# How to Create & Submit Service Delivered Entries

CDDPs or Brokerages on Behalf of PSW providers

*(updated 05/17/2022)*

Services provided by DD Personal Support Workers to individuals with I/DD are authorized in eXPRS Plan of Care (POC).

PSW providers must enter the dates and times they provided services to individuals with I/DD into eXPRS to generate claims for payment. For attendant care services, PSW providers should be using ***eXPRS Mobile-EVV***. However, some PSW providers may have an approved Exception to using eXPRS or eXPRS EVV. CME staff may need to enter SD billing entries for these PSW providers in eXPRS.

This guide provides instructions for CME staff who do the SD billing entry work on behalf of PSW providers.

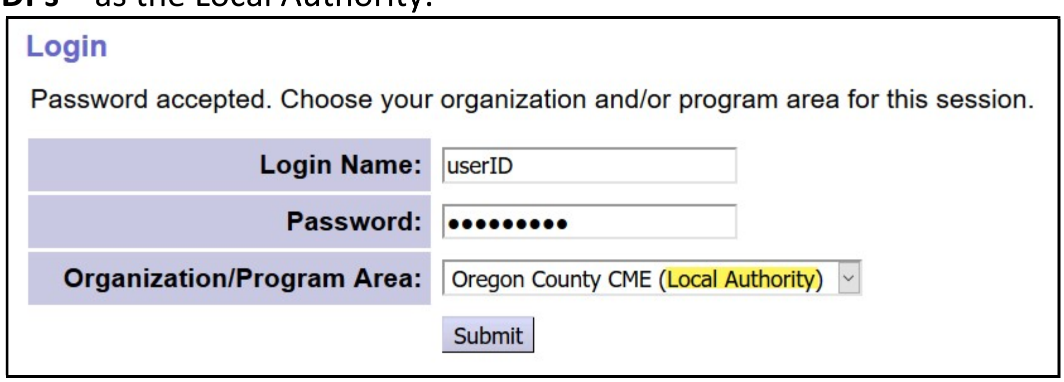
CME staff doing this SD billing entry work will need the following roles:

- **Local Authority POC Claims Manager** (for CDDPs)
- **Brokerage POC Claims Manager** (for Brokerages)
- **State POC Claims Manager/Override** (state staff)

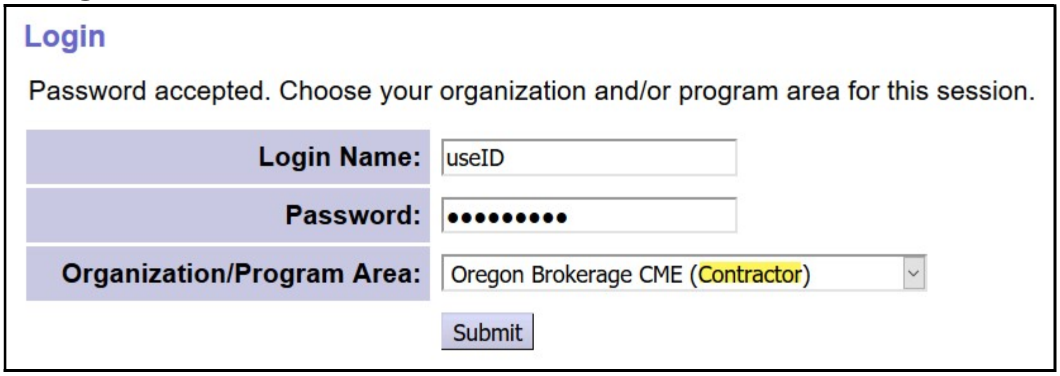
## To create/submit SERVICE DELIVERED entries on behalf of a PSW provider:

1. Log in to eXPRS. If the user has more than one organization login option, you will need to be logged in under the organization as shown below:

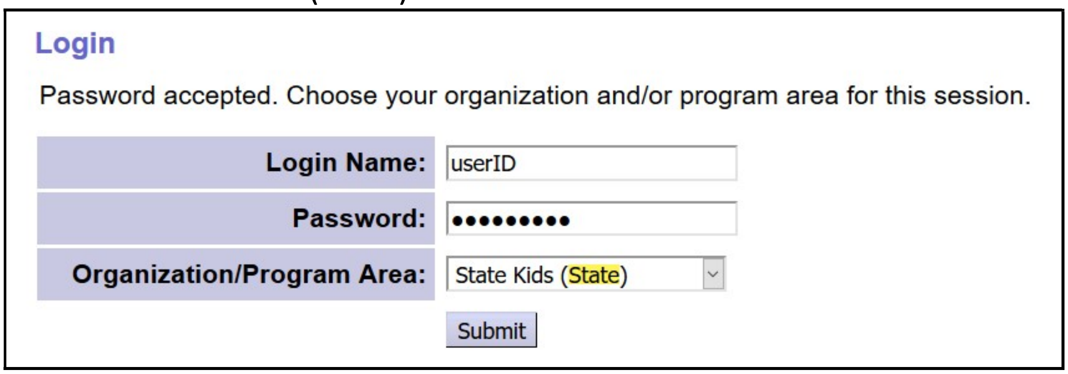
   **CDDPs –** as the Local Authority.



