

eXPRS Frequently Asked Questions (FAQs) DD Foster Care Providers

(updated 2/7/2018)

Below are some of the more frequently asked questions from DD Foster Care providers on using eXPRS for billing & payment of DD foster care services. This list will be updated to add new questions as they are collected.

ODDS has compiled a separate FAQ document to address questions of a program/policy nature for Foster Care services. That **Foster Care Policy FAQ** is available here:

<http://www.oregon.gov/DHS/SENIORS-DISABILITIES/DD/PROVIDERS-PARTNERS/Documents/FC-eXPRS-FAQ.pdf>

eXPRS Frequently Asked Questions:

- *I already have an eXPRS user account for FC respite services & transportation. Do I really need to submit a new FC user enrollment form?*
 - Yes. If you are providing DD Foster Care services, we will need you to submit a FC user enrollment form, even if you already have access to eXPRS. This is so we can update your current login information to include your FC home(s). You will not be able to successfully bill & receive payment for your FC services in eXPRS until you do this. If you have more than 1 FC home, please list all homes on the enrollment form.
- *Do I have to claim for each day of foster care service separately?*
 - No, DD foster care services can be claimed using multiple dates or a date range, even for an entire month.
- *I submitted my claims and they are approved. When can I expect to receive my payment?*
 - Claims in **approved** status (meaning they have cleared all system validations during processing) will be sent for payment processing the next business day. Providers will most likely receive payment within approximately 2-3 business days after claim approval (for direct deposit) or approximately 5-7 business days (for paper/mailed checks).

Office of Developmental Disabilities Services

- *I submitted my claims, but they are suspended. How do I find out why?*
 - If you open the suspended claim & look at the information in the **EXCEPTIONS** section, this will tell you why the claim is suspended. This section can often use technical & confusing language. To assist in understanding this information, providers can utilize the [Claims Problem Solving Matrix](#) available on the eXPRS Help Menu.

- *My claims are suspended and I need to fix them. How do I do that?*
 - Suspended claims can be voided, and then providers can create a new claim in its place with the corrected information. See the assistance guide [How to Find & Void Foster Care Service Claims](#) for instructions.

- *I have a provider record for foster care services, but also want to be authorized for Transportation/Mileage. How do I get a provider record for Transportation?*
 - Foster Care providers who also wish to be credentialed to be authorized for transportation/mileage should email odds.providerenrollment@state.or.us and request the ODDS Provider Application & Provider Enrollment Agreement forms to be enrolled as a DD Transportation Services provider.
 - ➔ **Please note:** completing this enrollment process **does not guarantee** authorization of Transportation/mileage reimbursement. Transportation/mileage services must also be part of the individual's annual ISP/service plan.

- *I've logged in to eXPRS, but when I search for my authorizations to bill I don't find anything. Can you explain why?*
 - Providers may not be able to see their authorizations when they go to bill for a few reasons:
 1. You may not have included information for all your FC homes on your user enrollment form, so we've not given you access for the homes you need for billing.
 2. The authorizing CDDP has not yet put your FC service authorizations into eXPRS. Contact the authorizing CDDP for assistance.
 3. Your FC service authorizations are in the system, but not yet in **accepted** status (meaning it's not ready to be billed). Contact the authorizing CDDP for assistance.