

How to Create & Submit **REGULAR** Claims for Agency Provider CPA Services

(updated 5/17/2022)

As an Agency Provider of services managed & paid via eXPRS Client Prior Authorizations (CPAs), it is your responsibility to submit claims on a regular & timely basis to receive payment. **REGULAR** claims are the requests for payment submitted after the CPA authorized services have been provided to and received by an I/DD individual.

*****IMPORTANT:*** *There are Medicaid timeline restrictions for submitting claims. Providers have 365 days from the date of service to submit an initial claim for payment of services provided.*

All submitted claims are processed through various system validations. Claims that successfully clear all validation edits and are in **approved** status are sent to Dept. of Administrative Services for payment around 5:30 p.m. each business day. Any claims that have a status of **suspended** will be reprocessed every night automatically, until the suspension reason has been resolved.

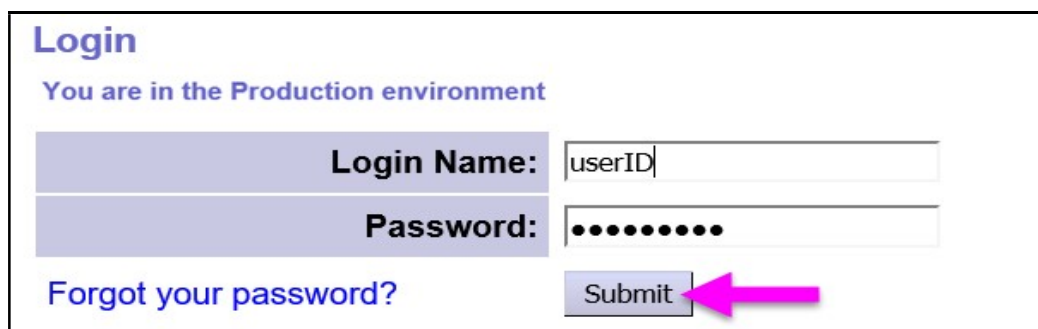
If you need to submit an **ABSENCE** claim (*aka: a bed hold claim*), please see the [How to Create-Submit Absence Claims & Provider Absence Claim Modifier Codes](#) assistance guides on the [eXPRS Help Menu](#).

Agency Provider users must have one of the below user roles to do this claim work:

- **Provider Agency Claims Manager**
- **Provider Agency Claims Preparer**

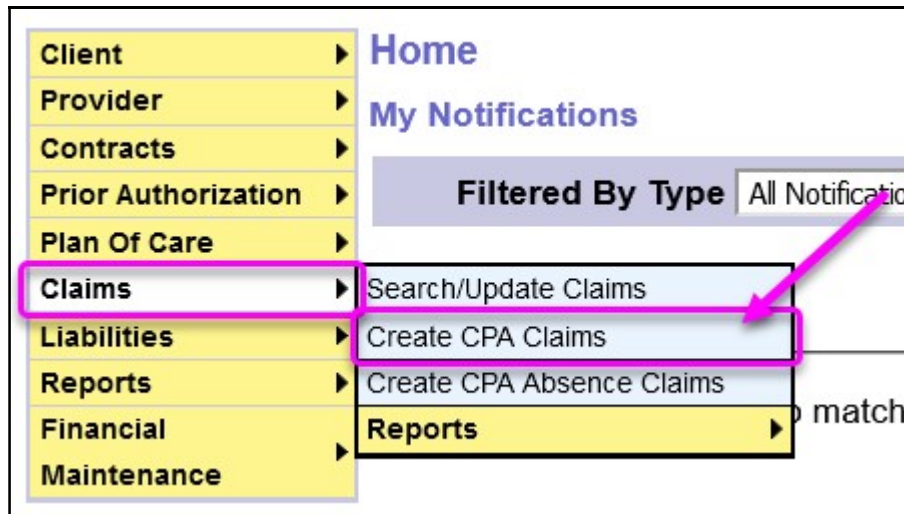
To create & submit a **REGULAR** claim for payment:

1. Log in to eXPRS.



The screenshot shows the eXPRS login interface. At the top left, it says "Login" and "You are in the Production environment". Below this, there 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 is a link "Forgot your password?". 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 navigation menu, click on **CLAIMS** → **CREATE CPA CLAIMS**. This will take you to the **Create Claim for CPA** page where you can search for a list of CPAs authorized for your Agency to bill against.



- In the **Create Claim for CPA** page, enter the search criteria and select **Find** to bring back a list of accepted CPAs to claim against.

A screenshot of the 'Create Claim For CPA' form. The form has a title 'Create Claim For CPA' and a subtitle 'Find a CPA to create a claim for. Enter one or more search criteria. Only exact matches are supported. Criteria is cumulative.' Below the subtitle are several input fields: 'Provider ID:', 'Pay To Provider ID:', 'Client Prime:', 'PA Adj #:', 'Service Element:' (a dropdown menu with 'Select...' selected), 'DHS Contract Num:', 'Effective Date:' (with '8/1/2018' entered), 'End Date:' (with '8/31/2018' entered), and 'Max Displayed:' (with '25' selected). The 'Effective Date' and 'End Date' fields are highlighted with a pink box, and a pink arrow points to them. At the bottom of the form are two buttons: 'Find' and 'Reset'. A pink arrow points to the 'Find' button.

→ **PRO TIP:** Search using the first date of service to be claimed in the **Effective Date** field & the last date of service in the **End Date**. This will bring back a list of active CPAs for those services dates to claim against.

- The more search criteria you enter, the narrower & more specific the search results returned will be.

