

## How to Find and View Claims

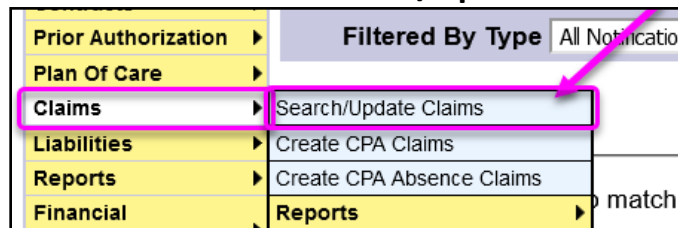
The **Claims Search** page allows for CMEs and Providers to search for claims that are created directly or by the Claims Aggregation Cycle. Claims may be for a single date or a date range, depending on how it is billed.

Users will need one of the below roles/permissions to view claims:

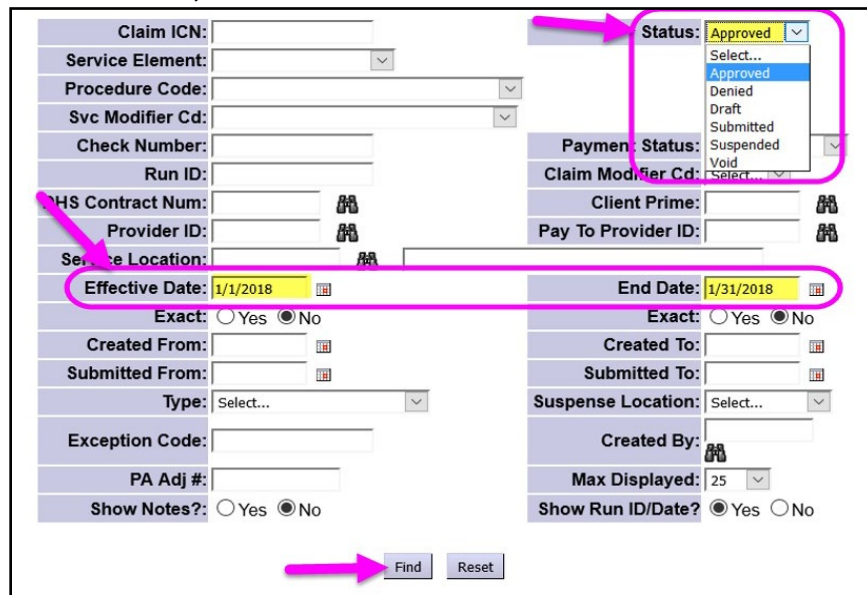
- **Claims Manager** (for Agency or Foster Care Providers)
- **Claims Coordinator** (for Agency or Foster Care Providers)
- **Local Auth Claims Coordinator** (for CDDP staff)
- **Brokerage Claims Coordinator** (for Brokerage staff)

### How to Find and View Claims:

1) Log in to eXPRS and select **Claims > Search/Update Claims**.



2) On the **Claims Search**, enter search criteria & select **Find**.



The screenshot shows the Claims Search form with the following fields and highlights:

- Status:** Dropdown menu with 'Approved' selected and highlighted by a pink box and arrow.
- Payment Status:** Dropdown menu with 'Submitted' selected.
- Effective Date:** Date field set to 1/1/2018, highlighted by a pink box and arrow.
- End Date:** Date field set to 1/31/2018, highlighted by a pink box and arrow.
- Find:** Button highlighted by a pink arrow.

**TIP:** See Appendix A for a brief list of useful search criteria.

3) Any claim matching the criteria will return in the Results list.

Claim ICN	Client Prime	Client Name	Service Element	Procedure Code	Svc Modifier Cd	Claim Modifier Cd	Type	Provider	Effective Date	End Date	Billed Amount	Paid Amount	Status	Run ID	Paid Date
2017*****1001	xyz0000a	Last, First	158	OR AFC	NA	REG	FFS	FC Provider	1/1/2018	1/11/2018	\$2,005.92	\$2,005.92	Approved	236276615	2/1/2018
2017*****2001	xyz0000a	Last, First	158	OR AFC	NA	REG	FFS	FC Provider	1/14/2018	1/31/2018	\$2,370.63	\$2,370.63	Approved	236276615	2/1/2018

**TIP:** See Appendix B for definitions of the Results list.

4) From the Results list, you can export it as needed.

Provider	Effective Date	End Date	Billed Amount	Paid Amount	Status	Run ID	Paid Date
S FC Provider	1/1/2018	1/11/2018	\$2,005.92	\$2,005.92	Approved	236276615	2/1/2018

5) Click the **Claim ICN** hyperlink to view the specific claim.

Claim ICN	Client Prime	Client Name	Service Element	Procedure Code	Svc Modifier Cd	Paid Amount	Status	Run ID	Paid Date
2017*****1001	xyz0000a	Last, First	158	OR AFC	NA	\$2,005.92	Approved	236276615	2/1/2018
2017*****2001	xyz0000a	Last, First	158	OR AFC	NA	\$2,370.63	Approved	236276615	2/1/2018

**Claim View**

ICN: 2017*****1001	Status: Approved	Type: Fee For Service
Service Element: 158	Proc Code: OR AFC	Svc Modifier Cd: NA
Client Prime: xyz0000a	Client Name: First Last	
Provider ID: 22****9	Provider: FC provider	
Service Location: FC provider	Claim Modifier Cd: REG	
DHS Contract Num: 14***7	Contractor Name: CDDP or Brokerage	
PA Adj #: 18*****70	Effective Date: 1/1/2018	End Date: 1/11/2018
Run ID: 236276615	Billed Units: 1.000	Billed Amount: \$2,005.92
Priced Amount: \$2,005.92	Client Liab Deduct: \$0.00	Paid Amount: \$2,005.92
Paid Date: 2/1/2018 11:54:33 AM	Prov Liab Deduct: \$0.00	Net Payment: \$2,005.92
Submitted: 2/1/2018 9:21:35 AM	Processed: 2/1/2018 9:21:49 AM	Reversed:

**TIP:** There are times when the **Billed Amount** and **Net Payment** will be different. This often occurs because there is either a **Provider Liability** or **Client Liability Amount** which results in some funds being withheld.

