

Did you know?



eXPRS Pro Tip for DD Personal Support Workers (PSWs) How to get your SD Billing Entries Approved

Did you know ...

... that it's the CDDP, Brokerage or CIIS program that who approves your 'pending' SD billing entries? The eXPRS Technical Triage team cannot approve them for you.

Once a PSW has entered & submitted their SD billing entries for time worked & those billings move to '**pending**' status, the CDDP, Brokerage or CIIS program that authorized that service must review your timesheets & then move those SD billing entries to '**approved**' status before they can be processed for payment.

This approval process is initiated when the PSW submits their signed timesheet(s) to the authorizing CDDP, Brokerage or CIIS program, so that agency can complete their review.

If a PSW sees they have SD billing entries that are stuck in '**pending**' status, the PSW should contact the authorizing CDDP, Brokerage or CIIS Program to determine what may be needed for that agency to complete the review process & move the billings to '**approved**' status.

While the eXPRS Technical Triage team can assistance PSWs on many things, they do not have the authority or system permissions to move '**pending**' SD billing entries to 'approved'; **that SD billing approval work must be done by the CDDP, Brokerage or CIIS Program.**

Remember ...

- If you have SD billings stuck in '**pending**' status, contact the authorizing CDDP, Brokerage or CIIS program to get them moved to '**approved**' so they can be paid.