Oregon Department of Human Services
Express Payment & Reporting System (eXPRS)

eXPRS Express Payment & Reporting System

How to Create & Submit Service Delivered (SD) Billing Entries for Ancillary Services

(Foster Care & Residential Providers)

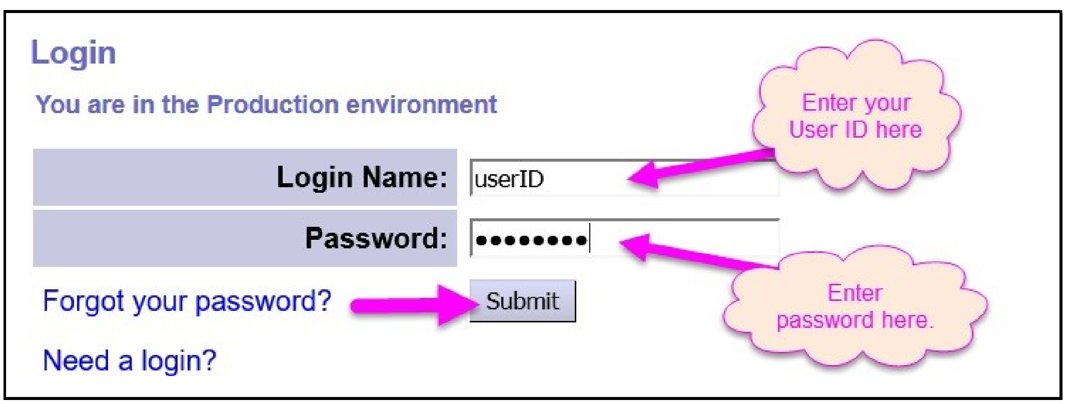
(updated 5/17/22)

For individuals with I/DD who are receiving other Ancillary Services to supplement their Residential or Foster Care services, those Ancillary services are authorized & billed using eXPRS Plan of Care processes.

The billing element for Ancillary services is called **SERVICE DELIVERED** (**SD**) billing entry. These **SERVICE DELIVERED** (SD) billing entries are the preliminary billing data components needed for POC claims processing. The SD billing data entries are added to the system by the authorized provider to document when and how much of the service was delivered to an individual. When submitted, the SD billing data is processed to be placed into claims for payment back to the provider.

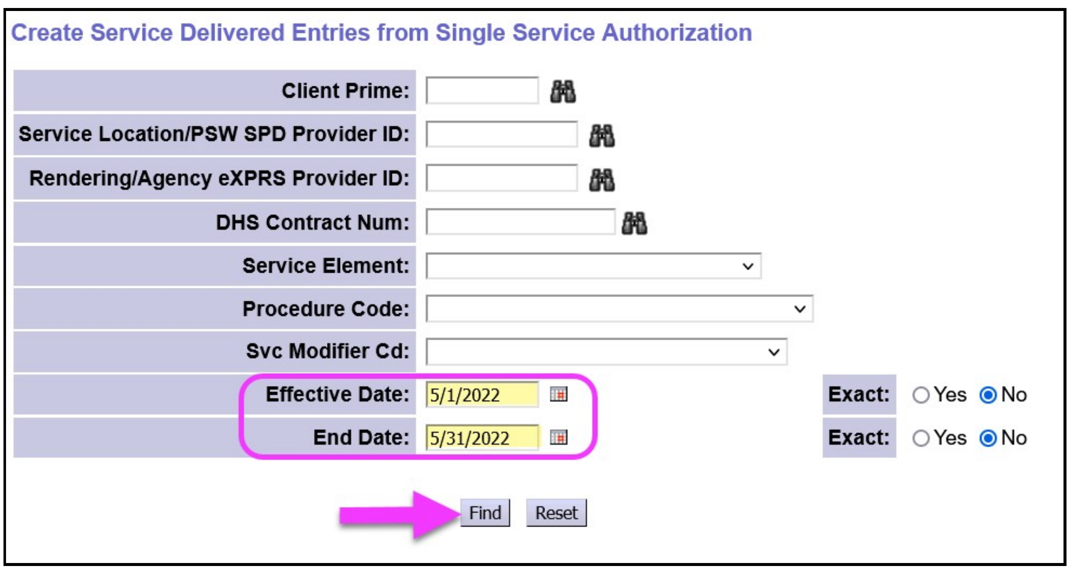
To create/submit Service Delivered entries for Ancillary Services:

1. Log in to eXPRS. If you have more than one record associated to your eXPRS user account, select the applicable record for the service to be billed as the ***Organization/Program Area***. Then click **SUBMIT** to login.