6) At the bottom of the claim you can view more information, such as **Rate** or **Service Delivered** details (if applicable).

**Exceptions:**  
There are no processing exceptions for this claim

**Exception history:**  
There are no historical exceptions for this claim

▼ **Rates**

Start Date	End Date	Service Group	Licensed Bed/s	Provider Specialty	Fixed Rate	Add On Rate	Total Rate	Error Message
12/01/2022	04/09/2023	4	5	89-825	\$443.47		\$443.47	
04/10/2023	06/30/2023	4	5		\$443.47		\$443.47	

► **Segments**

▼ **Services Delivered**

Service Begin	Service End	Service Units	Billed Units	Group Setting	Created Date	Review Date	Status	ID
02/01/2023 12:00 AM PST	02/02/2023 12:00 AM PST	1	1	No	02/16/2023 01:08 PM PST		Approved	6.16
02/02/2023 12:00 AM PST	02/03/2023 12:00 AM PST	1	1	No	02/16/2023 01:08 PM PST		Approved	6.17
02/03/2023 12:00 AM PST	02/04/2023 12:00 AM PST	1	1	No	02/16/2023 01:08 PM PST		Approved	6.18

**Provider Liability deductions**  
There are no provider liability deductions for this claim

► **Action Log Entries**

As a reminder, only Claims that reach **Approved** status will be processed for payment to the provider. Providers can use the **Claims Problem Solving Matrix** on the eXPRS Help Menu to troubleshoot issues with claims.

## Appendix A: Key Search Criteria

Users can enter any variety of search criteria when using the **Claims Search** page. However, some key fields to use are:

- **Status**<sup>1</sup>: The claim's status (not the SDs)
- **Service Element**: The claim's service element
- **DHS Contract Num**: The contract # for the CME authorizing the service.
- **Pay To Provider ID**: The eXPRS ID for the main Provider Agency who delivered the service
- **Effective Date**: Limits results to claims that begin on this date or later
- **End Date**: Limits results to claims that begin on this date or earlier

## Appendix B: Claims Search Result List Definitions

Claim ICN	Client Prime	Client Name	Service Element	Procedure Code	Svc Modifier Cd	Claim Modifier Cd	Type
<a href="#">2017*****1001</a>	xyz0000a	Last, First	158	OR AFC	NA	REG	FFS

- **Claim ICN**: The system generated claim ID. Selecting the hyperlink will take the user to the **View Claim** page to view claim details.
- **Client Prime**: The DHS assigned number for the individual for whom services are being paid.
- **Client Name**: The name of the individual for whom services are being paid.
- **Service Element**: The Service Element for the services paid in the claim.
- **Procedure Code**: The Procedure Code for the service paid in the claim.
- **Svc Modifier Cd**: The Modifier Code for the service paid in the claim.
- **Claim Modifier Cd**: The Claim Modifier Code for the service paid in the claim.
- **Type**: The type of claim being paid; FFS means "Fee-for-Service".

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<sup>1</sup> Selects a **Status** enables a user to take various action on the claims returned. See other How-To Guides on the Help Menu for assistance on taking specific actions (e.g. Voiding, Deleting, etc.)

Provider	Service Location	Effective Date	End Date	Service Group	Rate	Billed Amount
		2/1/2023	2/15/2023	4	443.47	\$6,652.05

- **Provider:** The provider being paid for the services.
- **Service Location:** The provider’s Service Location Record authorized on the Claim.
- **Effective Date:** The first date of service paid in the claim.
- **End Date:** The last date of service paid in the claim.
- **Service Group:** The individual’s Service Group as determined by the Oregon Needs Assessment.
- **Rate:** The rate being paid for services associated with the Claim. This field will show N/A until the Claim reaches **Approved** or **Voided** status.

Billed Amount	Client Liability	Paid Amount	Prov Liab Deduct	Net Payment	Status	Run ID	Paid Date	Exception Code
\$6,652.05		\$6,652.05		\$6,652.05	Approved	631	2/17/2023	

- **Billed Amount:** The gross amount the claim was billed.
- **Client Liability:** The amount the claim payment was reduced due to the individual’s Client Liability Account.
- **Paid Amount:** The amount paid in the claim. This can be the same or lesser than the Billed Amount.
- **Prov Liab Deduct:** The amount that the provider’s **Paid Amount** is reduced as a result of a **Provider Liability Account**.

- **Net Payment:** The actual amount paid to the provider after all reductions due to Provider Liability or Client Liability Accounts.
- **Status:** The claim status.
- **Run ID:** The State Financial Management Application (SFMA) Run ID that the claim was included in for funds disbursement from DAS to the provider.
- **Payment Date:** The date funds dispersed from DAS.
- **Exception Code:** The numeric Exception Code for the claim (if applicable).