

## eXPRS Pro Tip for DD Agency Providers Viewing SD Billing Suspense or Denial Reasons

### Did you know ...

... as an DD Agency Provider, you can see the reason why an SD billing has **suspended** or **denied** directly in eXPRS?

On the multiple date SD billing page where SD billings for a single client / service are entered in eXPRS, users can expand an SD billing entry that is **suspended** or **denied** to see the reason why.

- To see the reason an SD billing is **suspended** or **denied**, from the SD billing entry page, click on the black triangle next to the SD status, like shown here:

Select	Date	Start Time (HH:MM AM/PM)	End Time (HH:MM AM/PM)	Total Service Time	Status
<input type="checkbox"/>	2/12/2019	9:15 AM	3:00 PM	5:45	Suspended
<input type="checkbox"/>					Draft
				9:45	Cancel Changes

For items checked above

- This will expand the billing (like shown below) so you can see the reason it is **suspended** or **denied**. The information in the **Rule Description** and the **Exception Text** boxes will give the reason why.

Select	Date	Start Time (HH:MM AM/PM)	End Time (HH:MM AM/PM)	Total Service Time	Status
<input type="checkbox"/>	2/12/2019	9:15 AM	3:00 PM	5:45	Suspended
<input type="checkbox"/>					Draft
				9:45	Cancel Changes

Overridable	Rule Description	Exception Text	Overridden
Y	Suspected duplicate. Date range or a portion of the date range overlaps an approved claim	The hours in the Date Time Entry Line for 2/12/2019 have already been claimed by another Date Time Entry Line by another provider	false

For items checked above

If the **Rule Description/Exception Text** information is unclear or confusing, users can use the **Service Delivered Problem Solving Matrix**, available on the **eXPRS Help Menu** to help understand what those messages mean in non-technical language.

The **Service Delivered Problem Solving** matrix is available using this link:  
<https://apps.dhs.state.or.us/exprsDocs/ServiceDeliveredProblemSolvingMatrix.pdf>

Understanding why an SD billing is **suspended** or **denied** will help you know how to resolve the issue or what type of assistance to request, if needed.

**Remember ...** the information as to why an SD billing entry is **suspended** or **denied** is directly available to users in eXPRS. You just need to know where to look.