

## Authorizing and Billing for Taxi or Transit Rides

(updated 9/18/2025)

In many areas, mass transit services are limited or unavailable, so some individuals may use Taxi services for non-medical, community transportation. This guide outlines how Case Management Entities (CMEs) can authorize and bill for Taxi Services & Transit Ride Tickets/Passes in the Plan of Care using these procedure codes:

- **OR003**-Transportation Commercial Provider
- **OR554**-Transportation Transit Pass

These codes utilize a **Generic** provider, meaning the services are billed by the authorizing CME, who then receives and forwards the payment to the appropriate vendor.

Users must have the **POC Manager** role to do this authorization work.

### To Authorize Taxi Services or Transit Tickets/Passes:

1. Log in to eXPRS under either the **Local Authority** (for CDDPs) or **Contractor** (for Brokerages) role.

**Login**

Password accepted. Choose your organization and/or program area for this session.

You are in the User Acceptance environment

<b>Login Name:</b>	<input type="text" value="userID"/>
<b>Password:</b>	<input type="password" value="••••••••"/>
<b>Organization/Program Area:</b>	<input type="text" value="County (Local Authority)"/>

[Forgot your password?](#)

**Login**

Password accepted. Choose your organization and/or program area for this session.

You are in the User Acceptance environment

**Login Name:**

**Password:**

**Organization/Program Area:**

[Forgot your password?](#)

2. Select **Plan of Care** → **Plan of Care**.

Client ▶ Home

Provider ▶ My Notifications

Contracts ▶

Prior Authorization ▶

Plan Of Care ▶ **Plan Of Care**

Claims ▶ Service Delivered ▶

CM/PA TCM Billing ▶ Travel Time ▶

Liabilities ▶ Reports ▶

Reports ▶

Financial Maintenance ▶

**Filtered By Type** All Notification Types

matching notifications

**TIP:** If needed, see **How to Create a Plan of Care** for help creating a POC.

3. On the **Find Plan of Care** page, enter at least one criterion and select **Find**.

**Find Plan of Care**

Note: If criteria entered results in more than 20,000 rows, data returned will be truncated. You may need to narrow your search criteria to return a smaller dataset.

**Plan ID:**

**Client Prime:**

**Service Element:** All

**Plan Begin:**   Overlap  Contain  Exact

**Plan End:**   Overlap  Contain  Exact

**DHS Contract Num:**

**Status:**

**Max Displayed:** 25

4. From the results list, select the **Plan ID** Hyperlink to open the POC.

### Find Plan of Care

Note: If criteria entered results in more than 20,000 rows, data returned will be truncated. You may need to narrow your search criteria to return a smaller dataset.

Plan ID:

Client Prime:

Service Element: All

Plan Begin: 8/1/2022   Overlap  Contain  Exact

Plan End:   Overlap  Contain  Exact

DHS Contract Num:

Status:

Max Displayed: 25

[First/Prev] 1, 2, 3 [Next/Last]      Export options:

Plan ID	Client Prime	Client Name	DHS Contract Num	Plan Begin	Plan End	Status
53280276	YV	SABHCD SXSEA	157815	07/01/2022	10/31/2022	Accepted

5. Select Navigate to the **Transportation** Tab and select **Edit**.

### Plan of Care

Plan Id: 53280276      Plan Dates: 7/1/2022 - 10/31/2022

Client Name: CQLXMN CHCOQ      Client Prime: YV301E6V

Plan Status: Accepted

Service Eligibility **Plan Overview** In Home Services Residential Supported Living Community **Transportation** Ancillary Legacy

6. Select **Add Plan Line** to add the new authorization.

Service Eligibility **Plan Overview** In Home Services Residential Supported Living Community **Transportation** Ancillary Legacy

Plan Details

7. Select the appropriate **Service Element** for the individual's service setting.

### Plan of Care

Plan Id: 48409523      Plan Dates: 3/1/2022 - 2/28/2023

Client Name: DCMF KCZXAMD      Client Prime: FI

Plan Status: Accepted

Service Eligibility Plan Overview In Home Services Residential Supported Living Community **Transportation** Ancillary Legacy

Plan Details

*SE/Procedure Code/Modifier	*Units	*Dates	Status
<input type="text"/>	<input type="text"/>	<input type="text"/>	Draft

- For Taxi Services, select **Procedure Code OR003 – Comm Transp, Commercial**. For Transit Tickets/Passes, select **Procedure Code OR554 – Comm Transp, Transit pass**.