**Brokerages** – as the Contractor.




**CIIS** – as the State Kids (State).



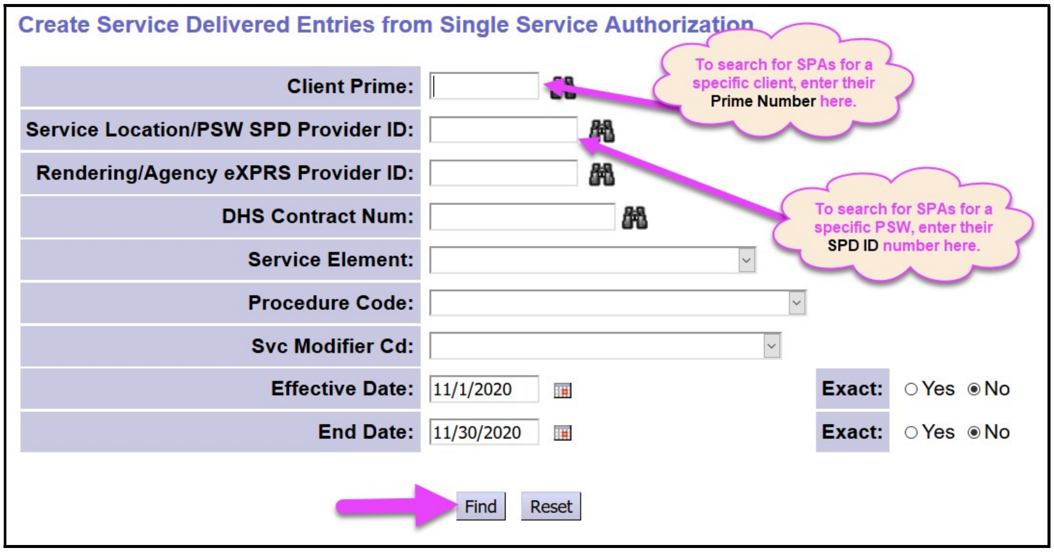

2. From the left-hand, navigation menu, click on ***Plan of Care → Service Delivered → Create Service Delivered Entries from Single Service Authorization***.


This will take you to the page to find the Service Prior Authorizations (SPAs) for the PSW provider that can be billed against.

3. In the **Create Service Delivered Entries from Single Service Authorization** search page, enter at least one piece of search criteria to search for the SPAs to bill against. The more criteria entered, the more specific or narrow the search results will be. *The search criteria fields are defined in **Appendix A**, starting on page 7, at the end of this guide*.

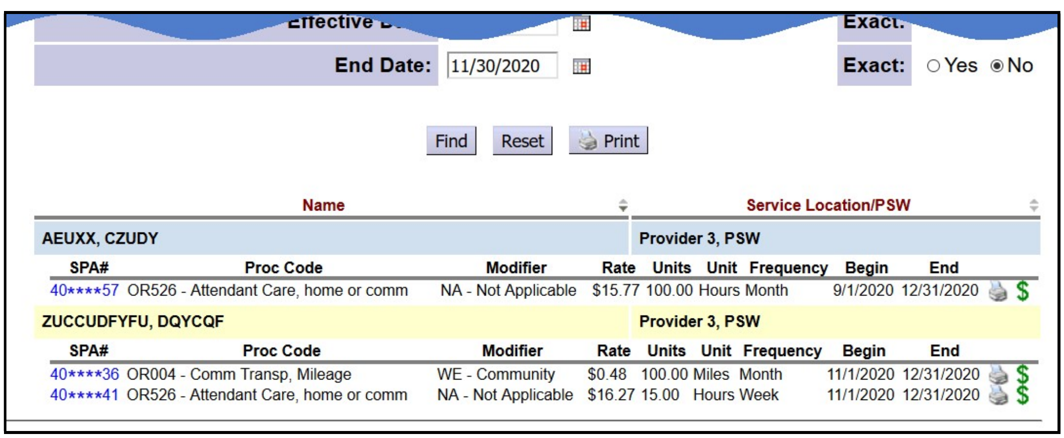
➔ ***PRO TIP***: If creating/submitting SD entries on behalf of a PSW provider, it will likely be easiest to search using the following criteria:

- The individual's **Client Prime** number.
- The PSW provider's **SPD provider ID** number.

