

Did you know?



eXPRS Pro Tip for DD Personal Support Workers (PSWs) Service Delivered (SD) Billings vs Claims

Did you know ...

*... that **SD BILLING** entries in **'approved'** status don't automatically mean they will be paid? Those SD billings must also be in a **CLAIM** that is **'approved'** before it can be paid.*

Service Delivered (**SD**) billing entries and **CLAIMS** are separate things & are processed/validated individually. **SDs** are the billing data created by EVV or manually entered to document when you have worked as a PSW. When submitted, your SD billings process through a series of validations to move to the next step. SDs that are moved to **'pending'** mean they are ready for the CDDP or Brokerage to review against your signed timesheets.

SD billing entries that are reviewed & **'approved'** by the CDDP or Brokerage, are collected into **CLAIMS** by eXPRS during the PSW payment process cycle. Those **CLAIMS** are processed through their own validations as a part of that cycle. **Only CLAIMS that are successfully validated & moved to **'approved'** status will be sent to PPL so they can pay you.**

There are a variety of reasons why **'approved'** SDs will be in **CLAIMS** that do not pass validations. In those cases, the **CLAIM** will **'suspend'**. If **'approved'** SDs are contained within a **'suspended'** **CLAIM**, those SDs will not be processed further for payment until the **CLAIM** is in **'approved'** status.

The **"how to..."** guide for PSWs to find & view your **POC CLAIMS** is available here: <https://apps.dhs.state.or.us/exprsDocs/HowToViewPOCClaims.pdf>

Remember ... Just because an SD billing entry is **'approved'** that does not guarantee it will be paid. It **must also be** in a **CLAIM** that is **'approved'**. If you have questions, check the status of the **CLAIM** that holds the SD(s) to be sure the **CLAIM** is also **'approved'**.