

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.

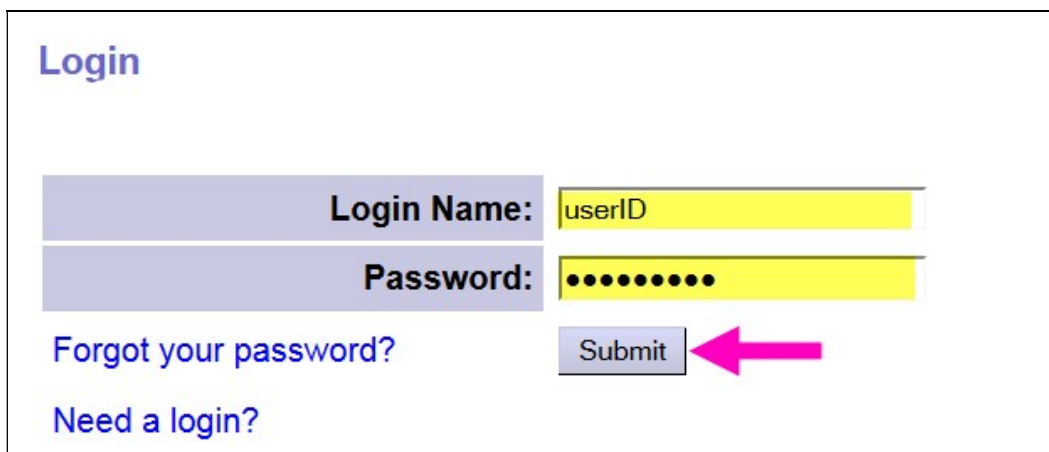
**** NOTE:** The term for a payroll vendor used to be called a “Fiscal Intermediary” or “FI”. It is now called a “Financial Management Administration Servicer” or “FMAS” vendor.

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

- **Provider PSW Claims Manager**

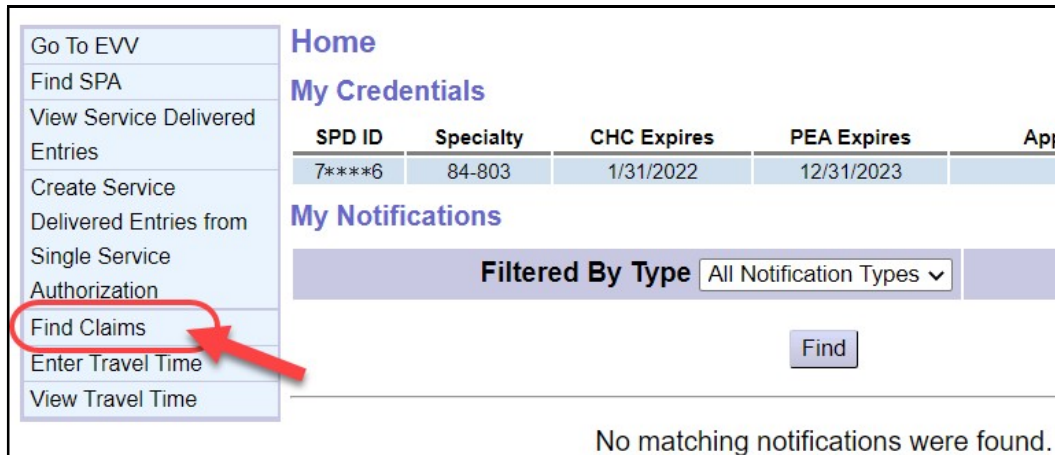
To Find/View POC service claims as a PSW provider:

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.



Go To EVV
Find SPA
View Service Delivered Entries
Create Service
Delivered Entries from Single Service
Authorization
Find Claims
Enter Travel Time
View Travel Time

Home
My Credentials

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

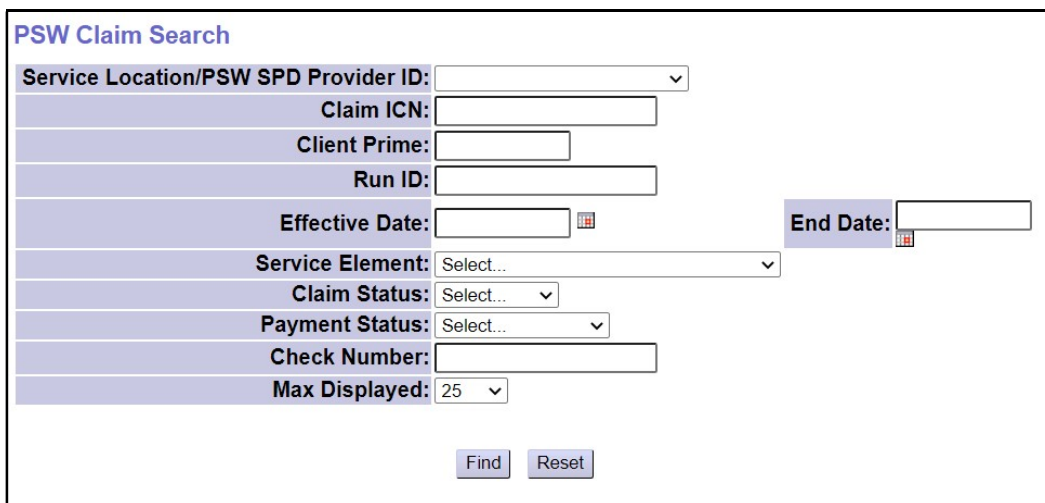
My Notifications

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: ▾

Claim ICN:

Client Prime:

Run ID:

Effective Date:  End Date: 

Service Element: Select... ▾

Claim Status: Select... ▾

Payment Status: Select... ▾

Check Number:

Max Displayed: 25 ▾

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

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

Claim Payment Information

| | | |
|--------------------------------|-------------------------------------|--|
| Claim Paid: Paid | Payment Type: Direct Deposit | Check/Deposit Number: RA18***75 |
| Payment Date: 7/30/2021 | | |

Notes:

| | |
|---|---|
| Created By: eXPRS Scheduled System Process | Created Date: 07/24/2021 05:36 PM PDT |
| Updated By: eXPRS Scheduled System Process | Updated Date: 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". It contains the following fields and controls:

- 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.
- 6** End Date: A date picker.
- 7** Service Element: A dropdown menu with "Select..." as the current selection.
- 8** Claim Status: A dropdown menu with "Select..." as the current selection.
- 9** Payment Status: A dropdown menu with "Select..." as the current selection.
- 10** Check Number: A text input field.
- 11** Max Displayed: A dropdown menu with "25" as the current selection.

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 |
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| 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.