

User Roles and Permissions – Providers

This document outlines all roles available to providers and provider agencies. It explains what each role permits and helps users determine which roles match their needs.

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Foster Care Provider Roles

What do you need to do?	Role	Permissions
Work with Foster Care Claims	DD FC Claims Coordinator	View: Foster Care Authorizations, Claims, Limited Individual Information
	DD FC Claims Preparer	<i>All DD FC Claims Coordinator Permissions, and also -</i> Create/Delete/Save: Foster Care Claims Run: Foster Care-related Reports

	DD FC Claims Manager	<i>All DD FC Claims Preparer Permissions, and also -</i> Submit/Void/Edit: Foster Care Claims
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Agency Provider Roles

What do you need to do?	Role	Permissions
Work with Agency Claims and Billings	Provider Agency Claims Coordinator	View: Service Delivered Billing Entries, Claims, Individual Information for Authorized Individuals Run: Service Authorization, Claims, and Payment-related Reports
	Provider Agency Claims Preparer	<i>All Provider Agency Claims Coordinator Permissions, and also -</i> Create/Delete/Edit/View: Service Delivered Billing Entries, Claims
	Provider Agency Claims Manager	<i>All Provider Agency Claims Preparer Permissions, and also -</i> Submit/Update/Void: Service Delivered Billing Entries, Claims
	Provider Agency SD Importer	<i>Role requires user/agency completion of testing and approval.</i> Upload/Submit/View: Service Delivered Billing Entries View: Individual Information for Authorized Individuals Run: Service Authorization, Claims, and Payment-related Reports
Work with Authorizations and Contract Information	Provider Agency CPA Coordinator	View: Provider Authorizations, Eligibility and Client Liability Account, Individual Assessment Information
	Provider Agency PPA Coordinator	View: Provider Prior Authorizations View: Provider and Provider Liability Information

	Provider Agency PPA Manager	<i>All Provider Agency PPA Coordinator Permissions, and also -</i> Accept/Reject: Provider Prior Authorizations
	Provider Agency Contract Coordinator	View: Provider Contract Information, Individual, Payment Information. Run: Related Reports
Work as a Direct Support Professional	Direct Support Professional (DSP)	Create: Service Delivered (SD) billing entries in eXPRS Mobile-EVV

Independent Provider Roles

What do you need to do?	Role	Permissions
Work in eXPRS Desktop and eXPRS Mobile-EVV	Provider PSW Claims Manager	Create/Submit: Service Delivered Billing Entries (Desktop and eXPRS Mobile-EVV), PSW Travel Time Claims View: Service Prior Authorizations, Service Delivered Billing Entries, Claims, Payment, Provider Credentials Print: Timesheets
	Provider Behavioral Consultant Claims Manager	Create/Submit: Service Delivered Billing Entries (Desktop and eXPRS Mobile-EVV), PSW Travel Time Claims View: Service Prior Authorizations, Service Delivered Billing Entries, Claims, Payment, Provider Credentials, Limited Individual Information Print: Timesheets