

Best Practices for Completing an eXPRS Technical Assistance Request (TAR)

A Technical Assistance Request (TAR) should include key pieces of information to help state staff research the issue in eXPRS. Including this information will help with diagnosing the issue and also the turnaround time to resolve it.

When creating a TAR, select the category and subject that most closely relates to your issue. Key information to include in a TAR (if applicable):

Please copy and paste when applicable for accuracy of information

- Client Prime(s)/Name(s)
- Affected SD ID or Claim ICN and Status
- Error Message
- Dates of Service(s)
- SPA ID
- SE/PROC Code
- CPA PA Adj#
- POC ID
- Provider ID (eXPRS or SPD ID)
- Description of issue/desired outcome

Example TAR ticket

Below is an example of a ticket submitted by a CME user (user/client information has been removed).

eXPRS Technical Assistance Request

Payment Issues - If you are a PSW provider and have questions about an incorrect payment, please contact PPL first. Their contact information can be found by clicking here [Contact Us](#)

If you have already spoken with PPL and they were unable to help, or directed you back to the state, please continue to fill out the form below:

First Name: eXPRS
Last Name: Test
Email:
 I have confirmed this email address is correct:
Preferred Contact Method: Email
Preferred Contact Number: (503) 123-4567

BEFORE CONTINUING: Please verify that the email address and phone number listed above are accurate. This information will be used to communicate with you regarding your technical request. If the email address or phone number is incorrect, please update your user profile before submitting this request. To update the information, click "My Account" at the top of this screen, then click the "Edit" button. Return to this page and submit your technical assistance request after the appropriate information has been updated.

Who is this request for?: Self Someone else
Name: First Last
Category: Client Authorization
Subject: Missing

Additional Information (detailed): 378/500
 Plan ID: XXXXXXXX
 Client Name: First Last
 Prime: XXXXXXXX
 I am attempting to close an active EQC for a client who moved out of state effective 9/2/22. When I tried to end the EQC, I got the following error message:
 "Your request could not be completed because: Missing continuous rate for service element 49 procedure code OR526 modifier code NA between 1/1/2022 and 9/2/2022"

Did you know the TAU (Technical Assistance Unit) can only send an email response from our TAR system by updating the status of a ticket to "Closed Resolved". If after receiving the "Closed Resolved" email you still have questions, please forward the ticket to info.exprs@odhsoha.oregon.gov for follow up. Do not reply to the closed resolved email.

Remember, the turnaround time for tickets is five business days. Submitting multiple tickets may delay the response of your issue and others as well! Also, there are many helpful guides that provide resources on many issues on the eXPRS website.

Top help guides when receiving error/validation messages

- Service Delivered (SD) Problem Solving Matrix
- Claims Problem Solving Matrix
- CDDP CPA Problem Solving Matrix/Brokerage CPA Problem Solving Matrix
- Service Prior Authorization (SPA) Problem Solving Matrix