

Creating Service Delivered Billing Entries for Daily Residential Services

Residential services in eXPRS include Adult Group Homes, Children’s Group Homes and Children’s Host Homes. As of July 1st, 2022, all these are billed as a Daily service in eXPRS¹. This guide shows two options for creating these billings:

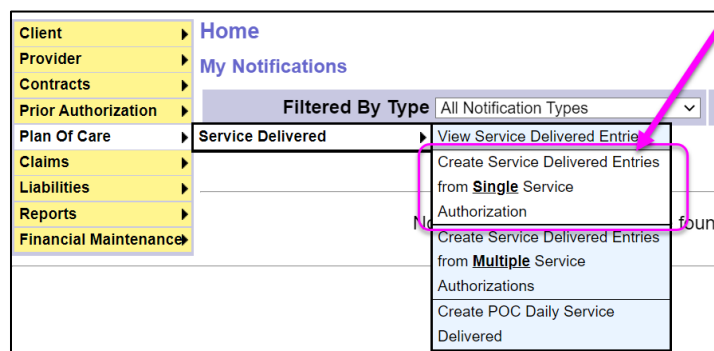
- 1) **Create Service Delivered from Single Authorization** – Allows billing for one individual (including reporting absences).
- 2) **Create Service Delivered Entries from Multiple Service Authorizations²** – Allows billing for multiple individuals.

If you have absences to report, it is best practice to bill for those individuals first by using Option #1. Afterwards, you can bill for all remaining individuals at one time using Option #2.

Users will need the **Provider Agency Claims Manager** to take these steps:

Creating and Submitting Residential SDs for One Individual:

- 1) Log in to eXPRS and select **Plan of Care > Service Delivered > Create Service Delivered Entries from Single Service Authorization**.



¹ This change from a Monthly to a Daily service **does not** change the processes for providers to collect **Room & Board** and/or **Service Contribution** (A.K.A. “The Client Offset”) amounts each month from the payees for the individuals they serve.

² This method can only be used to bill for Adult Group Homes (SE50), Children’s Group Homes (SE142) and Children’s Host Homes (SE152).

- 2) On the **Create Service Delivered from Single Service Authorization**, enter search criteria and select **Find**.

Create Service Delivered Entries from Single Service Authorization

Client Prime:

Service Location/PSW SPD Provider ID:

DHS Contract Num:

Service Element:

Procedure Code:

Svc Modifier Cd:

Effective Date:

End Date:

Exact: Yes No

Exact: Yes No

TIP: You can narrow your search by entering a **Service Element**, such as SE50, SE142, or SE152 along with the **Effective & End Date**.

- 3) From the result list, select the Dollar Sign for the active authorization to bill for services.

Svc Modifier Cd:

Effective Date:

End Date:

Exact: Yes No

Exact: Yes No

| Name | Service Location/PSW | SPA# | Proc Code | Modifier | Rate | Units | Unit | Frequency | Begin | End |
|-------------------------|----------------------------------|---------|--------------------------|---------------------|------|-------|------|-----------|----------|-----------|
| DEMO, PERSON - xyz0000a | Agency SE50 123 Any St - 1*****1 | 48***68 | ORAGH - Adult Group Home | NA - Not Applicable | NA | 1.00 | Days | Day | 7/1/2022 | 6/30/2023 |

- 4) In the **Service Delivered by Service Authorization > Create Multiple Draft SDs** section, enter the range of dates that you provided the Daily Residential Service to the individual.

Provider:

Client Name:

Organization:

Service: SE50/ORAGH - Adult Group Home/NA - Not Applicable

Rate: Fixed

SPA ID:

Dates: 7/1/2022 - 4/9/2023

Client Prime:

Review Req: No

Create Multiple Draft SDs

| Service Begin Date | Service End Date | |
|---------------------------------------|---------------------------------------|------------------------------------|
| <input type="text" value="7/1/2022"/> | <input type="text" value="7/6/2022"/> | <input type="button" value="Add"/> |

- 5) Once the **Draft** SDs are created for each date, select an **SD Modifier Reason** for any absences you are reporting and select **Save All**.

| Select | Date | Billed Units | Status | SD Modifier Reason |
|--------------------------|------------|--------------|--------|--------------------|
| <input type="checkbox"/> | 07/01/2022 | 1 | Draft | Regular |
| <input type="checkbox"/> | 07/02/2022 | 1 | Draft | Regular |
| <input type="checkbox"/> | 07/03/2022 | 1 | Draft | Regular |
| <input type="checkbox"/> | 07/04/2022 | 1 | Draft | Regular |
| <input type="checkbox"/> | 07/05/2022 | 1 | Draft | Regular |
| <input type="checkbox"/> | 07/06/2022 | 1 | Draft | Regular |
| <input type="checkbox"/> | | | Draft | |
| | | 6.000 | | |

TIP: Whenever you enter an **SD Modifier Reason**, always select the **Save All** button, otherwise the selection will not save.

- 6) Now that **SD Modifier Reasons** are selected and saved, check the boxes to the far left of the SDs, and then click **Submit**.

| Select | Date | Billed Units | Status | SD Modifier Reason |
|-------------------------------------|------------|--------------|--------|--------------------|
| <input checked="" type="checkbox"/> | 07/01/2022 | 1 | Draft | Regular |
| <input checked="" type="checkbox"/> | 07/02/2022 | 1 | Draft | Regular |
| <input checked="" type="checkbox"/> | 07/03/2022 | 1 | Draft | Regular |
| <input checked="" type="checkbox"/> | 07/04/2022 | 1 | Draft | Family Visit |
| <input checked="" type="checkbox"/> | 07/05/2022 | 1 | Draft | Family Visit |
| <input checked="" type="checkbox"/> | 07/06/2022 | 1 | Draft | Regular |
| <input type="checkbox"/> | | | Draft | Regular |
| | | 6.000 | | |

For items checked above

The **Draft** SDs will now be processed to the correct status (e.g. **Approved, Reported, Denied, Suspended**).³

³ For Suspended or Denied SDs, see the **Service Delivered Problem Solving Matrix**.

