

## Finding and Viewing Claims

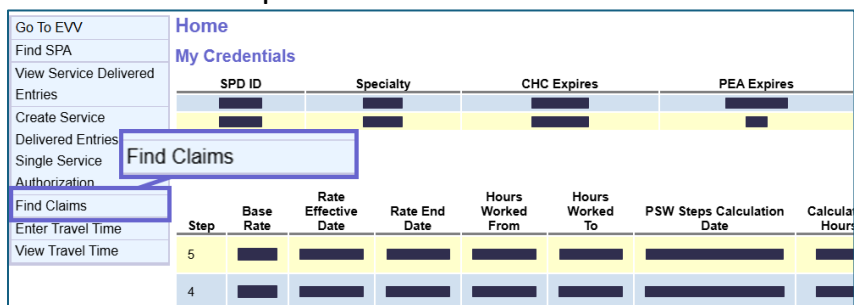
### Overview

Personal Support Workers (PSWs) can use the Claims Search page to find information about claims.

Generally, claims are created for each type of service delivered by a PSW provider to an individual, and will be for a date range that corresponds to the PSW designated pay periods.

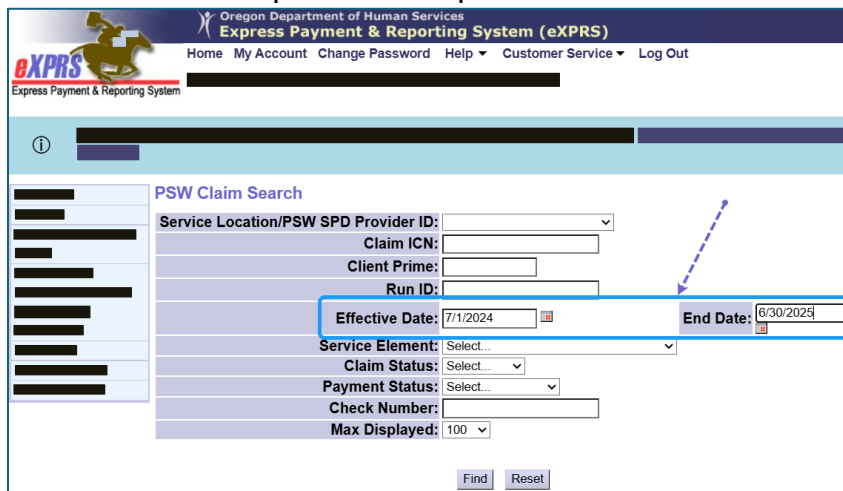
### Finding and Viewing Claims

- 1) Log in to the eXPRS Desktop site and select **Find Claims** from the left menu.



The screenshot shows the eXPRS Desktop interface. On the left, a vertical menu lists various options: Go To EVV, Find SPA, View Service Delivered, Entries, Create Service, Delivered Entries, Single Service, Authorization, Find Claims (highlighted with a blue box), Enter Travel Time, and View Travel Time. The main content area shows a 'My Credentials' section with fields for SPD ID, Specialty, CHC Expires, and PEA Expires. Below this is a table with columns: Step, Base Rate, Rate Effective Date, Rate End Date, Hours Worked From, Hours Worked To, PSW Steps Calculation Date, and Calculated Hours. The table shows two rows of data for Step 5 and Step 4.

- 2) On the **PSW Claim Search** page, enter any search criteria and select **Find**.
  - In the example below, we will use the **Effective Date** and **End Date** to narrow the results to a specific time period.



The screenshot shows the 'PSW Claim Search' page. It includes a navigation bar with links: Home, My Account, Change Password, Help, Customer Service, and Log Out. Below the navigation bar is a search bar. The main section contains several input fields for search criteria: Service Location/PSW SPD Provider ID (dropdown), Claim ICN (text), Client Prime (text), Run ID (text), Effective Date (text with a calendar icon, set to 7/1/2024), End Date (text with a calendar icon, set to 6/30/2025), Service Element (dropdown), Claim Status (dropdown), Payment Status (dropdown), Check Number (text), and Max Displayed (dropdown, set to 100). At the bottom, there are 'Find' and 'Reset' buttons. A blue dashed arrow points to the 'End Date' field.

- 3) Review the result set for basic claim information, including Claim Dates and Status, or Payment Amount and Status.

		A		B				C			
ICN	Client Name	Service Begin	Service End	Billed Units	Rate	Billed Amount	Submitted	Run ID	Claim Status	Payment Status	Check/Deposit Number
20	01 D	7/4/2024	7/4/2024				8/2/2024	7	Approved	Paid	RA
20	01 B										
20	01 S	7/1/2024	7/15/2024				7/23/2024	7	Approved	Paid	RA
20	01 S	7/1/2024	7/15/2024				7/23/2024	7	Approved	Paid	RA
20	01 S	7/16/2024	7/31/2024				8/7/2024	7	Approved	Paid	RA
20	01 S	7/17/2024	7/20/2024				8/7/2024	7	Approved	Paid	RA
20	01 S	8/1/2024	8/15/2024				8/25/2024	7	Approved	Paid	RA
20	01 S	8/1/2024	8/15/2024				8/25/2024	7	Approved	Paid	RA
20	01 S	8/16/2024	8/31/2024				9/10/2024	7	Approved	Paid	RA
20	01 S	8/16/2024	8/19/2024				9/10/2024	7	Approved	Paid	RA

- 4) Click the Blue ICN Hyperlink to open a specific claim.

