eXPRS
Express Payment & Reporting System

DD Agency Provider
Service Delivered (SD) Import Process
SD Import File Error Management

When your Agency Provider .CSV file is imported, eXPRS creates **Draft** Service Delivered Billing Entries (SDs) from the imported data. To successfully create SDs, the .CSV file will go through a series of validations as part of that import process.

The import interface has the following validations for the .CSV import file:

1. **Data type validation**: Numbers and letters are in the correct fields and formatted correctly (E.g. Dates are in the expected format).

2. **Identifier validation**: The Service Location ID, SE/PROC/MOD codes and Client Prime are valid for their respective record in eXPRS.

3. **Security validation**: the Service Location ID, Service Element and Client are accessible to the logged-in user importing the .CSV file according to eXPRS security constraints.

4. **Persistence validation**: Each row can be saved successfully to the eXPRS database as a **Draft** SD billing entry, considering any constraints that would prevent such persistence, beyond the previous three validation areas.

If any of the above validations fail for any row on the .CSV file, no SD billings will be created & saved in eXPRS for **ANY** of the rows. Instead, a .CSV error file will be returned to you with an additional column containing the validation failure message(s) for each row that failed.

If all rows pass validation and the file import was successful, then all **Draft** SDs for each row will be created & saved. Those entries can then be processed by someone at your Agency with the **Agency Provider Claims Manager** role. These SDs will process through same validations as other SDs when submitted.

.CSV Import File Error Messages

Use the chart below to understand the error messages returned in a rejected file:

Message	Explanation
Wrong number of values: n	A row does not contain all of the required columns .
Service Location ID invalid	Column A does not contain an integer.
Service Element invalid	Column B does not contain an integer that eXPRS recognizes as a valid service element number.
Procedure Code invalid	Column C does not contain a character sequence that eXPRS recognizes as a valid procedure code.
Service Modifier Code invalid	Column D does not contain a character sequence that eXPRS recognizes as a valid service modifier code.
Client Prime invalid	Column E is blank or empty.
Service Date invalid *(expected as mm/dd/yyyy)*	Column F does not contain a valid date in the format mm/dd/yyyy.
Begin Time invalid *(expecting time as h:mm a)*	Column G does not contain a valid time in the format h:mm a.
End Time invalid *(expecting time as h:mm a)*	Column H does not contain a valid time in the format h:mm a.
Direct Support Time invalid *(expecting h:mm)*	Column I does not contain valid format h:mm, for OR401/RC, W4, W5, W6, S1 or WV.
Direct Support Time inappropriate	Column I does not contain a number between 0 and [SERVICE TIME][1] for OR401 RC, W4, W5, W6, S1 or WV **OR** is not blank for any other service.
Service Location not found	eXPRS could not find a service location with the specified ID.
Service not found	eXPRS could not find a service with the specified service element, procedure code and service modifier code.
Client Prime not found	eXPRS could not find a client with the specified prime number.
Service Auth duplicate	eXPRS found more than one service authorization for the specified service location, service, and client prime number.

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[1] **Service Time =** [END TIME] – [START TIME]

Agency SD Import - Error Mgmt (v2; 8.2.22)

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No accepted Service Auth	eXPRS could not find an accepted service authorization for the specified service location, service, and client prime number.
Service Date outside auth	eXPRS could not find an accepted service authorization for the specified service date.
Service Hours cross days	Service end time is the next day for an hourly service.
No accepted Service Auth	The user's security permissions in eXPRS do not allow them to access the service authorization (same message as a missing service authorization, for security purposes).
SD Modifier Code Invalid	Column O does not contain a character sequence that eXPRS recognizes as a valid SD Modifier Code.
SD Modifier Code required	eXPRS could not find an SD Modifier code in Column O
EVV information supplied on non-EVV Service	Information is entered in Columns G-H when the Service Element in Column B is 50, 142, or 152

eXPRS Error Messages

There are two other messages which are displayed on the page in eXPRS instead of inserted into a response file. These messages are preceded by the phrase "***Your request could not be completed because:*** "

Message	Explanation
Expected at least one row	No records could be found in the batch import file.
That file already succeeded previously; please submit a new file	A file with that name has already been successfully imported. eXPRS will not allow a file with the same name to be used after it has created draft services delivered.

Agency SD Import - Error Mgmt (v2; 8.2.22)

Error Management

If the import file fails any of the validations, a popup window with a **File Download** option will appear (See screenshot below). Depending on your web browser, the file may download automatically.
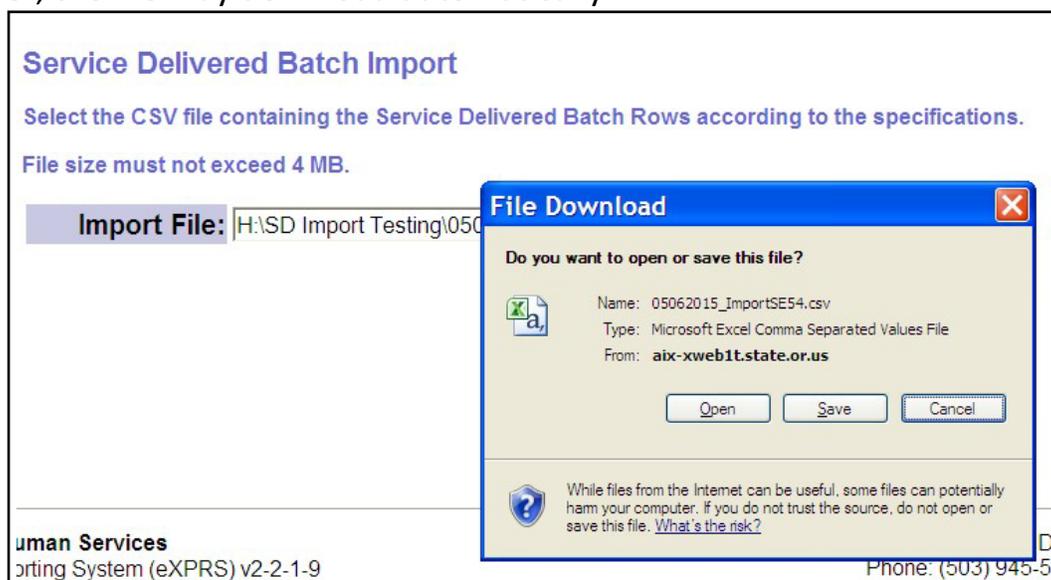
View this file to review the rejection reason messages which have been added to each row/record that did not pass the validations. See Screenshot for examples of errors:

Resolving Errors

If validation failure messages are received, providers can:

1. Correct all errors in order to resubmit the complete *corrected* .CSV file **OR…**
2. Remove rows that failed and resubmit the .CSV file. Providers can then manually enter the SD billings for rows that failed.