For items checked above

▼ **Approved**

| Date | Billed Units | Status | SD Modifier Reason |
|------------|--------------|----------|--------------------|
| 07/01/2022 | 1 | Approved | Regular |
| 07/02/2022 | 1 | Approved | Regular |
| 07/03/2022 | 1 | Approved | Regular |
| 07/04/2022 | 1 | Reported | Family Visit |
| 07/05/2022 | 1 | Reported | Family Visit |
| 07/06/2022 | 1 | Approved | Regular |
| 6 | | | |

Create and Submit Residential Service SDs for Multiple Individuals:

- 1) Select **Plan of Care > Service Delivered > Create Service Delivered Entries from Multiple Service Authorizations.**

Client ▶ Home
 Provider ▶ My Notifications
 Contracts ▶
 Prior Authorization ▶ Filtered By Type All Notification Types
Plan Of Care ▶ Service Delivered ▶
 Claims ▶
 Liabilities ▶
 Reports ▶
 Financial Maintenance ▶

View Service Delivered Entries
 Create Service Delivered Entries from **Single** Service Authorization
 Create Service Delivered Entries from **Multiple** Service Authorizations
 Create POC Daily Service Delivered
 Service Delivered Batch Import

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

TIP: This option allows you to bill for all of your individuals receiving residential services in a single calendar month. If you need to create SDs for multiple months, you'll need to follow these steps for each month.

- 2) In the **Create Service Delivered from Multiple SPA's** page, enter Search Criteria and select **Find**.

Create Service Delivered from Multiple SPA's

Client Prime:

Provider ID:

Service Location:

DHS Contract Num:

SPA #:

Service Element:

Procedure Code:

Svc Modifier Cd:

Effective Date: 5/1/2022

End Date: 5/31/2022

TIP: The date range defaults to the current month, but can be changed as needed. No other criteria are needed unless you want more specific results.

- 3) The Result List will show any active authorizations that can be billed against. Check the box next to authorizations you want to bill for, then select **Continue**.

| All | SPA # | Client Prime | Client Name | SE | Proc Code | Svc Modifier Cd | DHS Contract Num | Provider | Service Location | Effective Date | End Date |
|-------------------------------------|-------|--------------|-------------|-----|-----------|-----------------|------------------|----------|------------------|----------------|------------|
| <input checked="" type="checkbox"/> | | | | 152 | ORCHH | NA | | | | 5/1/2022 | 7/31/2022 |
| <input checked="" type="checkbox"/> | | | | 152 | ORCHH | NA | | | | 5/1/2022 | 2/28/2023 |
| <input checked="" type="checkbox"/> | | | | 152 | ORCHH | NA | | | | 5/1/2022 | 1/31/2023 |
| <input checked="" type="checkbox"/> | | | | 142 | ORCGH | NA | | | | 5/1/2022 | 1/31/2023 |
| <input checked="" type="checkbox"/> | | | | 152 | ORCHH | NA | | | | 5/1/2022 | 10/31/2022 |
| <input checked="" type="checkbox"/> | | | | 152 | ORCHH | NA | | | | 5/1/2022 | 1/31/2023 |
| <input checked="" type="checkbox"/> | | | | 152 | ORCHH | NA | | | | 5/1/2022 | 9/30/2022 |

TIP: Select the **All** checkbox to bill for every authorization. Even if you have already billed for an individual, you can still check this box. eXPRS will not create duplicate SDs if it finds another SD for that individual/service/date.

- 4) On the **Enter Service Delivered Dates** page, modify the date range if needed, then select **Continue**.

Enter Service Delivered Dates

* Service Begin: 5/1/2022 * Service End: 5/13/2022

Continue

TIP: Draft SDs for each date in the date range will be created for all individuals selected in Step #3, and only for service dates that fall within the date range of the selected SPAs. Future dated billing is still not allowed. You can only bill up to the current date.

- 5) On the **Service Delivered Draft View** page, a list of all **draft** SDs that have been created will display.

| Service Delivered Draft View | | | | | | | | | |
|------------------------------|-------|-------------|------------------|-----|-----------|-----|-------------------------------|-----------|---------------|
| SPA # | Prime | Client Name | Service Location | SE | Proc Code | Mod | Service Date | SD Status | Error Message |
| | | | | 152 | ORCHH | NA | 05/06/2022 12:00 AM PDT | Draft | |
| | | | | 152 | ORCHH | NA | 05/07/2022 12:00 AM PDT | Draft | |
| | | | | 152 | ORCHH | NA | 05/08/2022 12:00 AM PDT | Draft | |
| | | | | 152 | ORCHH | NA | 05/09/2022 12:00 AM PDT | Draft | |
| | | | | 152 | ORCHH | NA | 05/10/2022 12:00 AM PDT | Draft | |

Now that **Draft** Residential SDs have been created, use the **View Service Delivered** page to find and submit them. For assistance, see the guide: **How to Submit a Batch of Draft Service Delivered Billing Entries (SDs)** on the eXPRS Help Menu.