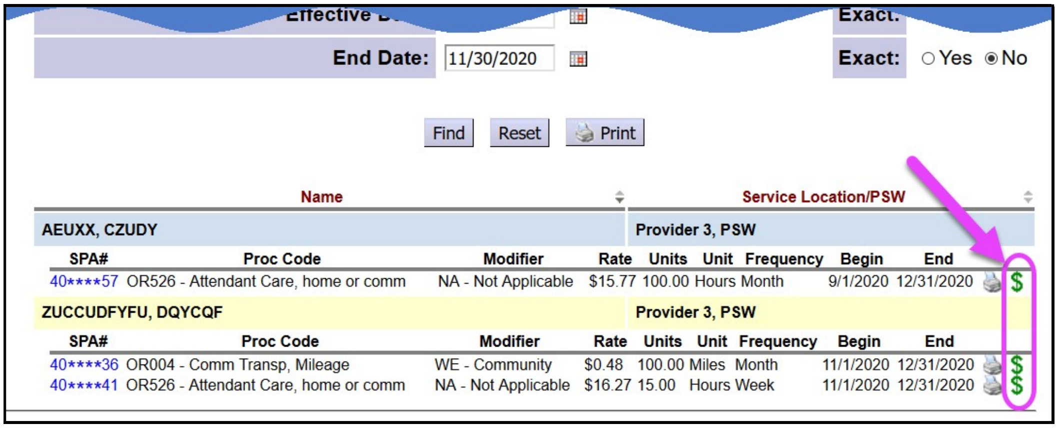



With the search criteria entered, click **Find** to return your search results.

4. The list of SPAs that match the criteria entered will appear below the search criteria fields.




5. To create/submit **SERVICE DELIVERED** billing entries on behalf of a PSW provider, click the **$** icon next the applicable SPA you wish to bill against. Users will be taken to the **Service Delivered by Service Authorization** page to enter SD billing data.

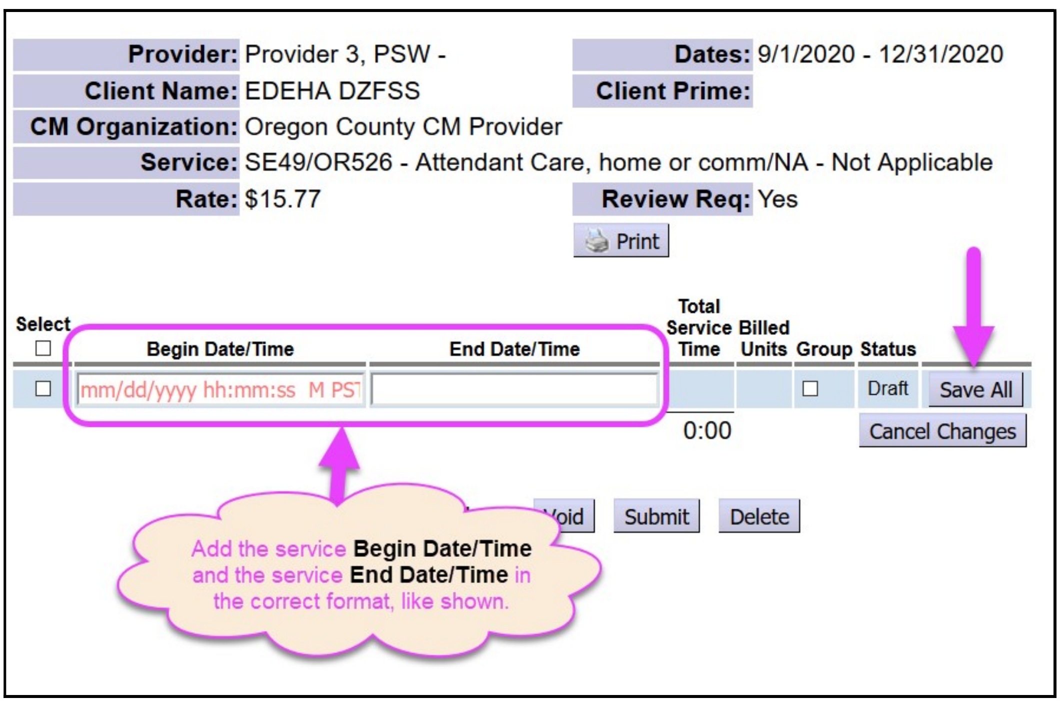



➔ ***PRO TIP***: Right-click on the icon to open in a new tab or window. This will allow you to easily return to your search results list.

