

Finding/Reading Provider Liability Accounts (PLA)

(updated 1/2/2026)

When a paid claim is reversed (meaning corrected or voided) as part of an automated process or manually by a specific user, a Provider Liability Account (PLA) for the total amount of that paid claim is created in eXPRS. That PLA amount is funds paid to the provider that are now owed back to the State because that original claim payment was reversed.

Instead of having the provider send the state those funds back, eXPRS will reduce future payments to the provider by amounts still owing in PLAs for that provider, until the balance of all PLAs is \$0.

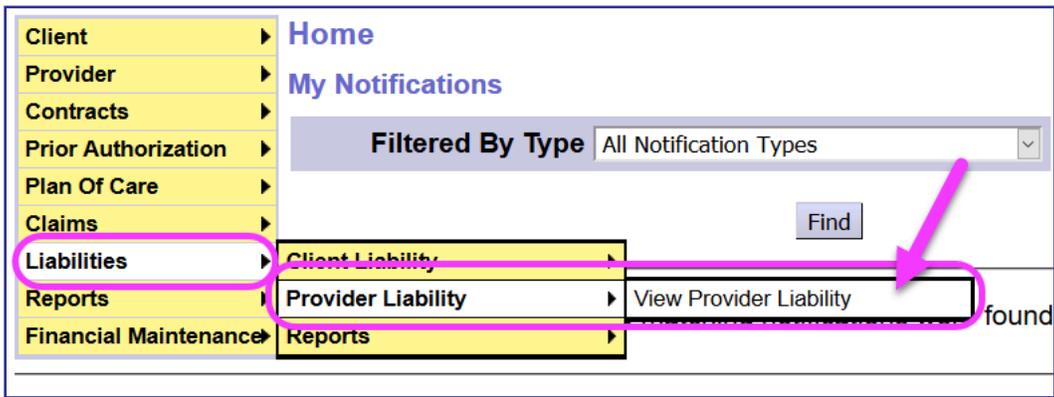
Depending on the type of provider, the amount of PLA recovered from future payments and which claims can be used to recover an owing PLA to the provider can vary.

- **Agency Providers, Individual vendor providers** (eg: Behavior Consultants), **CDDPs, Brokerages** will have any PLA owing recovered from any payment to that provider at 100% until \$0 PLA funds are remaining. Once all PLAs amounts owing are recovered, payment to the provider will resume.
- **PSW Providers** will have any PLA owing recovered from the payments to the PSW provider. Claims that are corrected and replacements reprocessed in the same payroll cycle will recover from future payments at 100%. Any remaining PLA balances owing, or PLAs created from claims that are simply voided without a correction being made in that same payroll cycle will recover from future payments at 5%.

Most eXPRS users can search for PLA information by using the Provider Liability pages in eXPRS. PSW Providers do not have access to view PLA information in eXPRS.

To search for a PLA in eXPRS:

1. Log in to eXPRS.
2. From the yellow, left-hand menu, click on **Liabilities → Provider Liability → View Provider Liability**.



3. In the **Provider Liability Search** page, enter the search criteria needed to find the PLA desired. At least one search criteria option is required for successful search.
 - In this example, we searched for PLAs that were created on or after **8/1/2021**.

The screenshot shows the 'Provider Liability Search' form. The 'Effective Begin' field is set to '8/1/2021'. The 'Claim Type' dropdown is set to 'FFS'. The 'Find' button is highlighted with a pink arrow.

Provider Liability Search
 You can select multiple Claim Types. For FMAS Fee claims search Claim Type: FFS and Procedure Code: OR560

Provider Liability ID:
 Effective Begin: 8/1/2021
 Rendering/Agency eXPRS Provider ID:
 Pay To Provider ID:
 Run ID:
 Claim ICN or AR:
 Manual Only:
 Service Element:
 Procedure Code:
 Svc Modifier Cd:
 Zero Balance Accounts? Yes No
 Updated By:
 DHS Contract Num:
 Effective End:
 Claim Type: ABS, Allot, FFS, Grant, OT, RFFS, Tax, Trus2, Trus3
 Recovery Percent:
 Max Displayed: All

Find Reset

Search criteria options are defined in Appendix A, at the end of this guide.

4. Any PLAs matching the search criteria enters will return in a list below.
 - Clicking on the blue **Acct ID** number will open a PLA so you can view the PLA details.

The screenshot shows the search results table. The first row is highlighted with a pink circle around the 'Acct ID' '45****28'. The table has columns: Acct ID, Provider, Contract, SE, Claim Type, Effective, Recovery Begin Date, Claim ICN or AR, Amount, Balance, and Recov Pct. The total amount is \$5,697.22 and the total balance is \$0.00.