Service Eligibility | Plan Overview | In Home Services | Residential | Supported Living | Community | **Transportation** | Ancillary | Legacy

▼ Plan Details

\*SE/Procedure Code/Modifier      \*Units      \*Dates      Status

49 - In-Home Comprehensive Supports ▼  
 OR003 - Comm Transp, Commercial ▼  
 NA - Not Applicable ▼

Each /      -      -      Draft      Save      Cancel

- In the **Units** section's left field, enter the number of taxi/transit **companies** that could provide service to the individual in a month. Set the next drop down (frequency) to **Month**.

Service Eligibility | Plan Overview | In Home Services | Residential | Supported Living | Community | **Transportation** | Ancillary | Legacy

▼ Plan Details

\*SE/Procedure Code/Modifier      \*Units      \*Dates      Status

49 - In-Home Comprehensive Supports ▼  
 OR003 - Comm Transp, Commercial ▼  
 NA - Not Applicable ▼

2      Each /      Month ▼      -      -      Draft      Save      Split      Cancel

**TIP:** This step allows the CME to submit one (1) billing for each Transit/Taxi Company (provider) every month. The single billing is for *all* the rides provided (e.g. Multiple taxi rides or transit passes). Billing instructions appear below.

- Enter the applicable service dates in the **Date Range** field and select **Save**.

Service Eligibility | Plan Overview | In Home Services | Residential | Supported Living | Community | **Transportation** | Ancillary | Legacy

▼ Plan Details

\*SE/Procedure Code/Modifier      \*Units      \*Dates      Status

49 - In-Home Comprehensive Supports ▼  
 OR003 - Comm Transp, Commercial ▼  
 NA - Not Applicable ▼

2      Each /      Month ▼      8/1/2022      -      02/28/2023      Draft      Save      Split      Cancel

- With the Plan Line in place, select **Add Provider** and create one **Generic** provider SPA for each different Taxi or Transit company the individual will utilize.

- In the **Units** field, enter 1 and select **Save**. This will allow one (1) billing per month for the total amount expended for that company's service to the individual in a month.

Service Eligibility | Plan Overview | In Home Services | Residential | Supported Living | Community | **Transportation** | Ancillary | Legacy

▼ Plan Details

SE	Procedure Code	Modifier	Units	Dates	Status
49	OR003 - Comm Transp, Commercial	NA	2 per Month	8/1/2022 - 2/28/2023	Draft

\*Provider      \*Dates      \*Units      \*Rate

type to filter dropdown  
 Generic Provider ▼      8/1/2022      -      2/28/2023      1      NA      Save      Cancel

Generic Provider Name: TRANSIT PROVIDER ONE

- In the **Rate** field, enter the maximum amount anticipated to be billed for a month of service from that company and select **Save**.

Service Eligibility | Plan Overview | In Home Services | Residential | Supported Living | Community | **Transportation** | Ancillary | Legacy

▼ Plan Details

SE	Procedure Code	Modifier	Units	Dates	Status
49	OR003 - Comm Transp, Commercial	NA	2 per Month	8/1/2022 - 2/28/2023	Draft

\*Provider: [type to filter dropdown] | \*Dates: [8/1/2022] - [2/28/2023] | \*Units: [1.00] | \*Rate: [250.00] Save Cancel

Generic Provider Name: [TRANSIT PROVIDER ONE]

- Select **Submit** for each SPA to move them to **Accepted** status.

▼ Plan Details  Draft  Pending  Accepted  Withdrawn  Void

SE	Procedure Code	Modifier	Units	Dates	Status
49	OR003 - Comm Transp, Commercial	NA	2 per Month	8/1/2022 - 2/28/2023	Draft

Auth Id	Provider	Dates	Units	Rate	Pay-To Provider	Review?	Status
54494484	(Generic) TRANSIT PROVIDER ONE	8/1/2022 - 2/28/2023	1	250.00	CME ONE 49 Comp in Home Supp Services	No	Draft
54494485	(Generic) TRANSIT PROVIDER TWO	8/1/2022 - 2/28/2023	1	250.00	CME ONE 49 Comp in Home Supp Services	No	Draft

Add Provider

Once the SPAs are in **Accepted** status, billings can now be created. Users must have the applicable **POC Claims Manager** role to take the next steps.

## To Bill for Taxi Services or Transit Tickets/Passes:

- Select **Plan of Care** → **Service Delivered** → **Create Service Delivered from Single Service Authorization** to find the transportation authorization to be billed against.

