

Did you know?



eXPRS Pro Tip for DD Personal Support Workers (PSWs) Re-submit Suspended SD Billing Entries

Did you know ...

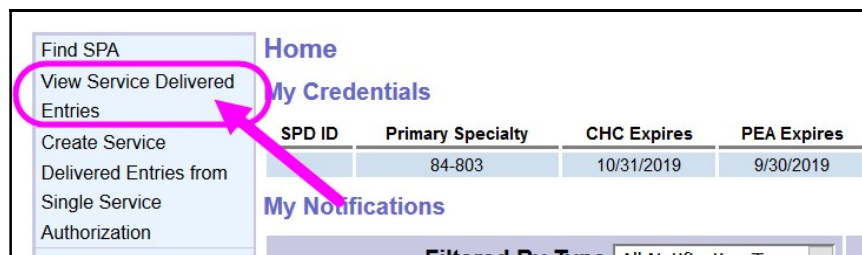
... that you can resubmit your SD billing entries that may be suspended?

There are times that SD billing entries hit an error when you submit them for payment processing. A common error that happens is “**awaiting client eligibility**”. Sometimes an individual’s eligibility has changed between the time you worked & when you submitted your billings. Other times, eXPRS is unable to get the eligibility information it needs from other ODHS systems. When the SD billings hit this eligibility error, they will **suspend** because eXPRS doesn’t have all the information it needs to finish the processing.

When SD billings **suspend**, you can resubmit them again to see if the suspension reason will clear. You can even resubmit your suspended SD billings all at once, instead of one at a time.

How to resubmit your suspended SD billings:

1. Use the menu option **View Service Delivered Entries** to find your **suspended** billings.



2. Search for your **suspended** SD billing entries by the Status = **suspended** + the **pay period date range**. Using a status will activate the ability to resubmit the SD billings.

View Service Delivered

Enter one or more search criteria. Criteria are cumulative. Results returned are limited to 20,000 rows.

Note: If criteria entered results in more than 20,000 rows, data returned will be truncated. You may need to narrow your search criteria to return a smaller dataset.

Client Prime:

Service Location/PSW SPD Provider ID:

Row Group Only:

Claim ICN:

Status: **Suspended** ▼

Show Aggregated(into claim): Both Aggregated Not Aggregated

Begin Date: **11/16/18** End Date: **11/30/18**

Submitted From: Submitted To:

Created From: Created To:

Max Displayed: 25

3. From the results list, check the boxes on the far left-hand side, then click **SUBMIT** to resubmit the SD billings.

Export options:

All	SPA ID	Auth Status	Client Prime	Client Name	Provider	SE	Proc	Mod	Service Date	Begin Time	End Time	Group Setting	Service Hours/Units	Billed Units	Total Direct Support Time	Rate	Amount	SD ID	SD Status	Claim ICN
<input checked="" type="checkbox"/>		Accepted			151	OR526	NA		11/16/2018	01:30 PM	07:00 PM	No	5:30	5:30	NA	\$14.65	\$80.58		Suspended	
<input checked="" type="checkbox"/>		Accepted			151	OR526	NA		11/19/2018	02:15 PM	06:15 PM	No	4:00	4:00	NA	\$14.65	\$58.60		Suspended	
<input checked="" type="checkbox"/>		Accepted			151	OR526	NA		11/29/2018	02:15 PM	07:15 PM	No	5:00	5:00	NA	\$14.65	\$73.25		Suspended	
<input checked="" type="checkbox"/>		Accepted			151	OR526	NA		11/30/2018	04:00 PM	06:30 PM	No	2:30	2:30	NA	\$14.65	\$36.62		Suspended	

4. If the eligibility issue has been resolved, your SD billings should now show as **pending** & are ready to be printed on timesheets for signatures.

Service Delivered Results

SPA ID	Client Prime	Client Name	Provider	Service	Service Date	Begin Time	End Time	Units	Rate	Amount	Status	Notes
				SE151/OR526/NA	11/16/2018	01:30 PM	07:00 PM	330.000	\$14.65	\$80.58	Pending	
				SE151/OR526/NA	11/19/2018	02:15 PM	06:15 PM	240.000	\$14.65	\$58.60	Pending	
				SE151/OR526/NA	11/29/2018	02:15 PM	07:15 PM	300.000	\$14.65	\$73.25	Pending	
				SE151/OR526/NA	11/30/2018	04:00 PM	06:30 PM	150.000	\$14.65	\$36.62	Pending	

Remember ... When your SD billings are **suspended**, wait a bit & then resubmit them to see if the suspension issue clears.