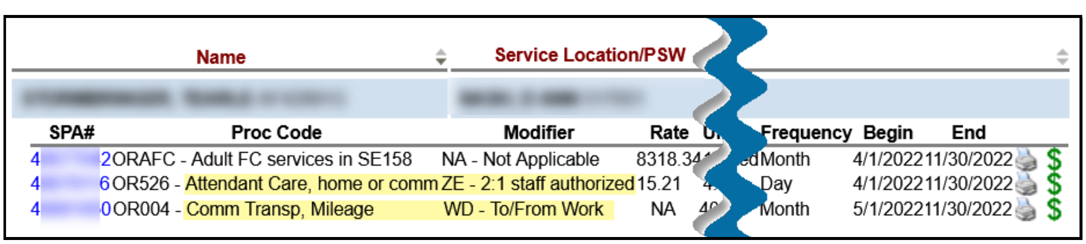
2. From your **Home** page, click on the left-hand, yellow navigation menu options ***Plan of Care → Service Delivered → Create Service Delivered Entries from <u>Single</u> Service Authorization***.

3. In the **Create Service Delivered from Single Service Authorization** search page, you will need to first search for your Ancillary Services authorizations that are active & ready to be billed. At least one piece of search criteria is required to successfully search. Using a service **date range** will likely be the easiest method to search.

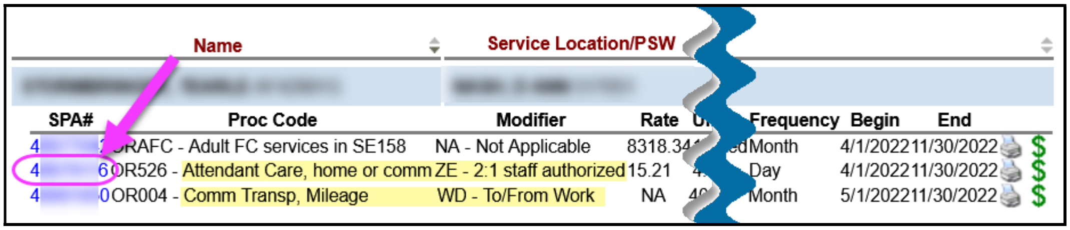


Click **Find** to return your search results.

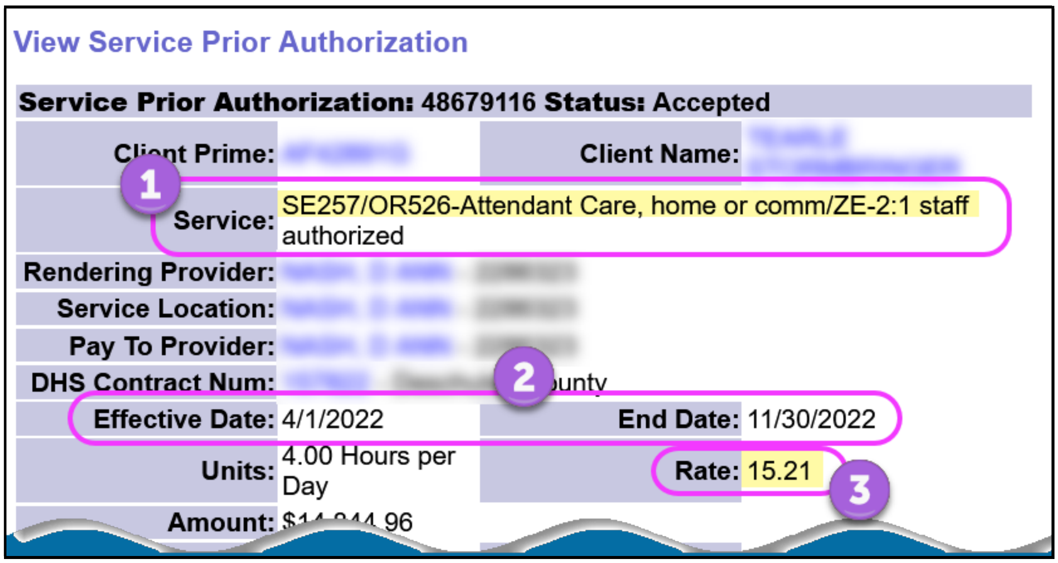
5. Any active authorizations that meet the search criteria entered will return in a results list below, grouped by individual.



