

# Creating and Submitting Service Delivered Billing Entries for One Individual and Service on Multiple Dates

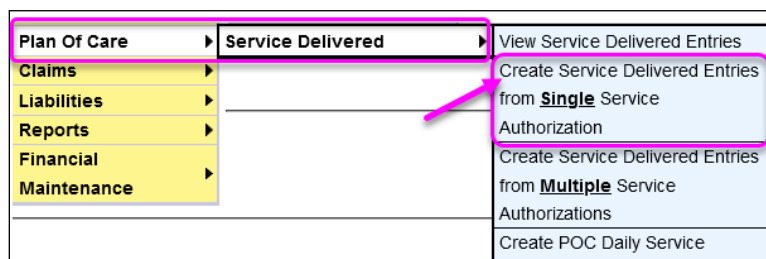
Agency Providers create and submit Service Delivered Billing Entries (SDs) to bill for most services. These SDs capture contain information like the start and end dates/times, or the amount of a service provided to an individual. Once submitted, approved SDs are aggregated into claims and processed for payment.<sup>1</sup>

This guide covers how to enter SDs for a single individual and service on multiple dates. To do this work, the user must have one of the following permissions:

- **Provider Agency Claims Preparer**
- **Provider Agency Claims Manager**

## Creating SDs for One Individual and Service on Multiple Dates

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



<sup>1</sup> For more details about SDs, see the guide entitled: **Overview of Service Delivered Billing Entries and the Claims Aggregation Process**

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

**TIP:** Only SPAs in **Accepted** status (meaning they are active for billing) will be returned. Additionally, the more criteria you enter the more specific or narrow your search results will be. See **Appendix A** for definitions of the Search Criteria.

- 3) From the Result set, click the dollar sign to create SDs for that authorization.

Name	Service Location/PSW	SPA#	Proc Code	Modifier	Rate	Units	Unit	Frequency	Begin	End
DEMO, PERSON - xyz0000a	Agency Provider - 1****7	4*****6	OR004 - Comm Transp, Mileage	WE - Community	0.485	250.00	Miles	Month	2/1/2021	6/30/2021
		4*****7	OR526 - Attendant Care, home or comm	NA - Not Applicable	29.79	40.00	Hours	Month	4/16/2021	6/30/2021
		4*****2	OR542 - Day Support Activity, non-work	W2 - Community	17.20	20.00	Hours	Week	2/1/2021	6/30/2021
		4*****9	OR543 - Sm Grp Supp Emp	W2 - Community	18.10	25.00	Hours	Week	2/1/2021	6/30/2021

- 4) On the **Service Delivered by Service Authorization** page, you can now enter the information needed, then select **Save All** to create the draft SD.

<b>Provider:</b>	Agency Provider - 1****7	<b>Dates:</b>	2/1/2021 - 6/30/2021
<b>Client Name:</b>	DEMO, PERSON	<b>Client Prime:</b>	xyz0000a
<b>CM Organization:</b>	BROKERAGE /Case Mgmt Prov		
<b>Service:</b>	SE149/OR543 - Sm Grp Supp Emp/W2 - Community		
<b>Rate:</b>	\$18.10		
	<b>Review Req:</b> No		
	<input type="button" value="Print"/>		

Select	Begin Date/Time	End Date/Time	Total Service Time	Status
<input type="checkbox"/>	06/07/2021 08:45 AM PDT	06/07/2021 10:00 AM PDT	1:15	Draft
<input type="checkbox"/>	06/09/2021 01:00 PM PDT	06/09/2021 02:45 PM PDT	1:45	Draft
<input type="checkbox"/>	06/11/2021 08:12 AM PDT	06/11/2021 09:32 AM PDT	1:20	Draft
<input type="checkbox"/>				Draft
			4:20	Cancel Changes

**TIP:** The fields that display and can be changed are different depending on the service you are billing for. Enter the data needed in accord with any ODDS policy guidance.<sup>2</sup>

5) Once all SDs are entered, select the checkbox for each SD you wish to **Submit** (or other action).<sup>3</sup>

The screenshot shows a software interface for entering Service Dates (SDs). At the top, it displays 'Service: SE149/OR543 - Sm Grp Supp Emp/W2 - Community' and 'Rate: \$18.10'. There is a 'Review Req: No' indicator and a 'Print' button. Below this is a table with columns: 'Select', 'Begin Date/Time', 'End Date/Time', 'Total Service Time', and 'Status'. The table contains three rows of SDs, each with a checked checkbox in the 'Select' column. A pink arrow points from these checkboxes to the 'Submit' button at the bottom. The table also shows a total service time of 4:20 and buttons for 'Save All' and 'Cancel Changes'.