- In the results list returned below the search criteria fields, select the checkbox(es) on the left for the CPA(s) you wish to bill for. You can click more than one box or use the **All** box at the top of the column to select all in the list.

○ ***PLEASE NOTE: If you select multiple individuals, the claims for those individuals will be for the same date range.***

Contract Num: []

Effective Date: 8/1/2018 []

End Date: 8/31/2018 []

Max Displayed: All []

Find [] Reset []

Export options: CSV | Excel | PDF | RTF

<input type="checkbox"/> All	PA Adj #	Client Name	SE	DHS Contract Num	Provider	Effective Date	End Date
<input type="checkbox"/>	24****31	Last, First 1	50	14***9	1***7	10/1/2017	6/30/2019
<input type="checkbox"/>	17****24	Last, First 2	50	14***9	1***7	10/1/2017	6/30/2019
<input type="checkbox"/>	17****27	Last, First 3	50	14***9	1***7	10/1/2017	6/30/2019
<input type="checkbox"/>	24****92	Last, First 4	50	14***9	1***7	7/9/2018	6/30/2019

Continue []

- With the box(es) checked for the individual(s) you wish to submit claims for, scroll down to the bottom of the page & click **Continue**.

Effective Date: 8/1/2018 []

End Date: 8/31/2018 []

Max Displayed: All []

Find [] Reset []

Export options: CSV | Excel | PDF | RTF

<input type="checkbox"/> All	PA Adj #	Client Name	SE	DHS Contract Num	Provider	Effective Date	End Date
<input checked="" type="checkbox"/>	24****31	Last, First 1	50	14***9	1***7	10/1/2017	6/30/2019
<input type="checkbox"/>	17****24	Last, First 2	50	14***9	1***7	10/1/2017	6/30/2019
<input checked="" type="checkbox"/>	17****27	Last, First 3	50	14***9	1***7	10/1/2017	6/30/2019
<input checked="" type="checkbox"/>	24****92	Last, First 4	50	14***9	1***7	7/9/2018	6/30/2019

Continue []

3 claims, about 1 minute to submit.

You will get an estimate for approx how long it will take the system to create the claims.

6. You will now be taken to the **Enter Claim Service Dates** page. The dates will default to the current date; however, you can change those dates to be the service dates you are claiming for the CPA(s)/individual(s) checked on the previous page.

**** AGAIN, REMEMBER...** the same date(s)/date range entered here will **apply to ALL** the CPA(s)/individual(s) you checked on the previous page.

Enter Claim Service Dates

Service Begin: 8/1/2018

Service End: 8/31/2018

Continue

The first date of service to be claimed.

The last date of service to be claimed.

→ **PRO TIP:** If you need to submit **ABSENCE Claims** for an individual during this service time period, **do not** select that individual's CPA on the previous page. Instead, use the **Create Absence Claim** process for claim them.

7. With the service dates entered you wish to claim for, click **CONTINUE** to create your **draft** claims.

Enter Claim Service Dates

Service Begin: 8/1/2018

Service End: 8/31/2018

Continue

8. You will now be on the **Claim Create Results** page. You will see a list of the **draft** claims you just created. If all **draft** claims look correct, click **SUBMIT** to submit your claims.

Claim Create Results

Your request completed successfully.

PA Adj #	Status	SE	ICN	Service Begin	Service End	Units	Billed Amount
17*****2	Draft	50	2018*****0001	8/1/2018	8/31/2018	1.000	8220.58
17*****7	Draft	50	2018*****1001	8/1/2018	8/31/2018	1.000	8220.58
24*****2	Draft	50	2018*****2001	8/1/2018	8/31/2018	1.000	5454.54

3 claims, about 1 minute to submit.

NOTE: eXPRS will give you an approximate time it will take the system to process your draft claims. You do not have to wait for the claims to finish processing to continue with other claims or work in eXPRS.

- Once you click **SUBMIT**, the system will grey out the **SUBMIT** button, so you can't accidentally submit them again. It will also give you a timestamp of when the submission process on the claims began.

Claim Create Results

Your request completed successfully.

PA Adj #	Status	SE	ICN	Service Begin	Service End	Units	Billed Amount
17*****2	Draft	50	2018*****0001	8/1/2018	8/31/2018	1.000	8220.58
17*****7	Draft	50	2018*****1001	8/1/2018	8/31/2018	1.000	8220.58
24*****2	Draft	50	2018*****2001	8/1/2018	8/31/2018	1.000	5454.54

3 claims, about 1 minute to submit. Submitted at 11:26

- If you do choose to wait, you will be taken to the **Claims Created** confirmation page, showing the results of your claims submission. The status for each claim will be displayed.

Claims Created

Your request completed successfully.

Status	ICN	Service Begin	Service End	Billed Amount	Pynt Amt
Approved	2018*****0001	8/1/2018	8/31/2018	\$8,220.58	\$0.00
Approved	2018*****1001	8/1/2018	8/31/2018	\$8,220.58	\$0.00
Suspended	2018*****2001	8/1/2018	8/31/2018	\$5,454.54	\$0.00

****REMEMBER ...** Claims that have successfully cleared all validation edits and have a status of **approved** will be sent for payment processing around 5:30 p.m. each business day. Any claims that have a status of **suspended** will be reprocessed every night automatically, until the suspension reason has been resolved.

Information on why a claim has suspended & what can be done to resolve the issue is available in the [Claims Problem Solving Matrix](#), available on the [eXPRS Help Menu](#).

11. If you have more claims to submit for a different service date range or different individuals, follow steps # 2 – 10 again to submit additional claims.