6. To view the authorization details, click on the blue **SPA#** to the far left.

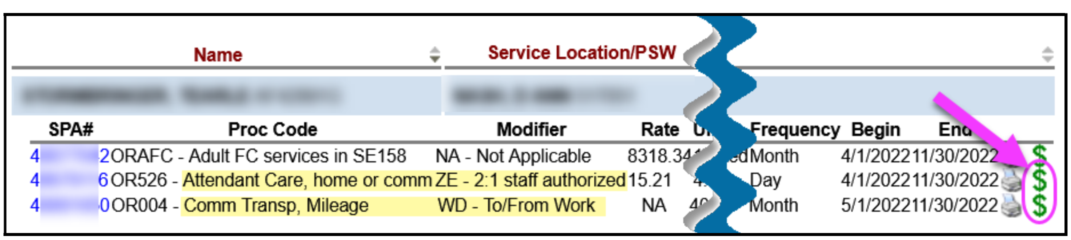


7. With the **View Service Prior Authorization** page open, you can view the details of the authorization, including:
    1. The service authorized,
    2. The service dates the authorization covers,
    3. The rate authorized for the service.



8. To bill for services provided, start from the results list and click on the **$** icon to the far right of the service you wish to bill.

   ➔ ***PRO TIP***: right-click on the **$** icon to open the new page in a new tab or window. This will allow you to easily return to your original search results list.

