

## How to Find/View POC Claims & Payment Status for PSW Provider Claims

*(Updated 8/30/2021)*

For services authorized and paid via eXPRS/Plan of Care, users can view the claims processed for payments to PSW providers. The POC claims will be processed for a specific service delivered by a PSW provider to an I/DD client, and will be for a date range that corresponds to the PSW designated pay periods. Data for **approved** POC claims are then transmitted to the DHS/ODDS contracted payroll vendor who will process payroll payments to providers.

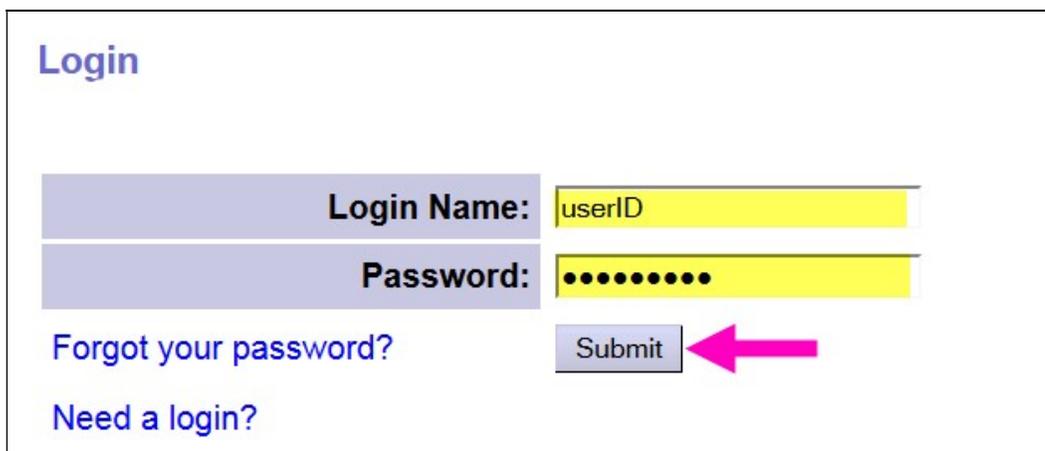
**\*\* NOTE:** The term for a payroll vendor used to be called a “Fiscal Intermediary” or “FI”. It is now called a “Financial Management Administration Servicer” or “FMAS” vendor.

PSWs will need to be assigned the below eXPRS user role to view your claims:

- **Provider PSW Claims Manager**

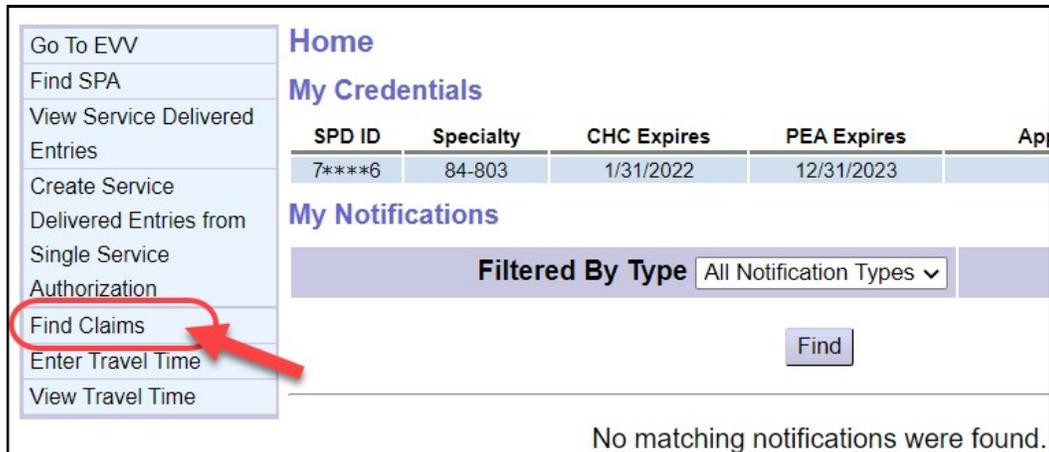
### To Find/View POC service claims as a PSW provider:

1. Log in in to the **eXPRS Desktop** version from a computer or laptop.  
PSW claims **are not viewable** in **eXPRS Mobile-EVV**.