Client | Home  
 Provider | My Notifications  
 Contracts  
 Prior Authorization | Filtered By Type: All Notification Types | Include Removed   
 Plan Of Care | Plan Of Care  
 Claims | Service Delivered | View Service Delivered Entries  
 CM/PA TCM Billing | Travel Time | Create Service Delivered Entries from Single Service Authorization  
 Liabilities | Reports | Create Service Delivered Entries from Multiple Service Authorizations  
 Reports  
 Financial Maintenance

Oregon Department of Human Services  
 500 Summer St. NE  
 Salem, OR - 97301

ing System (eXPRS) HOTFIX 2022.3.1.2

- On the **Create Service Delivered Entries from Single Service Authorization** page, enter search criteria to find the authorization to bill against.

**Create Service Delivered Entries from Single Service Authorization**

How to use this page:

- Date range defaults to current month, but can be changed as needed.
- Use the below fields to select, enter or modify the search criteria as needed, then click Find to get a list of authorizations to bill against. The more criteria used, the more specific or narrow the results returned.
- If no results are found, use less criteria and search again.
- If still no results are found, authorizations returned are not in "accepted" status or are incorrect, please contact the CDDP or Brokerage who authorizes the services for your customers. They are responsible for entering and maintaining the authorizations.

For more instructions on entering Service Deliveries, please download and use this assistance guide: [How to Create Service Delivered Entries by PSW/C.PSW Provider](#).

Please consult your Service Agreements for specific authorized UNIT amount details.

Client Prime:

Service Location/PSW SPD Provider ID:

Rendering/Agency eXPRS Provider ID:

DHS Contract Num:

Service Element:

Procedure Code:

Svc Modifier Cd:

Effective Date:

End Date:

Exact:  Yes  No

Exact:  Yes  No

TIP: Try searching using the Client Prime & the Procedure Code (OR003 or OR554).

- From the result set, all the generic SPAs will be listed together, and the **Service Location/PSW** title field will show **only the text information added to the first SPA** created. **Carefully review the SPA# for the corresponding authorization matching the invoice you are processing.** Click the dollar sign (\$) icon for the SPA listed to create/submit billings.

Name	Service Location/PSW								
LDYWBNC, CDNE FI	{Generic} TRANSIT PROVIDER ONE								
SPA#	Proc Code	Modifier	Rate	Units	Unit	Frequency	Begin	End	
54494484	OR003 - Comm Transp, Commercial	NA - Not Applicable	250.00	1.00	Each Month	8/1/2022	2/28/2023		
54494485	OR003 - Comm Transp, Commercial	NA - Not Applicable	250.00	1.00	Each Month	8/1/2022	2/28/2023		

TRANSIT PROVIDER ONE

TRANSIT PROVIDER TWO

- On the **Service Delivered by Service Authorization** page, enter the following billing information for the month's services provided by the Taxi or Transit company:
  - Date** = The last day of the month being billed. (e.g. 08/31/2022)
  - Actual Rate** = the total amount from the invoice received for all taxi rides or transit tickets/passes purchased that month.
  - Total Items** = Enter one (1). This is always a single billing for the total of all invoices from a company for the month.

<b>Provider:</b>	{Generic} TRANSIT PROVIDER ONE	<b>Dates:</b>	8/1/2022 - 2/28/2023
<b>Client Name:</b>	JKEL CKJHSEJ	<b>Client Prime:</b>	FI
<b>CM Organization:</b>	CME ONE Case Management Provider		
<b>Service:</b>	SE49/OR003 - Comm Transp, Commercial/NA - Not Applicable		
<b>Rate:</b>	\$250.00	<b>Review Req:</b>	No
<b>Units:</b>	1 per Month	<b>SPA ID:</b>	54494484
<input type="button" value="Print"/>			

  

Select	Date	Actual Rate	Total Items	Total Amount	Status
<input type="checkbox"/>	08/31/2022	\$231.56	1	\$0.00	Draft
					<input type="button" value="Save All"/>
					<input type="button" value="Cancel Changes"/>

For items checked above

The last day of the month being billed

The total sum being billed by this company for ALL rides/transit tokens in a month. **Not an individual ride.**

Always one (1). It is a single billing for the total of all the invoices billed by a company for the month

5. Select **Save All** and then select **Submit** for any **draft** SD billing entries.

Select	Date	Actual Rate	Total Items	Total Amount	Status
<input checked="" type="checkbox"/>	08/31/2022	\$231.56	1	\$231.56	Draft
<input type="checkbox"/>					Draft
					<input type="button" value="Save All"/>
					<input type="button" value="Cancel Changes"/>

For items checked above

**TIP:** If the individual is utilizing multiple taxi or transit companies authorized under a procedure code, the system can accommodate billings against each respective company's SPA on the same date, if needed.

Once the SD Billings are in **Accepted** status, they will be aggregated into claims for payment back to the authorizing CME. The CME can then forward the payment to the taxi/transit company or vendor.