

Troubleshooting Adding a Provider in eXPRS/Plan of Care

(updated 1/6/2020)

When a Case Management Entity (CME), such as a CDDP, Brokerage or CIIS, create a Plan of Care in eXPRS, they must also authorize a specific provider(s) to deliver the service identified. There are a variety of prerequisite things that must first be in place for a provider to appear in the provider dropdown in POC to be selected and authorized.

- The provider must have a DHS provider record with a status of either **“approved to work”** or **“active prior to conversion”** and a date range that covers the dates the service is authorized.
- The provider’s record(s) must be added to the CME’s POC provider panel in eXPRS **AND** the panel listing date range must cover the service dates the provider is to be authorized.
- The provider’s record must be of a type allowed for the service being authorized. Many providers may have multiple records (*example: agency providers have an overall agency “parent” record & additional service specific “child” record(s) that live under the parent*). Be sure you are added the provider’s correct record to your POC panel that is allowed for the service authorized.

If CME staff are having difficulty finding a desired provider in their POC dropdown to authorize for a service for an individual with I/DD, they can work through the below questions to assist in resolving the issue.

IF a provider is not showing in the POC dropdown for the service you are trying to authorize for them, check to see if:

1. Is the needed provider’s record on your POC panel?

For Agency providers, in many situations POC uses the Agency provider’s “service location” (ie: “child”) provider record to authorize the service.

If it is an Agency you are looking for, be sure you have the correct “service location” provider record added and not the overall agency “parent” provider record.

For PSW providers, their record(s) are associated with their name, but they may have more than one record, if they are registered as more than one type of provider (*example: also a Behavior Consultant or PSW Job Coach*).

2. Is the provider’s record the correct “type” allowed to deliver the service you’re trying to authorize?

Each provider record has a “type” & “specialty” (numeric code) associated with it. Some services are only allowed to be provided by a specific type of provider. Refer to the latest POC procedure code matrix for the types of providers allowed for specific service/service code - Appendix A of this guide.

3. What are the start and end dates of panel relationship for the provider record (eg: the start and end dates you used when you added that provider record to your panel)?

If that panel start date is after the start date of the service, or the end date is before the start of the service, the provider won’t show up in the dropdown for that service authorization. Edit your POC Provider Panel to change the panel start and/or end dates for that provider record, if needed.

4. Is the provider record credential with an “approved to work” (or “active prior to conversion”) status date range(s) within the date range (all or part) of the service you are trying to authorize?

If it is not, then that provider is not available for that service for those service dates.

If after working through this list you continue to have difficulties, please use the [eXPRS Technical Assistance Request](#) webform to request assistance with the issue you’re having. Please include the plan ID for the POC and the provider name you are having trouble with, and a brief description of the problem.

APPENDIX A: DD Provider Types-Specialties for POC Services

Provider Type/Spec Number	Provider Record Type Name	Allowed for these POC Service Proc Codes as of 1/1/2020 <i>**some Service Element or Service Modifier restrictions may apply</i> <i>EVV denotes EVV qualifying service</i>	Billed as	Pmts processed thru
[none]	“generic” authorized provider	<ul style="list-style-type: none"> • OR003 Transp Commercial • OR004 Mileage • OR554 Transit Pass • Other expenditure/ purchases proc codes 	Service Delivered (SD)	eXPRS/DAS back to CDDP/Brok to pay vendor
70-701	Foster Care – Adult DD	<ul style="list-style-type: none"> • ORAFC Adult Foster Care • ORCFC Children’s Foster Care 	Claim	eXPRS/DAS
70-837	Adult FC Respite/Relief Care Svcs	<ul style="list-style-type: none"> • OR526 Attendant Care^{EVV} • OR507 Relief Care Daily^{EVV} 	Service Delivered (SD)	eXPRS/DAS
71-703	Foster Care – Child DCR <i>(DD Certified)</i>	<ul style="list-style-type: none"> • ORAFC Adult Foster Care • ORCFC Children’s Foster Care 	Claim	eXPRS/DAS
71-704	Foster Care – Child DCW <i>(CW Certified)</i>	<ul style="list-style-type: none"> • ORAFC Adult Foster Care • ORCFC Children’s Foster Care 	Claim	eXPRS/DAS
71-837	Child FC Respite/Relief Care Svcs	<ul style="list-style-type: none"> • OR526 Attendant Care^{EVV} • OR507 Relief Care Daily^{EVV} 	Service Delivered (SD)	eXPRS/DAS
72-717	DD Non-Medical Transportation Org <i>(service endorsement “child” provider record)</i>	<ul style="list-style-type: none"> • OR004 Mileage • OR553 Transp DD Prov Org 	Service Delivered (SD)	eXPRS/DAS
74-749	DD Employment/Discovery Specialist <i>(Individual Employment provider)</i>	<ul style="list-style-type: none"> • OR401/W3 & W9 Job Development • OR539 Discovery 	Service Delivered (SD)	eXPRS/DAS