The screenshot shows the login interface for the eXPRS Desktop version. It features a title 'Login' in blue. Below the title are two input fields: 'Login Name:' with the text 'userID' and 'Password:' with a masked password of ten dots. To the left of the password field are two links: 'Forgot your password?' and 'Need a login?'. To the right of the password field is a 'Submit' button, which is highlighted with a pink arrow pointing to it from the right.

- From the left-hand navigational menu, click on **Find Claims**. This will take you to the **PSW Claim Search** page.



Home

My Credentials

SPD ID	Specialty	CHC Expires	PEA Expires	App
7****6	84-803	1/31/2022	12/31/2023	

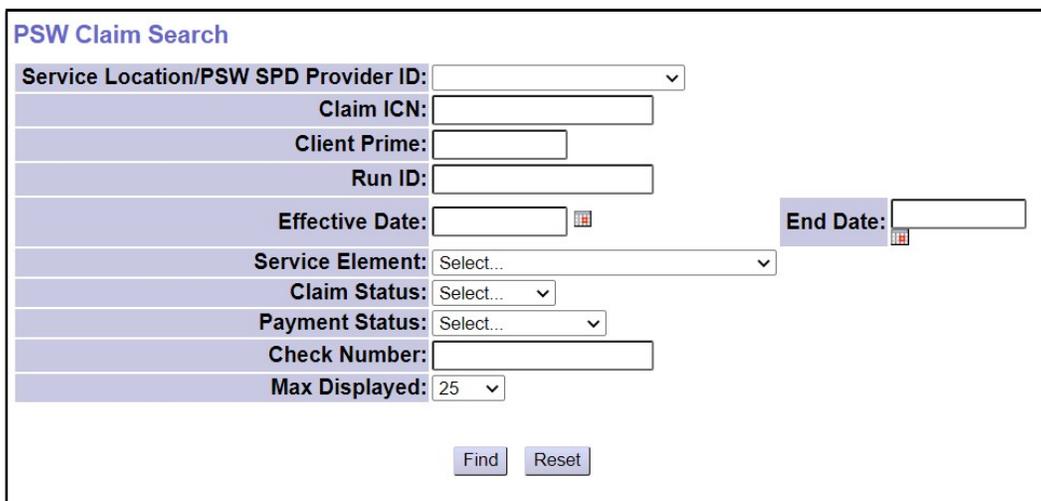
My Notifications

Filtered By Type: All Notification Types

Find

No matching notifications were found.

- In the **PSW Claim Search** page you can search for your PSW claims. There are many search criteria options available or you can simply click the **Find** button to return a list of ALL your claims available.
  - The search criteria fields are defined in **Appendix A** on page 5.



PSW Claim Search

Service Location/PSW SPD Provider ID: [dropdown]

Claim ICN: [input]

Client Prime: [input]

Run ID: [input]

Effective Date: [input] [calendar icon] End Date: [input] [calendar icon]

Service Element: [dropdown]

Claim Status: [dropdown]

Payment Status: [dropdown]

Check Number: [input]

Max Displayed: 25 [dropdown]

Find Reset

- Using some search criteria will narrow your search results. For example, to find claims for specific dates you have worked, enter the first work date in the **Effective Date** field, and the last work date in the **End Date** field.

With the search criteria desired entered in the corresponding fields, click the **Find** button to get a list of claims.

- In the below example, we have searched for **PAID** claims for the month of **July 2021**.
- The search results columns are defined in **Appendix B** on page 6.

**PSW Claim Search**

Service Location/PSW SPD Provider ID:

Claim ICN:

Client Prime:

Run ID:

Effective Date:  End Date:

Service Element:

Claim Status:

Payment Status:

Check Number:

Max Displayed:

Export options:

ICN	Client Name	Service Begin	Service End	Billed Units	Billed Amount	Submitted	Run ID	Claim Status	Payment Status	Check/Deposit Number
2021*****09001	VADER, ELLA	7/1/2021	7/14/2021	45.330	\$786.93	7/24/2021	44*****4	Approved	Paid	RA18***75
2021*****10001	VADER, ELLA	7/1/2021	7/14/2021	285.000	\$138.22	7/25/2021	44*****4	Approved	Paid	RA18***75
2021*****91001	VADER, ELLA	7/16/2021	7/31/2021	40.680	\$706.20	8/9/2021	45*****1	Approved	Paid	RA18***80
2021*****92001	VADER, ELLA	7/16/2021	7/31/2021	165.000	\$80.02	8/9/2021	45*****1	Approved	Paid	RA18***80

- From the list of claims that return (if any), click on the **blue ICN number** to open a specific claim.