Updated By:
 Max Displayed: All

Find Reset

Export options: CSV | Excel | PDF | RTF

Acct ID	Provider	Contract	SE	Claim Type	Effective	Recovery Begin Date	Claim ICN or AR	Amount	Balance	Recov Pct
45****28	Agency Provider	1***6	50	FFS	8/24/2021	8/24/2021	2021*****5001	\$2,071.72	\$0.00	
45****16	Agency Provider	1***6	50	FFS	8/24/2021	8/24/2021	2021*****8001	\$1,812.75	\$0.00	
45****48	Agency Provider	1***6	50	FFS	8/24/2021	8/24/2021	2021*****9001	\$1,812.75	\$0.00	
Total:								\$5,697.22	\$0.00	

- With the specific PLA open, you can now see the details, including which claim was reversed (voided or corrected) to create the PLA, and which claims were used to recover the PLA amount from the reversed claim.

Provider Liability View

Rendering Provider: Agency Provider	Rendering Provider ID: 1***4
Pay To Provider: Agency Provider	Pay To Provider ID: 1***4
Claim ICN or AR: 2021*****5001	
Contractor Name: County	DHS Contract Num: 1***6
Recovery Begin Date: 8/24/2021	Effective Date: 8/24/2021
Recovery Percent:	Claim Type: FFS
Client Name: Terry Dactyl	Client Prime: xyz0000a
Service: 50/ORAGH/All	Balance: \$0.00
Reason: Reversed Claim	Original Payment System: eXPRS
Notes: Created because of approved claim that was reversed	
Created Date: 08/24/2021 09:39 AM PDT	Created By:
Updated Date: 08/24/2021 09:39 AM PDT	Updated By:

Reversed claim that created PLA

Adjustments

Adjustment Amount	Payment Method	Adjustment Reason	Comment	Run ID	Claim ICN	Updated Date
\$2,071.72		Reversed Claim			2021*****5001	08/24/2021 09:39 AM PDT
-\$776.89	System	System Payment		453220120	2021*****6001	08/24/2021 05:39 PM PDT
-\$1,294.83	System	System Payment		453220120	2021*****3001	08/24/2021 05:39 PM PDT

Claims used to recover PLA amount

APPENDIX A: The Find PLA search criteria fields are defined below:

Provider Liability Search

You can select multiple Claim Types. For FMAS Fee claims search Claim Type: FFS and Procedure Code: OR560

1 Provider Liability ID:

2 DHS Contract Num:

3 Effective Begin:

4 Effective End:

5 Rendering/Agency eXPRS Provider ID:

6 Claim Type:

7 Pay To Provider ID:

8 Run ID:

9 Claim ICN or AR:

10 Manual Only:

11 Service Element:

12 Procedure Code:

13 Svc Modifier Cd:

14 Zero Balance Accounts? Yes No

15 Updated By:

16 Recovery Percent:

17 Max Displayed: 25

Find Reset

1. **Provider Liability ID** = the system ID number assigned by eXPRS to each Provider Liability Account created by voided or reversed paid claims.
2. **DHS Contract Num** = The CDDP, Brokerage or State DHS contract number that the provider's claims were paid under.
3. **Effective Begin** = The first date a PLA was created by eXPRS.
4. **End Date** = The last date a PLA was created by eXPRS.
5. **Rendering/Agency eXPRS Provider ID**: The eXPRS ID number assigned to the provider who has the liability.
6. **Claim Type**: The type of claim that was reversed and created the liability.
7. **Pay To Provider ID**: The eXPRS ID for the provider who received payment from eXPRS for the voided/reversed claim.
 - For **Agency providers**, this is often the same provider as listed in the Provider ID field.
 - For **PSW providers**, the Pay To provider is the FMAS payroll vendor who issued payment for the claim.
8. **Run ID** = the SFMA run ID created the PLA from the voided/reversed claim.

- 9. Claim ICN or AR** = the claim ICN number or Accounts Receivable (AR) number that the PLA is based upon.
- 10. Manual Only** = to view those PLAs that were manually created by ODDS.
- 11. Service Element** = the service element for the reversed/voided claim.
- 12. Procedure Code** = the service procedure code for the reversed/voided claim.
- 13. Svc Modifier Cd** = the service modifier code for the reversed/voided claim.
- 14. Zero Balance Accounts?** = an option to return PLAs that only have balances owing still to be recovered, or all PLA accounts for the search criteria.
 - **No** = default; do not show “zero balance” accounts, only show those accounts that still have a PLA balance to be recovered.
 - **Yes** = include all PLAs, even those that have a “zero balance”, meaning they have been fully recovered.
- 15. Recovery Percent** = the percentage of future claim amounts that will be used to recover from the PLA; blank is the default recovery percentage for the provider with the PLA.
 - **PSW** = default recovery percentage is 5%
 - **All other provider types** (Agency, Foster Care, etc) = default recovery percentage is 100%
- 16. Updated By** = ODDS option to search for PLAs by the user ID who created it.
- 17. Max Displayed** = how many in the results list you desired to be shown on a single webpage.