ICN	Client Name	Service Begin	Service End
20	01 D	7/4/2024	7/4/2024
20	01 S	7/1/2024	7/15/2024
20	01 S	7/1/2024	7/15/2024

- 5) On the PSW Claim View page, review any additional information, such as the **Claim Payment Information** and **Service Delivered** sections. These sections show the Payment Method, Check/Direct Deposit Number, and the Service Delivered Billing Entries that were paid in this claim.

**PSW Claim View**

ICN: [REDACTED]	Status: Approved	Type: Fee For Service
Service Element: 49	Proc Code: OR526	Svc Modifier Cd: NA
Client Prime: [REDACTED]	Client Name: [REDACTED]	
Provider ID: [REDACTED]	Provider: [REDACTED]	
Effective Date: 7/1/2024	End Date: 7/15/2024	
Submitted: 07/23/2024 07:10 AM PDT	Processed: 07/23/2024 07:10 AM PDT	

**Claim Payment Information**

Claim Paid: Paid	Payment Date: 7/30/2024	Payment Type: Direct Deposit	Check/Deposit Number: RA [REDACTED]
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**Notes:**

Created By: eXPRS Scheduled System Process	Created Date: 07/23/2024 07:10 AM PDT
Updated By: eXPRS Scheduled System Process	Updated Date: 07/23/2024 07:10:52 AM PDT

Close Previous

**Services Delivered**

Begin Time	End Time	Service Units	Created Date	Review Date	Status
07/01/2024 05:02 AM PDT	07/01/2024 07:56 AM PDT	2.54	07/01/2024 05:02 AM PDT	07/18/2024 02:03 PM PDT	Approved
07/01/2024 04:00 PM PDT	07/01/2024 09:01 PM PDT	5.01	07/01/2024 04:39 PM PDT	07/18/2024 02:03 PM PDT	Approved
07/02/2024 05:01 AM PDT	07/02/2024 07:59 AM PDT	2.58	07/02/2024 05:01 AM PDT	07/18/2024 02:03 PM PDT	Approved
07/02/2024 06:29 PM PDT	07/02/2024 10:08 PM PDT	3.39	07/02/2024 06:29 PM PDT	07/18/2024 02:03 PM PDT	Approved

## Appendix A: Search Criteria Fields

- **Service Location/PSW SPD Provider ID:** Dropdown list of Provider IDs.
- **Claim ICN:** The specific eXPRS number assigned to the claim.
- **Client Prime:** The prime number for the individual you provided services to.
- **Run ID:** The Payment run ID number for the claims processed and sent to the payroll vendor.
- **Effective Date:** The first work date covered by the claim.
- **End Date:** The last work date covered by the claim.
- **Service Element:** The service element for the service paid in the claim.
- **Claim Status:** The overall status of the claim (not the status of individual billing entries).
  - **Approved:** The claim passed all edits, was approved for payment, and sent to the payroll vendor.
  - **Denied:** The claim was denied and will not be paid.
  - **Draft:** The claim was created but not submitted for processing.
  - **Submitted:** The claim was submitted but did not complete the submission process.
  - **Suspended:** The claim was submitted but encountered an error and will not be paid until the error is resolved.
  - **Void:** The claim was approved but later voided. If paid before voiding, a provider liability account is created for the claim amount.
- **Payment Status:** The payment status of the claim.
  - **Paid:** The claim was approved, sent to the payroll vendor, and payment was issued.
  - **Not Paid:** The claim was approved and sent to the payroll vendor, but payment was not issued due to a payroll issue.

- **Pending Payment:** The claim was approved and sent to the payroll vendor, but eXPRS has not received confirmation of payment.
- **Unavailable:** Payment information from the payroll vendor is not available in eXPRS.
- **Check Number:** The check number or direct deposit number for the claim's payment.
- **Max Displayed:** Select how many results you want displayed at one time from the dropdown menu.

## Appendix B: Results List Columns

- **ICN:** The eXPRS system-generated number for the claim.
- **Client Name:** The name of the individual for whom services were paid in the claim.
- **Service Begin:** The first work date of the claim date range.
- **Service End:** The last work date of the claim date range.
- **Billed Units:** The total number of service units for all billing entries paid in the claim.
- **Rate:** The rate paid per unit of service (hours, miles etc.) on the claim.
- **Billed Amount:** The total gross amount billed in the claim.
- **Submitted:** The date of the last action taken on the claim.
- **Run ID:** The ODHS payment run ID number for the claims processed and sent to the payroll vendor.
- **Claim Status:** The status of the claim.
- **Payment Status:** Indicates if the claim has been Paid, Not Paid, is Pending Payment, or if payment information is Unavailable.
- **Check/Deposit Number:** The check number or direct deposit number for the claim's payment.