

Finding and Viewing Claims

(updated 1/2/2026)

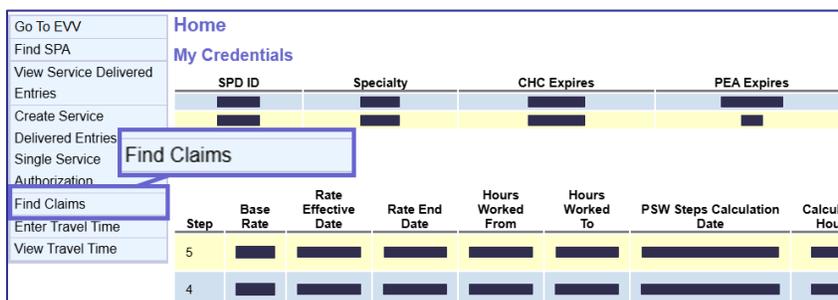
Overview

Personal Support Workers (PSWs) can use the Claims Search page to find information about claims.

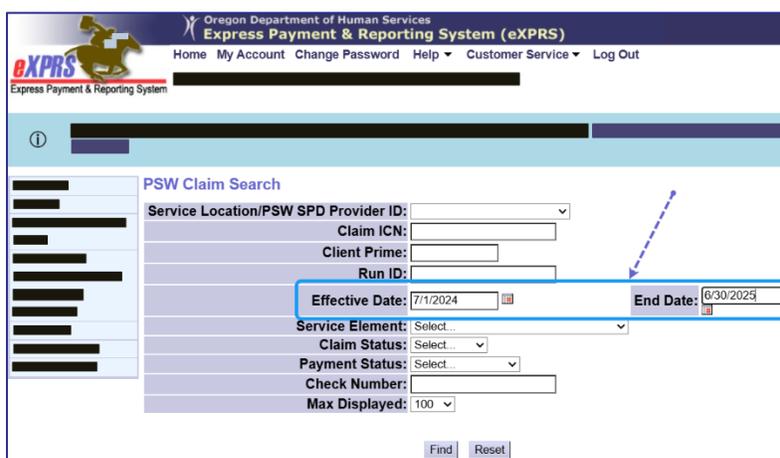
Generally, claims are created for each type of service delivered by a PSW provider to an individual, and will be for a date range that corresponds to the PSW designated pay periods.

Finding and Viewing Claims

1. Log in to the eXPRS Desktop site and select **Find Claims** from the left menu.



2. On the **PSW Claim Search** page, enter any search criteria and select **Find**.
 - In the example below, we will use the **Effective Date** and **End Date** to narrow the results to a specific time period.



- Review the result set for basic claim information, including Claim Dates and Status, or Payment Amount and Status.

ICN	Client Name	Service Begin	Service End	Billed Units	Rate	Billed Amount	Submitted	Run ID	Claim Status	Payment Status	Check/Deposit Number
20	01 D B	NT	7/4/2024	7/4/2024			8/2/2024	7	Approved	Paid	RA
20	01 S		7/1/2024	7/15/2024			7/23/2024	7	Approved	Paid	RA
20	01 S		7/1/2024	7/15/2024			7/23/2024	7	Approved	Paid	RA
20	01 S		7/16/2024	7/31/2024			8/7/2024	7	Approved	Paid	RA
20	01 S		7/17/2024	7/20/2024			8/7/2024	7	Approved	Paid	RA
20	01 S		8/1/2024	8/15/2024			8/25/2024	7	Approved	Paid	RA
20	01 S		8/1/2024	8/15/2024			8/25/2024	7	Approved	Paid	RA
20	01 S		8/16/2024	8/31/2024			9/10/2024	7	Approved	Paid	RA
20	01 S		8/16/2024	8/19/2024			9/10/2024	7	Approved	Paid	RA

- Click the Blue ICN Hyperlink to open a specific claim.

ICN	Client Name	Service Begin	Service End
20	01 D B	NT	7/4/2024
20	01 S		7/1/2024
20	01 S		7/1/2024

- On the PSW Claim View page, review any additional information, such as the **Claim Payment Information** and **Service Delivered** sections. These sections show the Payment Method, Check/Direct Deposit Number, and the Service Delivered Billing Entries that were paid in this claim.