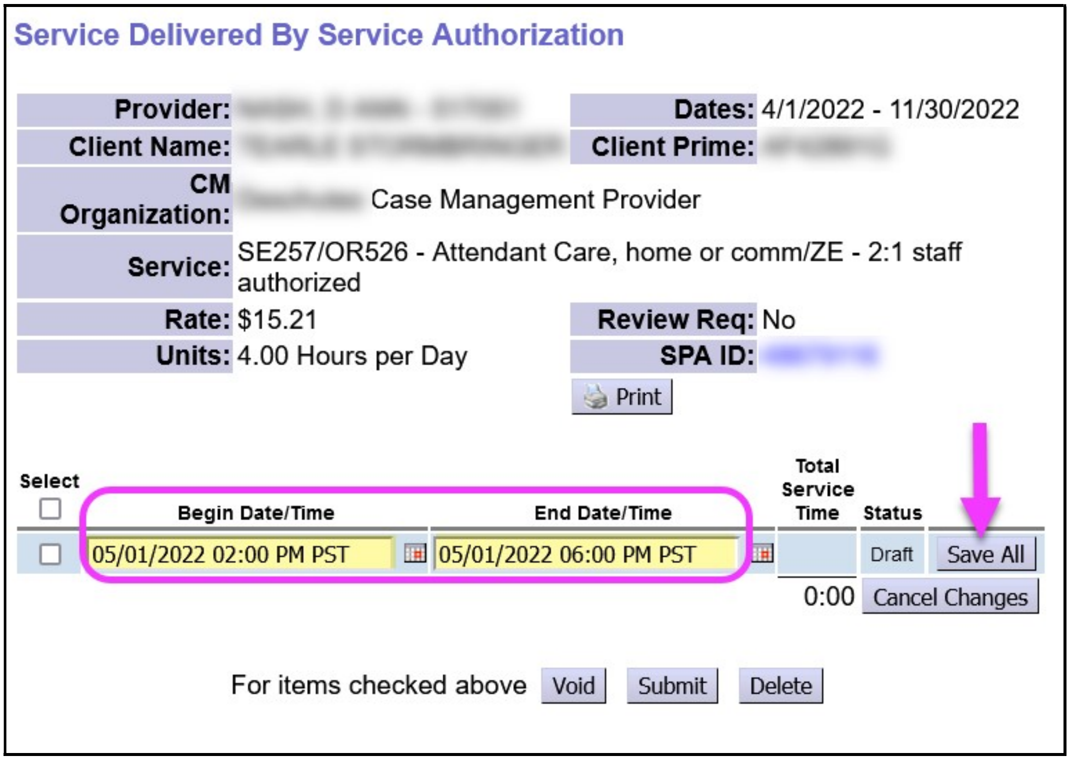


9. In the **Service Delivered by Service Authorization** page, you can now add the billing data information for when this service was provided. Click **Save All** after each entry to add a new row of blank fields for more data entry lines.

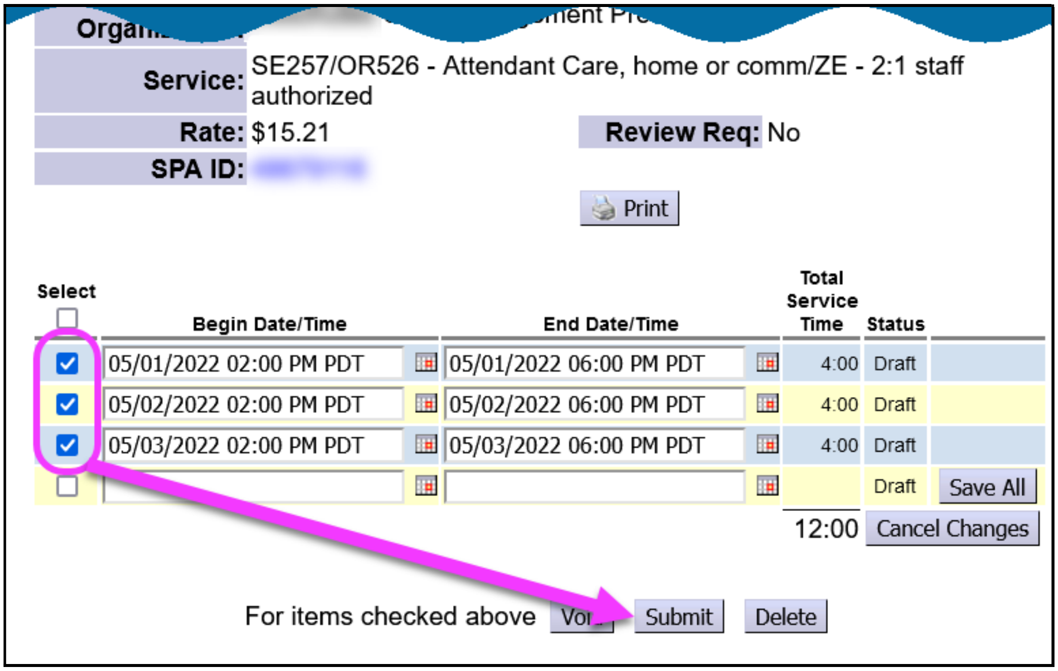
Some services may require different billing data:

- Hourly **<u>Attendant Care</u>** services will require a service **DATE** + the **START** and **END** time the service was provided.
- **<u>Mileage</u>** will require a service **DATE** + the **TOTAL MILES** being billed for the individual that date.

The data field will show with **RED text** if information is entered incorrectly. Corrected information will show as **BLACK** text.



10. With the **SERVICE DELIVERED** billing entry data entered, users can add a check to the left-hand box for the SD entries they wish to submit (or take other action). Or, users can simply close the page. The entries will be saved as "***draft***" and will be available to submit at a later time.



Actions available:

- **Submit** = will submit the draft entries checked for payment processing.
- **Void** = will void the entries checked.
- **Delete** = will delete (remove completely from the system) the ***draft*** entries checked.

11. Users can now close the window/tab they were working in and return to the search results. From the results list, select another service to be billed by clicking the **$** icon next to the service authorization line.

12. Repeat steps #8 – 10, to create new **SERVICE DELIVERED** billing entries for other individuals and/or services.

13. For SD billing entries that move to a status other than ***pending*** or ***approved***, providers can use the Service Delivered Problem Solving Matrix on the eXPRS Help Menu to assist in troubleshooting.