Agency & Foster Care Provider Report Matrix

(updated 1/2/2026)

While there are many reports in eXPRS and numerous ways for users to search for data, there are some key reports that are used most frequently by Agency and Foster Care providers. Below is a matrix to help Agency & FC provider users know which reports can give them the data they are most often looking for to conduct business.

Please keep in mind that not all Provider or Foster Care users will have access to all reports. Access to a specific report is based on that user's assigned eXPRS roles.

What information do I want?	What report can I find that in?	What role do I need to be in?	Other ways to manually find the data or information?

I want to see my client enrollment.	**Client Enrollment**
	→ See the user guide **How to Run a Client Enrollment Report** from the eXPRS Help Menu for more information.
		Provider	You can find your client enrollment by searching for a list of **accepted** service authorizations.
			For Adult Group Home, Supported Living, SACU or CPA Transportation, go to:
			• **Prior Authorization → Client Prior Auth → Find CPA**
			  • Search by:
			    ○ **Status** = Accepted
			    ○ **Service Element** = the service you want

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<tr><td></td><td></td><td></td><td>
Effective Date = enrollment start date you wish
End date = end date you wish, if any
Click FIND
For Foster Care, Children’s Group Home, Children’s Host Home, Employment, or other In-Home services, go to:
Prior Authorization → Service Prior Auth → Find SPA
Search by:
Status = Accepted
Service Element = the service you want
Effective Date = start date you wish
End date = end date you wish, if any
Click FIND
You will get a list of active CPAs or SPAs for that service for the date range you entered, which is your “enrollment” for that time period.
You can then export the authorizations results list returned for use externally to eXPRS.
→ See the user guide How to Find a CPA or How to Find POC Service Prior Authorizations from the eXPRS Help Menu for more information.
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<tr><th>What information do I want?</th><th>What report can I find that in?</th><th>What role do I need to be in?</th><th>Other ways to manually find the data or information?</th></tr>
<tr><td>I want to see if a client I serve has a residential service contribution to pay</td><td>Client Liability
→ See the user guide How to Run</td><td>Provider</td><td>You can also find client liability information by searching manually. Go to:</td></tr>
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(client liability), and how much it is.	**the Client Liability Report** from the **eXPRS Help Menu** for more information.		• **Liabilities → Client Liabilities → View Client Liability**
			  • Search by:
			    ○ **Effective Date** = the first date of the month you wish to view
			    ○ Enter additional search criteria if you wish**.**
			      ▪ **Zero Balance Accounts?** = **YES** is the default setting and will give you a list of all clients you have enrolled in your residential or foster care service.
			      ▪ Selecting **Zero Balance Accounts?** = **NO** will show give you just the clients who have a service contribution/client liability amount to pay.
			• Click **FIND**
			You can then export the CLA results list returned for use externally to eXPRS.
			
			→ See the user guide **How to Find & View Client Liability Amounts** from the **eXPRS Help Menu** for more information.

What information do I want?	What report can I find that in?	What role do I need to be in?	Other ways to manually find the data or information?
I want to see if I have any gaps in submitting **residential service** claims for the clients I serve. I am missing claims and thus missing funds paid.	**CPA Unclaimed Balance** **This report works for CPA authorized services ONLY**.	Provider	There is no easy way to get this information. You can do a search for **approved** CPA claims. • **Claims → Search/Update Claims** Enter the search criteria: ○ **Status** = Approved

	→ See the user guide **How to Use the CPA Unclaimed Balance Report** from the **Help** menu for more information.		○ **Effective Date** = first day of the time period you wish to search for. ○ **End Date** = the last day of time period you wish to search for. • Click **FIND** Then export the claims results to an Excel spreadsheet, sort by claim dates, and then look for gaps in the dates claimed.

What information do I want?	What report can I find that in?	What role do I need to be in?	Other ways to manually find the data or information?
I want to see if I have any outstanding liability amounts that are still owing/to be recovered from future claims.	**Outstanding Provider Liability**	Provider	You can also find your outstanding provider liability amounts by searching manually. Go to: **Liabilities → Provider Liability → View Provider Liability** Enter the search criteria you wish to bring back a list of your outstanding provider liabilities. At least 1 search criteria must be entered to successfully search. • Click **FIND** You can then export the provider liability results list returned for use externally to eXPRS.

What information do I want?	What report can I find that in?	What role do I need to be in?	Other ways to manually find the data or information?
I want to review the payment details for claims submitted for a period of time or specific SFMA run ID.	**Payment Detail** or **Provider Payment Summary** → See the user guide **How to Run Payment Detail**	Provider	You can also find your claims paid in a specific SFMA run by searching manually. Go to: • **Claims → Search/Update Claims** Enter the search criteria you wish to bring back a list of claims.

	Report from the **eXPRS Help Menu** for more information.		◦ **Run ID** = the SFMA run ID (same as the ACH **Invoice number** on your SFMA RA). ◦ **Status** = Approved • Click **FIND** You can then export the claims results list returned for use externally to eXPRS. Then sum the Net Payment column to get a total payment amount for that SFMA run ID.

What information do I want?	What report can I find that in?	What role do I need to be in?	Other ways to manually find the data or information?
I want to review the claims paid to me for a specific period of time or specific SFMA run ID.	**Remittance Advice**	Provider	You can also find your paid claims by searching manually. Go to: • **Claims → Search/Update Claims** Enter the search criteria you wish to bring back a list of claims, such as: ◦ **Run ID** = the SFMA run ID (same as the ACH **Invoice number** on your SFMA RA). **OR** ◦ **Effective Date** = the first service date you wish to view ◦ **End Date** = the last service date you wish to view ◦ **Status** = Approved • Click **FIND** You can then export the claims results list returned for use externally to eXPRS.

What information do I want?	What report can I find that in?	What role do I need to be in?	Other ways to manually find the data or information?

I want to review the claims paid to me for a specific calendar month.	**Remittance Advice Monthly** → See the user guide **How to Run Remittance Advice Monthly Summary Report** from the **eXPRS Help Menu** for more information.	Provider	You can also find your paid claims by searching manually. Go to: • Claims → Search/Update Claims Enter the search criteria you wish to bring back a list of claims, such as: ○ **Effective Date** = the first day of the service month you wish to view ○ **End Date** = the last day of the service month you wish to view ○ **Status** = Approved • Click **FIND** You can then export the claims results list returned for use externally to eXPRS.

What information do I want?	What report can I find that in?	What role do I need to be in?	Other ways to manually find the data or information?
I want to know if I have suspended claims and why they may be suspended.	**Suspended Claim** → See the user guide **How to Access the Suspended Claim Report** from the **eXPRS Help Menu** for more information.	Provider	You can also find your suspended claims by searching manually. Go to: • Claims → Search/Update Claims Enter the search criteria you wish to bring back a list of claims. ○ **Status** = Suspended ○ **Effective Date** = first day of the time period you wish to search for. ○ **End Date** = the last day of time period you wish to search for. • Click **FIND**

You can then export the claims results list returned for use externally to eXPRS.

→ See the user guide **How to Review Claims** and the **Claims Problem Solving Matrix** from the **eXPRS Help Menu** for more information.