eXPRS General System Overview – High Level

eXPRS is an electronic, web based system built to manage service enrollment, reporting, billing and payments for the majority of DD services. Since its implementation in 2005, eXPRS has been expanded to also facilitate additional payment types other than traditional fee-for-service payments. Development for expansion of the system continues to include future functionality for a holistic Plan of Care, and other features.

Fee-for-Service (FFS) Type services in eXPRS.

- eXPRS was originally designed to manage traditional Fee-for-Service type services. Below lists the current FFS DD services in eXPRS.
  - Specialized Services to DD client in Nursing Facility – DD45
  - DD Residential Group Homes for Adults – DD50
  - Supported Living for Adults – DD51
  - Non-Medical Transportation – DD53-TRFFS
  - Employment Services for Adults – DD54
  - State Operated Group Home Services for Adults – DD141
  - Residential Services for Children – DD142
  - Proctor Care for Children – DD143

- eXPRS uses a hierarchical structure to manage FFS service funding authorizations by individual contract (most frequently with a CDDP or County).

- There are 3 basic function user group roles in eXPRS.
  - The State – who establishes the funding limitations and “contracts” those limitations to the CDDPs, enabling them to authorize services.
  - The Local Authority (aka: CDDP) – authorizes services for individuals via the CPA, which identifies the provider, the dates of service, unit type and the rate.
  - The Provider – provides the services once authorized, and then submits claims (bills) to the system to receive payment.

- For each contract, the “contracted” funding limits for FFS service authorization operates in a tiered structure. A lower level of funding authorization is
restricted and reconciled to the higher level(s). The system will not allow the authorization of funding at a lower level that exceeds the total limit of the level above it.

- The funding limits “contracted” to the CDDP are, in a sense (and for lack of better terminology), “virtual” money. The CDDP doesn’t receive any FFS funds “contracted”. It’s really a funding limitation for the purposes of authorization of services.
  - Each contract has a **PAL – Program Area Limitation**: the grand total limit of funding that can be authorized for ALL services in that contract.
  - The PAL is broken down into **SEPAs – Service Element Prior Authorizations**: the total limit of funding that can be authorized for a specific service type. For example, the limit for funding for DD50 services that Marion Co can authorize would be the cumulative total for that service in all their DD50 SEPA(s).
  - From the SEPA, the State establishes a **PPA – Provider Prior Authorization** for each provider, with each contract for each specific service they provide for that contractor. The PPA serves 2 functions:
    - it establishes the CDDP-Provider link in the system so a CDDP can select a Provider to use to authorize services for a client; and
    - it can establish the total limit of funding that can be authorized for a specific provider for a specific service. *This provider-service specific funding limit/reconciliation level is a duplication of work/functionality, as the funding limits are also reconciled at the SEPA level. Therefore, fee-for-service PPAs are almost always “optional,” which turns the financial reconciliation function off.*
  - The final authorization level is the **CPA – Client Prior Authorization**: the individual service authorization for a client receiving services. It authorizes a specific service type, the provider, dates of service, unit type and rate. With the PPA as optional, the total of CPAs for a specific service is reconciled/restricted directly to the contracted SEPA(s).
  - Once services are authorized and delivered, Providers submit claims (aka: bills) in eXPRS to get paid.

>> See attachment #1 for visual diagram. <<<
• No actual money is released or paid by DHS until a provider successfully claims for services authorized.

• If there are corrections to claims that have been paid, a **Provider Liability Account (PLA)** is created to track the amount of funds that were overpaid due to a voided or corrected claim. Future payments to the provider are reduced by this liability amount(s) until the liability is $0 (they’ve paid back what was overpaid).

• In some cases, clients must also contribute towards the cost of their services, and pay the provider this amount in addition to their monthly Room and Board payment. This service contribution amount (also referred to as the client’s “offset”) is called the Client Liability and is calculated based upon the client’s unearned & earned income. eXPRS reads this client liability information and uses the amount calculated to adjust payments to providers. The provider payment is reduced by the CLA amount. Client liability and Room and Board payments are made directly by the client to the provider and not handled through eXPRS.

