

Did you know?



eXPRS Pro Tip for CDDP, Brokerage, CIIS Staff Service Delivered (SD) Entries vs Claims

Did you know ...

... that SD billing entries in 'approved' status don't automatically mean they will be paid to the provider? SD billing entries & CLAIMS are separate things in eXPRS, and are processed & validated independently.

Service Delivered (SD) billing entries and **CLAIMS** are separate things. SDs are the preliminary billing data that the provider enters to document when they have provided service to an I/DD individual. When submitted, SD billing process through a series of validation edits to move to the next status. For SDs that are '**pending**' they will process through validation edits again when moved to '**approved**' by the CDDP, Brokerage or CIIS program staff.

For SD billing entries that are in '**approved**' status, they are collected (ie: aggregated) into **CLAIMS** by eXPRS during the payment process cycle. Those **CLAIMS** are processed through their own series of validation edits as a part of that. Only those **CLAIMS** that are successful moved to '**approved**' status will be sent for payment to the provider.

There are a variety of situations where '**approved**' SDs whose **CLAIM** does not pass validations, and will '**suspend**'. If '**approved**' SDs are contained within a '**suspended**' **CLAIM**, those SDs will not be processed for payment until their **CLAIM** is in '**approved**' status.

The assistance guide to finding/viewing **POC CLAIMS** is available here:
<https://apps.dhs.state.or.us/exprsDocs/HowToViewPOCClaimsAgency.pdf>

Remember ...

- Just because an SD billing entry is '**approved**', that does not guarantee it will be paid. Check the status of **CLAIM** that holds the SD(s) to be sure the **CLAIM** is eligible to be processed for payment.