped callout that says "Enter password here." with a pink arrow pointing to the field. Below the input fields is a "Forgot your password?" link with a pink arrow pointing to a "Submit" button. At the bottom left, there is a "Need a login?" link.

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



3. In the **Claims Search** page, enter the search criteria needed to find the claims needing action.

➔ **KEY STEP:** To enable the check boxes & action buttons to take action on multiple claims at once (such as VOID), **you must select a status** from the **Status** dropdown menu.

For example: if you need to void a **suspended** claim, select & search using **Suspended** in the **Status** field.

The actions available to be taken on a list of claims from the search results depend on the option selected in the **Status** dropdown menu when searching for claims.

Status of Claim	Action Available
Approved	Void
Denied	No action available (no buttons will show)
Draft	Submit, Delete
Submitted	Submit, Void
Suspended	Submit, Void
Void	No action available (no buttons will show)

For **suspended** claims, the search might look something like the screenshot on the next page.

Click **FIND** to get a list of claims.

Claims Search

Enter one or more search criteria. Partial matches are supported for Claim ICN only. Search is not case sensitive. Criteria are cumulative. Results returned are limited to 20,000 rows.

Note: If criteria entered results in more than 20,000 rows, results will be truncated. You may need to narrow your search criteria to return a smaller dataset.

The **STATUS** of the claims to be corrected.

The **SERVICE DATE RANGE** for the claims to be corrected.

Effective Date: 12/1/2017 End Date: 12/31/2017

Status: Suspended

Find Reset

- When the list of claims returns, check the box next to the claim(s) that need action & then click the appropriate action button at the bottom of the page.
 - If you want to **void** the checked claim(s), click the **VOID** button.
 - If you want to **submit** the checked claim(s), click the **SUBMIT** button.

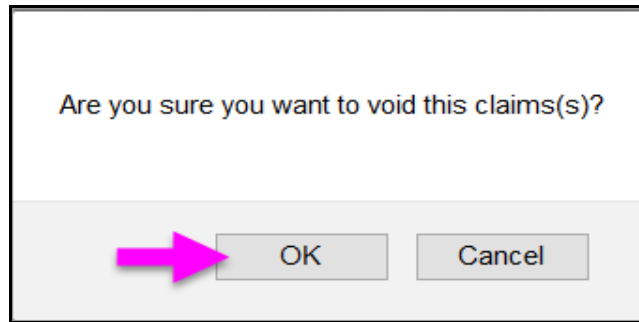
Claims Search

Status: Suspended

	Claim ICN	Client Prime	Client Name	Service Element	Procedure Code	Svc Modifier Cd	Claim Modifier Cd	Type	Provider	Service Location	Effective Date	End Date	Billed Amount	Prov Liab Deduct	Paid Amount	Status	Run ID
<input checked="" type="checkbox"/>	2018*****01	xyz0000a	Last, First 1	158	ORAFIC	NA	REG	FFS	FC Provider	FC Provider	6/1/2018	6/15/2018	\$1,702.54		\$0.00	Suspended	
<input type="checkbox"/>	2018*****01	xyz0000y	Last, First 2	158	ORAFIC	NA	REG	FFS	FC Provider	FC Provider	6/15/2018	6/30/2018	\$2,458.03		\$0.00	Suspended	
<input type="checkbox"/>	2018*****01	xyz0000a	Last, First 1	158	ORAFIC	NA	REG	FFS	FC Provider	FC Provider	7/15/2018	7/27/2018	\$1,971.38		\$0.00	Suspended	

Submit Void

- If you click on **VOID**, you will get a confirmation pop-up message asking if you really wish to void the claim(s).
 - Click **YES** to continue with the action.
 - Click **CANCEL** to return to the previous page.



- When the action is completed, you will be taken to the **Claim Processing Results** page showing the results of the action taken.

Claim Processing Results

Process completed. Please review information below for claim results.

ICN	Client Name	Service Element	Provider	Effective Date	End Date	Amount	Status	Processing Result
2018*****01	Last, First 1	158	FC Provider	6/1/2018	6/15/2018	\$1,702.54	Void	

Previous Close

- FC providers can also open the claim to view its details. Simply click on the **blue number** in the **Claim ICN** column. This will open the claim.

Find Reset

Export options: CSV

<input type="checkbox"/>	Claim ICN	Client Prime	Client Name	Service Element	Procedure Code	Svc Modifier Cd	Claim Modifier Cd	Type	Provider	Service Location	Effective Date	End Date	Billed Amount	Prov Liab Deduct	Paid Amount	Status
<input type="checkbox"/>	2018*****01	abc000y	Last, First 2	158	ORAF	NA	REG	FFS	FC Provider	FC Provider	6/15/2018	6/30/2018	\$2,458.03		\$0.00	Suspended
<input type="checkbox"/>	2018*****31	xyz000a	Last, First 1	158	ORAF	NA	REG	FFS	FC Provider	FC Provider	7/15/2018	7/27/2018	\$1,971.38		\$0.00	Suspended

- With the claim open in the **Claim Edit** page, you can view the details of the claim. You can also take an action on the claim by using one of the action buttons in the middle of the claim.

Claim Edit

ICN:	2018*****1001	Status:	Suspended	Type:	Fee For Service
Service Element:	158	Proc Code:	ORAFc	Svc Modifier Cd:	NA
Client Prime:	aaa0000a	Client Name:	Aaaa AAAAAAA		
Provider ID:	2*****0	Provider:	FC Provider		
Service Location:		Claim Modifier Cd:	REG		
Contract		Contract			
Created		Updated Date:	2/1/2018		
Updated By:		Updated Date:	2/1/2018 10:27:51 AM PST		

Deny Void Submit Save Close

Exceptions

Overridable	Rule Description	Exception Text	Overridden	Exception Code	Suspense Location
	Suspected duplicate. Date range or a portion of the date range overlaps an approved claim	[2018030087320001]	false	5	Duplicates

9. For claims that are *suspended* or *denied*, the reason will be shown in the **Exceptions** section below the action buttons.

The Exception reasons, Rule Descriptions, explanations & tips to resolve the issue can be found on the [Claims Problem Solving Matrix](#) assistance guide available on the [eXPRS Help Menu](#).

10. If an action is taken on the claim (such as void), the claim status will change based on the successful outcome of that action.

Claim Edit

Your request completed successfully.

ICN:	2018*****1001	Status:	Void	Type:	Fee For Service
Service Element:	158	Proc Code:	ORAFc	Svc Modifier Cd:	NA
Client Prime:	aaa0000a	Client Name:	Aaaa, AAAAAAA		
Provider ID:	2*****0	Provider:	FC Provider		
Service Location:	test	Claim Modifier Cd:	REG		
DHS Contract Num:		Contractor Name:	County		
PA Adj #:	19*****18	Effective Date:	1/15/2018	End Date:	1/31/2018
Run ID:		Billed	1,000	Billed Amount:	\$4,506.51

11. The provider can now create a replacement claim, as needed, by using the instructions in the [How to Enter Claims for Foster Care Services](#) assistance guide.
12. Repeat steps above for any additional claims that need action taken.