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78-725	DD Svcs –Adult Day Services APD Provider	<ul style="list-style-type: none"> • OR004 Mileage • OR526 Attendant Care ^{EVV} • OR507 Relief Care Daily ^{EVV} • OR542/W2 DSA 	Service Delivered (SD)	eXPRS/DAS
78-930	DD Svcs –In-Home Care Agency APD Provider			
83-710	DD Behavior Consultant <i>(individual provider)</i>	<ul style="list-style-type: none"> • OR310 Beh Support Svcs (hourly) • OR570 Beh Consultation, Assmt & Training (event) 	Service Delivered (SD)	eXPRS/DAS
93-710	DD Service Agency Behavior Consultant <i>(DD agency provider)</i>			
84-800	In-Home Personal Care Attendant DD <ul style="list-style-type: none"> • Personal Care (SPPC) PSW 	<ul style="list-style-type: none"> • OR502 SPPC Services 	Service Delivered (SD)	FMAS/PPL
84-801	In-Home Personal Care Attendant CIIS <ul style="list-style-type: none"> • CIIS PSW 	<ul style="list-style-type: none"> • OR004 Mileage** • OR502 SPPC Services ^{EVV} • OR526 Attendant Care ^{EVV} • OR507 Relief Care Daily ^{EVV} • OR508 Relief Care Hourly • OR545 On the Job Atndt Care 	Service Delivered (SD)	FMAS/PPL
84-803	DD Personal Support Worker <ul style="list-style-type: none"> • DD PSW 	<ul style="list-style-type: none"> • OR004 Mileage** • OR502 SPPC Services ^{EVV} • OR526 Attendant Care ^{EVV} • OR507 Relief Care Daily ^{EVV} • OR508 Relief Care Hourly • OR545 On the Job Atndt Care 	Service Delivered (SD)	FMAS/PPL
84-809	DD PSW Employment Job Coach <ul style="list-style-type: none"> • Job Coach PSW 	<ul style="list-style-type: none"> • OR401/W4, W5 & W6 Job Coaching 	Service Delivered (SD)	FMAS/PPL

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84-806	DD PSW Enhanced skills	<ul style="list-style-type: none"> • OR004 Mileage** • OR502 SPPC Services ^{EVV} • OR526 Attendant Care ^{EVV} • OR507 Relief Care Daily ^{EVV} • OR508 Relief Care Hourly 	Service Delivered (SD)	FMAS/PPL
84-807	DD PSW Exceptional skills			
84-818	DD PSW Differential			
87-732	DD Facility Based Employment <i>(Agency "child" service endorsed record)</i>	<ul style="list-style-type: none"> • OR004 Mileage** • OR545 On the Job Attnedt Care • OR401/W3 & W9 Job Development • OR401/W4, W5 & W6 Job Coaching • OR539 Discovery • OR541 Emplmt Path • OR541/WB & WC Benefits Counseling • OR542 DSA • OR543 Sm Grp Sup Emplmt 	Service Delivered (SD)	eXPRS/DAS
87-733	DD Non-Facility Employment Crew/Enclave <i>(Agency "child" service endorsed record)</i>			
87-735	DD Supported Employment <i>(Agency "child" service endorsed record)</i>			
87-738	DD Community Inclusion Services <i>(Agency "child" service endorsed record)</i>			
89-707	Host Homes <i>(Agency "child" service endorsed record)</i>	<ul style="list-style-type: none"> • ORCHH Children's Host Homes 	Claim	eXPRS/DAS
89-835	Supported Living DD <i>(Agency "child" service endorsed record)</i>	<ul style="list-style-type: none"> • OR004 Mileage** • OR502 SPPC Services ^{EVV} • OR526 Attendant Care ^{EVV} • OR507 Relief Care Daily ^{EVV} • OR542-DSA 	Service Delivered (SD)	eXPRS/DAS

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89-819	DD Community Living Supports (CLS) <i>(Agency "child" service endorsed record)</i>	<ul style="list-style-type: none"> • OR004 Mileage** • OR502 SPPC Services ^{EVV} • OR526 Attendant Care ^{EVV} • OR526/ZE Attendant Care 2:1 ^{EVV} • OR507 Relief Care Daily ^{EVV} • OR542 DSA • OR545 On the Job Atndt Care 	Service Delivered (SD)	eXPRS/DAS
93-942	DD Brokerage Certified Service Agency (DPO) <i>(OLRO approved through OAR 411-340)</i>	<ul style="list-style-type: none"> • OR004 Mileage** • OR502 SPPC Services ^{EVV} • OR526 Attendant Care ^{EVV} • OR526/ZE Attendant Care 2:1 ^{EVV} • OR507 Relief Care Daily ^{EVV} • OR401/W3 & W9 Job Development • OR401/W4, W5 & W6 Job Coaching • OR539 Discovery • OR501 Chore Svcs • OR541 Emplmt Path • OR541/WB & WC Benefits Counseling • OR542 DSA • OR543 Sm Grp Sup Emplmt • OR545 On the Job Atndt Care 	Service Delivered (SD)	eXPRS/DAS
93-943	DD Certified Medicaid Agency Provider (CMA) <i>(OLRO certified through OAR 411-323) Main DD Agency "parent" provider record</i>	<ul style="list-style-type: none"> • OR502 SPPC Services ^{EVV} • OR526 Attendant Care ^{EVV} • OR507 Relief Care Daily ^{EVV} 	Service Delivered (SD)	eXPRS/DAS