PSW Claim View

ICN: [REDACTED]	Status: Approved	Type: Fee For Service
Service Element: 49	Proc Code: OR526	Svc Modifier Cd: NA
Client Prime: [REDACTED]	Client Name: [REDACTED]	
Provider ID: [REDACTED]	Provider: [REDACTED]	
Effective Date: 7/1/2024	End Date: 7/15/2024	[REDACTED] [REDACTED]
Submitted: 07/23/2024 07:10 AM PDT	Processed: 07/23/2024 07:10 AM PDT	[REDACTED]

Claim Payment Information

Claim Paid: Paid	Payment Type: Direct Deposit	Check/Deposit Number: RA [REDACTED]
Payment Date: 7/30/2024		

Notes:

Created By: eXPRS Scheduled System Process	Created Date: 07/23/2024 07:10 AM PDT
Updated By: eXPRS Scheduled System Process	Updated Date: 07/23/2024 07:10:52 AM PDT

Close Previous

Services Delivered

Begin Time	End Time	Service Units	Created Date	Review Date	Status
07/01/2024 05:02 AM PDT	07/01/2024 07:56 AM PDT	2.54	07/01/2024 05:02 AM PDT	07/18/2024 02:03 PM PDT	Approved
07/01/2024 04:00 PM PDT	07/01/2024 09:01 PM PDT	5.01	07/01/2024 04:39 PM PDT	07/18/2024 02:03 PM PDT	Approved
07/02/2024 05:01 AM PDT	07/02/2024 07:59 AM PDT	2.58	07/02/2024 05:01 AM PDT	07/18/2024 02:03 PM PDT	Approved
07/02/2024 06:29 PM PDT	07/02/2024 10:08 PM PDT	3.39	07/02/2024 06:29 PM PDT	07/18/2024 02:03 PM PDT	Approved

Appendix A: Search Criteria Fields

- **Service Location/PSW SPD Provider ID:** Dropdown list of Provider IDs.
- **Claim ICN:** The specific eXPRS number assigned to the claim.
- **Client Prime:** The prime number for the individual you provided services to.
- **Run ID:** The Payment run ID number for the claims processed and sent to the payroll vendor.
- **Effective Date:** The first work date covered by the claim.
- **End Date:** The last work date covered by the claim.
- **Service Element:** The service element for the service paid in the claim.
- **Claim Status:** The overall status of the claim (not the status of individual billing entries).
 - **Approved:** The claim passed all edits, was approved for payment, and sent to the payroll vendor.
 - **Denied:** The claim was denied and will not be paid.
 - **Draft:** The claim was created but not submitted for processing.
 - **Submitted:** The claim was submitted but did not complete the submission process.
 - **Suspended:** The claim was submitted but encountered an error and will not be paid until the error is resolved.
 - **Void:** The claim was approved but later voided. If paid before voiding, a provider liability account is created for the claim amount.
- **Payment Status:** The payment status of the claim.
 - **Paid:** The claim was approved, sent to the payroll vendor, and payment was issued.
 - **Not Paid:** The claim was approved and sent to the payroll vendor, but payment was not issued due to a payroll issue.
 - **Pending Payment:** The claim was approved and sent to the payroll vendor, but eXPRS has not received confirmation of payment.
 - **Unavailable:** Payment information from the payroll vendor is not available in eXPRS.
- **Check Number:** The check number or direct deposit number for the claim's payment.
- **Max Displayed:** Select how many results you want displayed at one time from the dropdown menu.

Appendix B: Results List Columns

- **ICN:** The eXPRS system-generated number for the claim.
- **Client Name:** The name of the individual for whom services were paid in the claim.
- **Service Begin:** The first work date of the claim date range.
- **Service End:** The last work date of the claim date range.
- **Billed Units:** The total number of service units for all billing entries paid in the claim.
- **Rate:** The rate paid per unit of service (hours, miles etc.) on the claim.
- **Billed Amount:** The total gross amount billed in the claim.
- **Submitted:** The date of the last action taken on the claim.
- **Run ID:** The ODHS payment run ID number for the claims processed and sent to the payroll vendor.
- **Claim Status:** The status of the claim.
- **Payment Status:** Indicates if the claim has been Paid, Not Paid, is Pending Payment, or if payment information is Unavailable.
- **Check/Deposit Number:** The check number or direct deposit number for the claim's payment.