Select	Begin Date/Time	End Date/Time	Total Service Time	Status
<input checked="" type="checkbox"/>	06/07/2021 08:45 AM PDT	06/07/2021 10:00 AM PDT	1:15	Draft
<input checked="" type="checkbox"/>	06/09/2021 01:00 PM PDT	06/09/2021 02:45 PM PDT	1:45	Draft
<input checked="" type="checkbox"/>	06/11/2021 08:12 AM PDT	06/11/2021 09:32 AM PDT	1:20	Draft
<input type="checkbox"/>				Draft
			4:20	

For items checked above

**TIP: Submit** will submit the SD for payment processing, **Void** will void the SDs, and **Delete** will delete (completely remove from eXPRS) the SDs.

Once the action is complete, the status will change for each billing. If an SD is suspended or denied, see the guide: **Service Delivered Problem Solving Matrix** for more assistance.

<sup>2</sup> For example, for certain OR401 Job Coaching services, you will need to enter the Direct Support Time provided. See **Appendix A: Reminders when Entering Specific Types of SDs** for more information.

<sup>3</sup> Any entries saved as **Draft** will be available and can be submitted at a later time.

## Appendix A: Reminders When Entering Specific Types of SDs

- **Hourly Services:** The **Begin & End Date/Time** fields follows the format mm/dd/yyyy hh:mm AM/PM PST.
  - This allows **eXPRS Mobile EVV** to bill for services in a different time zone. When manually entering the SD, you can change the “PST/PDT” to reflect the actual time zone the service was provided in, such as to MST/MDT for the Mountain time zone if needed.
  - The default in eXPRS is to show the SD date/time as in the Pacific Time zone. If SDs are entered for services provided in a different time zone, once the **Draft** SD is saved, the data will display in eXPRS as the Pacific time zone equivalent.
    - For example, an SD is entered with a begin date/time of 5/15/2021 10:00 AM MDT. Once saved, eXPRS will display that information as 5/15/2021 9:00 AM PDT. This is because 10AM MDT is equivalent to 9AM PDT.
- Providers should enter the exact time the individual was served when creating SDs for hourly services. SDs may overlap up to 15 minutes with a different provider, which allows for transition time between the providers. SDs that overlap more than 16 minutes or more will suspend as a suspected duplicate service to the individual.
- **Mileage Services:** Providers can enter mileage up to one-tenth of a mile (00.0).
- **OR401 Direct Support Time:** Data entered in this field must be formatted to reflect the total time of direct support for that SD. The time must be formatted in one of the following ways:
  - Use **hh:mm** to reflect the time in hours and minutes. For example, “**2:30**” equals two hours and 30 minutes of direct support time.
  - Use whole numbers to reflect the total minutes of direct support time. For example, “**103**” equals 103 minutes. eXPRS will automatically convert these to the **hh:mm** equivalent (e.g. “**103**” will become **1:43**).
- **OR526/ZC Attendant Care:** At this time, this service must be billed by entering the SD Manually in the eXPRS Desktop, or by using the Agency SD Import Process. When creating the SD, enter both DSP Names in the **Direct Support Professional** field using the following format: **[DSP's FIRST AND LAST NAME] and [DSP's FIRST AND LAST NAME]**
  - In the future, the ability to use eXPRS Mobile-EVV to create these SDs will be added

## Appendix B: Search Criteria for the Create Service Delivered from Single Service Authorization page

Create Service Delivered Entries from Single Service Authorization

1 Client Prime:	<input type="text"/>		
Service Location/PSW SPD Provider ID:	<input type="text"/>		2
3 DHS Contract Num:	<input type="text"/>		
4 Service Element:	<input type="text"/>		
5 Procedure Code:	<input type="text"/>		
6 Svc Modifier Cd:	<input type="text"/>		
7 Effective Date:	<input type="text" value="6/1/2021"/>		9 Exact: <input type="radio"/> Yes <input checked="" type="radio"/> No
8 End Date:	<input type="text" value="6/30/2021"/>		Exact: <input type="radio"/> Yes <input checked="" type="radio"/> No

- 1) **Client Prime:** The prime number for the individual receiving services.
- 2) **Service Location/PSW SPD Provider ID:** The SPD provider ID number assigned to the Agency provider's service location record **OR** the PSW provider's record. Users may not know this number.
- 3) **DHS Contract Num:** The funding contract number assigned to the CME that authorized the service.
- 4) **Service Element:** The number used to identify the service funding package or grouping that the SPA is authorized under.
- 5) **Procedure Code:** The code assigned to identify the service authorized.
- 6) **Svc Modifier Cd:** The Modifier code assigned to Procedure code to further identify the service authorized.
- 7) **Effective Date:** The first service date you want to submit SDs for.
- 8) **End Date:** The last service date you want to submit SD for.
- 9) **Exact (Yes/No Radio Button):** Select Yes to limit the results to only show authorizations that match the Effective/End dates entered. Select No (default) for the result set to include authorizations where the dates entered are part of the Service Authorization, even if the authorization itself starts/ends on a different date.