**Case Management Services in eXPRS**

• In July 2008, SPD added SE48 DD Targeted Case Management services to eXPRS. At that time, this service was not managed in the traditional Fee-for-service structure, but as an allotment payment, for which encounters were submitted against the allotment payment to report services delivered for the funding received.

• In July 2009, SPD added SE148 DD Personal Agent Targeted Case Management services to eXPRS, utilizing the allotment/encounter reporting structure.

• The allotment/encounter reporting structure for SE48 & SE148 uses the CPA structure to track enrollments for these 2 services; however the funding reconciliation/restriction of the CPA to the SEPA is disabled. This is because these services are not run as Fee-for-service. The CDDP or Brokerage received their allotment payment up front each month, and then instead of submitting a “claim” for payment, they report “encounters” telling SPD which clients they
have provided a qualifying service to each month to justify the funding they’ve received.

- It is important to note that even with the funding reconciliation/restriction disabled for these services, the service authorization hierarchy is still in effect. The system requires a DD48 service authorization CPA to be in accepted status (eg: active in the system) before any other services can be authorized.

- In Jan 2013, the allotment/encounter structure for Se48-TCM services was discontinued, and SE48-TCM was transitioned to a Rationed Fee-for-Service (RFFS) claim model. The RFFS claim structure is similar to the traditional FFS structure, in that payment for services is received upon successful submission of a claim, and not as an upfront allotment payment. The RFFS model differs from FFS in that the total contracted amount for the provider is “rationed” over time, setting the maximum payment cap for the service/provider per month.

- In July 2013, the allotment/encounter structure for SE148-PATCM will be discontinued as well, moving that service to the RFFS claim model structure.

- The service hierarchy structure remains, even within the RFFS claim type model structure.

>> See attachment #2 for visual diagram. <<<

**Monthly Allotment Services in eXPRS**

- In July 2009, SPD added several other DD services to eXPRS to be paid as allotment payments (not fee-for-service).

- Below are the current services that are paid as a monthly allotment payment via eXPRS:
  - DD Administration - DD02
  - Abuse Investigation Services – DD55
  - DD Rent Subsidy – DD56
  - DD Special Projects – DD57
  - DD Foster Care GF allotment payments – DD58
  - Brokerage Operations – DD146
• These allotment payment services do not require service enrollment, or the enrollments/client expenditures are currently managed in another system outside eXPRS (eg: CPMS). However, additional documentation, such as proof of service delivery or payment invoices may be required prior to release of payment to the provider or contractor.

Other Features in eXPRS
• eXPRS has been expanded over time to include additional features and information management to assist users and the State. These additional features include:
  o **DD Eligibility and Enrollment** – a process for automating the communication process for CDDPs to send to DHS information & documents on client eligibility, waiver information, and service enrollment information.
  o **SIS Assessments** – allows the client SIS assessment information to be uploaded, displayed for users, and used in the future for service authorization. Additional features include management of assessment data, for reporting and reassessments.
  o **Foster Care SNAP assessment** – (in development) a process to automate the FC SNAP assessment and calculation of the assessed FC service rate in eXPRS. This will replace the manual paper assessment process.
  o **Reports** – there are numerous reports available in eXPRS for users to access a variety of eXPRS data.

Other Information
• eXPRS communicates electronically with several other DHS mainframe systems to confirm/validate a client’s service, waiver and Medicaid eligibility status for each service authorization and payment to providers.
• Service authorizations and/or payments may be suspended if the required eligibility information is not found by eXPRS in the other systems when the service authorization and/or payment is processed.

• The DHS Provider Technical Assistance Unit (PTAU) works closely with CDDPs and Brokerages, as well as with the DHS APD Medicaid field offices, to problem solve issues that arise when service authorizations and/or provider payments are suspended.

• A provider must be enrolled in eXPRS, and must be validated for each service type, with each CDDP with whom they are contracted, as having a current certification or license before any services can be authorized for clients for them. The DD licensing unit manages this provider information, and communicates any provider record changes needed for the provider in eXPRS.
Direct Comprehensive Customer Services

- **PAL**
  - **SEPA (DD50)**
    - PPAs Optional
    - CPA
  - **SEPA (DD51)**
    - PPAs Optional
    - CPA
  - **SEPA (DD54)**
    - PPAs Optional
    - CPA