How to Find and View
Agency Provider Records

Case Management Entity (CME) staff may need to search eXPRS to find Agency provider records, such as when reviewing provider credentials or adding a service location record to their Provider Panel. Agency providers may have an overall Agency record for the entire organization (a.k.a. the parent record) and Service Location records (a.k.a. the child records). CME staff need to be able to search for and find the correct provider record for their work.

A CME user will need one of the following roles to view agency provider records:
- **Local Auth or Brokerage Provider Viewer**
- **Local Auth or Brokerage Provider Panel Manager**

How to Find and View Agency Provider Records:

1) Login to eXPRS. If users have multiple login options, use the Local Authority (for CDDPs), Contractor (for Brokerage), or State for (State Kids)

Login Name:	userID
Password:	•••••••••
Organization/Program Area:	County (Local Authority)
Forgot your password?	Submit

Login Name:	userID
Password:	•••••••••
Organization/Program Area:	Brokerage (Contractor)
Forgot your password?	Submit

Login Name:	userID
Password:	•••••••••
Organization/Program Area:	State Kids (State)
	Submit

2) Select **Provider > View Provider**

3) On the **Find Provider** page, enter search criteria (e.g. Names/IDs etc.) and select **Find**.

TIP: Use an asterisk (*) as the first character in the **Last/Business/Tax Name** field to search for records where the name following the asterisk appears anywhere in the name. For example, searching by "community" will only return records with names that start with the word "community". However, searching by "*community", will return records that contain the word "community" anywhere in the record name.

4) Select the **Display Name** hyperlink to open the agency provider record. Remember that an agency provider may have multiple provider records, so be sure to select correct record.

TIP: Use the **Provider Type & Specialty** field to search by a specific Provider Type & Specialty. For example, enter a name in the **Last/Business/Tax Name** field and then add a Provider Type & Specialty by highlighting the appropriate option from the dropdown. The results list will only include providers that match the those two criteria.

Appendix A: Common Provider Types & Specialties used for Plan of Care Services (not an exhaustive list)

Provider Type/Specialty Number	Common Service Type Name
87-732	DD Facility Based Employment
87-733	DD Non-Facility Employment Crew/Enclave
87-735	DD Supported Employment
87-738	DD Community Inclusion Services
89-819	DD Community Living Supports (CLS) - Employer Agency
89-821	DD Community Living Supports (CLS) - Standard Agency
89-835	Supported Living DD
89-825	Residential Care DD Adult GH
89-826	Residential Care DD Child GH
70-701	Foster Care – Adult DD
71-703	Foster Care – Child DCR
71-704	Foster Care – Child DCW
93-710	DD Agency Behavior Consultant
72-717	DD Non-Medical Transportation – DD Provider Agency/Org
70-837	Adult FC Respite/Relief Care Svcs
71-837	Child FC Respite/Relief Care Svcs
78-725	DD Service – APD Adult Day Service Provider
78-930	DD Service – APD In-Home Care Agency Provider
93-943	DD Comprehensive Service Agency