Click on the **blue ICN number** to open the claim.

ICN	Client Name	Service Begin	Service End	Billed Units	Billed Amount	Submitted	Run ID	Claim Status	Payment Status	Check/Deposit Number
2021*****09001	VADER, ELLA	7/1/2021	7/14/2021	45.330	\$786.93	7/24/2021	44*****4	Approved	Paid	RA18***75
2021*****10001	VADER, ELLA	7/1/2021	7/14/2021	285.000	\$138.22	7/25/2021	44*****4	Approved	Paid	RA18***75
2021*****91001	VADER, ELLA	7/16/2021	7/31/2021	40.680	\$706.20	8/9/2021	45*****1	Approved	Paid	RA18***80
2021*****92001	VADER, ELLA	7/16/2021	7/31/2021	165.000	\$80.02	8/9/2021	45*****1	Approved	Paid	RA18***80

- After clicking on the **blue ICN number**, that specific claim will open so you can view its details.

- Look in the **Claim Payment Information** section to see:
  - the **payment status** of your claims,
  - the **date** it was paid by the FMAS vendor,
  - how** it was paid, and
  - the **Check or Direct Deposit number** for that payment.
- To view the associated SD billing entries that were paid in the claim, expand the section labeled **Services Delivered**.

**PSW Claim View**

<b>ICN:</b> 2021*****09001	<b>Status:</b> Approved	<b>Type:</b> Fee For Service
<b>Service Element:</b> 149	<b>Proc Code:</b> OR526	<b>Svc Modifier Cd:</b> NA
<b>Client Prime:</b> xyz0000a	<b>Client Name:</b> ELLA VADER	
<b>Provider ID:</b> 5****8	<b>Provider:</b> PSW Last, First	
<b>Effective Date:</b> 7/1/2021	<b>End Date:</b> 7/14/2021	<b>Gross Amount:</b> \$786.93
<b>Submitted:</b> 07/24/2021 05:36 PM PDT	<b>Processed:</b> 07/24/2021 05:36 PM PDT	<b>Reversed:</b>

**Claim Payment Information**

<b>Claim Paid:</b> Paid	<b>Payment Type:</b> Direct Deposit	<b>Check/Deposit Number:</b> RA18***75
<b>Payment Date:</b> 7/30/2021		

**Notes:**

<b>Created By:</b> eXPRS Scheduled System Process	<b>Created Date:</b> 07/24/2021 05:36 PM PDT
<b>Updated By:</b> eXPRS Scheduled System Process	<b>Updated Date:</b> 07/24/2021 05:36:15 PM PDT

Expand this header to see all the SD billings paid inside this claim.

**Services Delivered**

Begin Time	End Time	Service Units	Created Date	Review Date	Status	ID
07/01/2021 09:19 AM PDT	07/01/2021 05:16 PM PDT	7.57	07/01/2021 09:19 AM PDT	07/22/2021 08:11 AM PDT	Approved	4****05
07/02/2021 10:05 AM PDT	07/02/2021 05:04 PM PDT	6.59	07/02/2021 10:05 AM PDT	07/22/2021 08:11 AM PDT	Approved	4****33
07/03/2021 10:00 AM PDT	07/03/2021 03:02 PM PDT	5.02	07/03/2021 11:48 AM PDT	07/22/2021 08:11 AM PDT	Approved	4****63
07/05/2021 04:38 PM PDT	07/05/2021 06:33 PM PDT	1.55	07/05/2021 04:38 PM PDT	07/22/2021 08:11 AM PDT	Approved	4****03
07/06/2021 05:24 PM PDT	07/06/2021 08:05 PM PDT	2.41	07/06/2021 05:25 PM PDT	07/22/2021 08:11 AM PDT	Approved	4****97

**APPENDIX A:** The search criteria field options on this page are defined below:

The screenshot shows a web form titled "PSW Claim Search". The form contains the following fields, each with a numbered callout:

- 1** Service Location/PSW SPD Provider ID: A dropdown menu.
- 2** Claim ICN: A text input field.
- 3** Client Prime: A text input field.
- 4** Run ID: A text input field.
- 5** Effective Date: A date picker field.
- 6** End Date: A date picker field.
- 7** Service Element: A dropdown menu with "Select..." as the placeholder.
- 8** Claim Status: A dropdown menu with "Select..." as the placeholder.
- 9** Payment Status: A dropdown menu with "Select..." as the placeholder.
- 10** Check Number: A text input field.
- 11** Max Displayed: A dropdown menu with "25" as the selected value.

