Did you know?
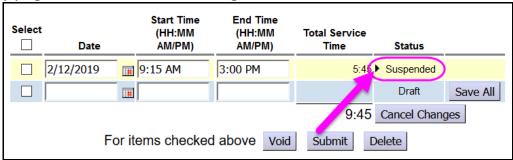
eXPRS Express Payment & Reporting System

eXPRS Pro Tip for DD Agency Providers
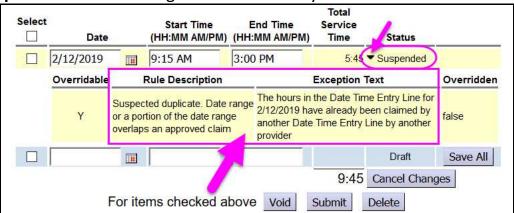## Viewing SD Billing Suspense or Denial Reasons

Did you know …

… as an DD Agency Provider, you can see the reason why an SD billing has *suspended* *or* *denied* *directly in eXPRS?*

On the multiple date SD billing page where SD billings for a single client / service are entered in eXPRS, users can expand an SD billing entry that is *suspended* or *denied* to see the reason why.

- To see the reason an SD billing is *suspended* or *denied*, from the SD billing entry page, click on the black triangle next to the SD status, like shown here:

- This will expand the billing *(like shown below)* so you can see the reason it is *suspended* or *denied*. The information in the **Rule Description** and the **Exception Text** boxes will give the reason why.

If the **Rule Description/Exception Text** information is unclear or confusing, users can use the **Service Delivered Problem Solving Matrix**, available on the **eXPRS Help Menu** to help understand what those messages mean in non-technical language.

The **Service Delivered Problem Solving** matrix is available using this link:
https://apps.dhs.state.or.us/exprsDocs/ServiceDeliveredProblemSolvingMatrix.pdf

Understanding why an SD billing is *suspended* or *denied* will help you know how to resolve the issue or what type of assistance to request, if needed.

Remember … the information as to why an SD billing entry is *suspended* or *denied* is directly available to users in eXPRS. You just need to know where to look.