

Resubmitting Suspended Service Delivered Billing Entries

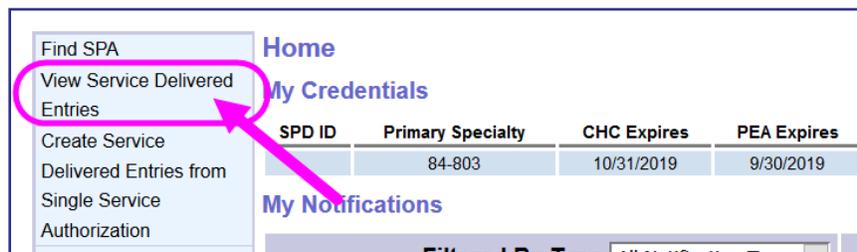
(updated 9/30/2025)

Some Service Delivered Billing Entries (SDs) encounter errors when you submit them for payment processing. Common errors occur when an individual's eligibility changes between the time you worked and when you submitted the SD, or when eXPRS is unable to communicate with other ODHS systems to get eligibility information. When this occurs, the SDs will move to **Suspended** status.

When SDs suspend, you can submit them again to see if the reason has resolved. You can also resubmit multiple suspended SDs at once, instead of one at a time.

How to Resubmit your Suspended SDs

1. On the eXPRS Desktop Site, select **View Service Delivered Entries**.



2. Search for your suspended SDs by entering the following search criteria:
 - Status¹: Suspended
 - Begin Date: The start date of the pay period the Suspended SD is in.
 - End Date: The end date of the pay period the Suspended SD is in.

¹ Using a status will activate the ability to resubmit the SD billings.

View Service Delivered

Enter one or more search criteria. Criteria are cumulative. Results returned are limited to 20,000 rows.

Note: If criteria entered results in more than 20,000 rows, data returned will be truncated. You may need to narrow your search criteria to return a smaller dataset.

Client Prime:

Service Location/PSW SPD Provider ID:

Row Group Only:

Claim ICN:

Status: **Suspended**

Show Aggregated(into claim): Both Aggregated Not Aggregated

Begin Date: **11/16/18** End Date: **11/30/18**

Submitted From: Submitted To:

Created From: Created To:

Max Displayed: 25

Find

- From the results list, check the boxes on the far left-hand side, then click **SUBMIT** to resubmit the SD billings.

SPD ID	Auth Status	Client Prime	Client Name	Provider	SE	Prac	Mod	Service Date	Begin Time	End Time	Group Setting	Service Hours/Chgs	Billed Units	Support Time	Rate	Amount	SD ID	Status	Claim ICN
<input checked="" type="checkbox"/>	Accepted			151	CR28	NA		11/16/2018	01:30 PM	07:00 PM	Nu	5:30	5:30	NA	\$14.65	\$80.58		Suspended	
<input checked="" type="checkbox"/>	Accepted			151	CR28	NA		11/19/2018	02:15 PM	06:15 PM	Nu	4:00	4:00	NA	\$14.65	\$58.60		Suspended	
<input checked="" type="checkbox"/>	Accepted			151	CR28	NA		11/29/2018	02:15 PM	07:15 PM	Nu	5:00	5:00	NA	\$14.65	\$73.25		Suspended	
<input checked="" type="checkbox"/>	Accepted			151	CR28	NA		11/30/2018	04:00 PM	06:30 PM	Nu	2:30	2:30	NA	\$14.65	\$36.62		Suspended	

- If the eligibility issue has been resolved, your SD billings should now show as **pending** & are ready to be printed on timesheets for signatures.

Service Delivered Results

SPA ID	Client Prime	Client Name	Provider	Service	Service Date	Begin Time	End Time	Units	Rate	Amount	Status	Notes
				SE151/OR526/NA	11/16/2018	01:30 PM	07:00 PM	330.000	\$14.65	\$50.00	Pending	
				SE151/OR526/NA	11/19/2018	02:15 PM	06:15 PM	240.000	\$14.65	\$58.00	Pending	
				SE151/OR526/NA	11/29/2018	02:15 PM	07:15 PM	300.000	\$14.65	\$73.25	Pending	
				SE151/OR526/NA	11/30/2018	04:00 PM	06:30 PM	150.000	\$14.65	\$36.62	Pending	

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