At the bottom of the form are two buttons: "Find" and "Reset".

- 1. Service Location/PSW SPD Provider ID** = dropdown menu; select the option desired for you as a PSW; you may only have 1 option.
- 2. Claim ICN** = the specific eXPRS number assigned to the claim
- 3. Client Prime** = the prime number for the individual for whom you worked/provided services
- 4. Run ID** = the DHS payment run ID number the claim(s) were processed under and sent to the FMAS payroll vendor for payment.
- 5. Effective Date** = first work date date the claim date range covers
- 6. End Date** = the last work date in the claim date range covers
- 7. Service Element** = the service element for the service paid in the claim
- 8. Claim Status** = the status of the whole claim (not the status of the SD billing entries within the claim)
  - **Approved** = the claim has passed all edits, was approved for payment & sent to the FMAS payroll vendor for payment processing to the PSW.
  - **Denied** = the claim was denied; it will not be paid.
  - **Draft** = the claim was created, but has not been submitted for processing
  - **Submitted** = the claim was submitted, but did not complete the submission process
  - **Suspended** = the claim was submitted but encountered an error; it will not be paid until the error is resolved.

- **Void** = the claim had been approved but was later voided; if the claim had been paid prior to being voided, a provider liability account will be created for the claim amount.

**9. Payment Status** = the payment status of the claim.

- **Paid** = claim was approved, sent to the FMAS payroll vendor and payment for claim has been issued to the PSW.
- **Not Paid** = claim was approved, sent to the payroll vendor, however payment has not been issued to the PSW; there was a payroll issue.
- **Pending Payment** = claim was approved, sent to the payroll vendor, but eXPRS has not received confirmation from the FMAS vendor that payment to the PSW has been made.
- **Unavailable** = payment information for that claim from the FMAS payroll vendor is not available in eXPRS.

**10. Check Number** = the FMAS vendor check number or direct deposit number for the claim's payment issued to the PSW.

**11. Max Displayed** = select from the dropdown to show how many results you'd like displayed at one time.

## APPENDIX B: The results list columns are defined below:

1 ICN	2 Client Name	3 Service Begin	4 Service End	5 Billed Units	6 Billed Amount	7 Submitted	8 Run ID	9 Claim Status	10 Payment Status	11 Check/Deposit Number
2021*****09001	VADER, ELLA	7/1/2021	7/14/2021	45.330	\$786.93	7/24/2021	44*****4	Approved	Paid	RA18***75
2021*****10001	VADER, ELLA	7/1/2021	7/14/2021	285.000	\$138.22	7/25/2021	44*****4	Approved	Paid	RA18***75
2021*****91001	VADER, ELLA	7/16/2021	7/31/2021	40.680	\$706.20	8/9/2021	45*****1	Approved	Paid	RA18***80
2021*****92001	VADER, ELLA	7/16/2021	7/31/2021	165.000	\$80.02	8/9/2021	45*****1	Approved	Paid	RA18***80

1. **ICN** = the eXPRS system generated number for the claim.
2. **Client Name** = the name of the individual for whom services were paid in the claim.
3. **Service Begin** = the first work date of the claim date range.
4. **Service End** = the last work date of the claim date range.
5. **Billed Units** = the total number of service units, for ***all SD billings*** paid in the claim.
6. **Billed Amount** = the total, gross amount billed in the claim.
7. **Submitted** = the date of the last action taken on the claim processed.
8. **Run ID** = the ID number for the SFMA run the claim was processed & sent to the FMAS payroll vendor for payment processing to the PSW.
9. **Claim Status** = the status of the claim.
10. **Payment Status** = indicates if the claim has been **Paid, Not Paid**, if the claim is **Pending Payment** to the PSW, or if payment information is **Unavailable** from the FMAS payroll vendor.
11. **Check/Deposit Number** = the FMAS vendor check number or direct deposit number for the claim's payment to the PSW.