

Differences Between Service Delivered Billing Entries and Claims

Did you know that Service Delivered Billing Entries in approved status isn't automatically paid to the provider? Service Delivered Billing Entries and Claims are two distinct items in eXPRS.

- **Service Delivered Billing Entries:** The billing data that a provider enters to document that they have provided service to an individual.
- **Claims:** The actual record in eXPRS that generates payment to the provider.

When submitted, Service Delivered Billing Entries process through a series of validation checks before moving to the next status. Billings that move to pending status will await approval by Case Management Entity, and then move to approved status.

Billings in approved status are put into claims by eXPRS during the payment process cycle. Those claims are also processed through a series of validation checks before moving to approved status. Only claims that move to approved status will be sent for payment.

There are situations where a claim does not pass validations and moved to suspended status. Any approved Service Delivered Billing Entries that are part of that claim will not be processed for payment until the claim itself reaches approved status.

Remember, just because a Service Delivered Billing Entry is in approved status, that does not guarantee it will be paid. Check the status of claim that the billing is a part of to be sure the claim is eligible to be processed for payment.