6. In the **Service Delivered by Service Authorization** page, add the service **Begin Date/Time** and the service **End Date/Time** the service was provided by the PSW to the individual.

***NEW FEATURE***: The service **Begin Date/Time** and service **End Date/Time** data has been reformatted to include the date and time for both **Service Begin** and **Service End** in the same data field.

mm/dd/yyyy hh:mm:ss AM/PM PST




This is to accommodate changes made to support ***eXPRS Mobile EVV*** billing for services in a different time zone. When manually entering the SD billing date and time information, you can change the "**PST**" to reflect the actual time zone the service was provided in, such as to **MST** for Mountain time zone if needed for those individuals living on the Oregon/Idaho state border.

! **Important:** ***The eXPRS default display will be to show the SD date and times as in the Pacific time zone***.

If SD billings are manually entered for services provided in a different time zone, once the SD is saved as a draft, the data will re-display in eXPRS **as the Pacific time zone equivalent** for the different time zone data entered.

- ***For example***: an SD billing is manually entered with a begin date and time as **11/15/2020 10:00:00 AM MST.** Once that SD billing is saved as a draft, eXPRS will display that information as: **11/15/2020 9:00:00 AM PST**. This is because 10 o'clock in Mountain time is the same as (equivalent to) 9 o'clock in Pacific time.

## Other key things to remember:

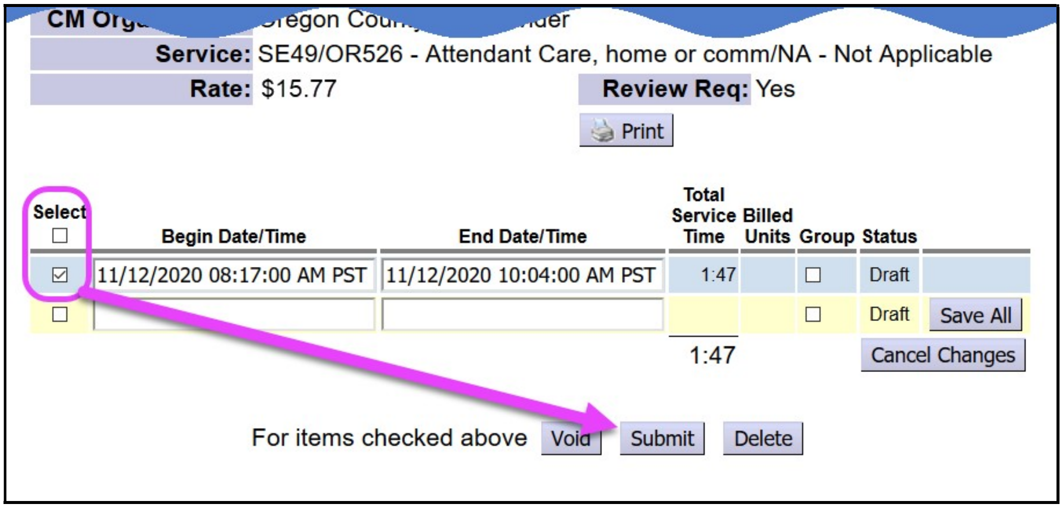
- The **Date/Time** data field will show with **RED text** if information is incomplete or incorrect. Correct and complete information will show as **BLACK** text.

- For ***Hourly services***:
  - SD billings use ***exact time,*** to the minute times.
  - Billings with a ***0 – 15-minute overlap with a DIFFERENT PROVIDER's*** billings ***are allowed*** to facilitate transition time between providers.
  - Billings that **overlap 16 minutes or more are not allowed**; the SD billing will **suspend** as suspected duplicate services to the individual.

- For ***Mileage***:
  - SD billings are to the one-tenth of a mile (00.0).

7. With data for the SD entry added in the applicable fields, click **Save All** to save the SD as a ***draft*** and add a new, blank SD data entry line.

8. With the **SERVICE DELIVERED** data entered, to submit them for payment processing, add a check in the left-hand box for the SD entries you wish to submit for the PSW, and then click **Submit**.




9. Once the SD entries are submitted, the status will change showing the results of the submit action.

   ➔ ***Please note***: SD entries that are created/submitted by CME staff on behalf of providers will move to ***accepted*** status. The SD billings **will not** ***pend*** for CME review. That review occurred as part of the data entry on behalf of the PSW provider.

10. You can now close the window/tab you were working in to return to the search results. From the original results list, clicking the **$** icon to enter SD billings for another service authorization, as needed.

11. Repeat steps **#3 – #8** to enter/create new SD billing entries on behalf of other PSW providers for other individuals/services.

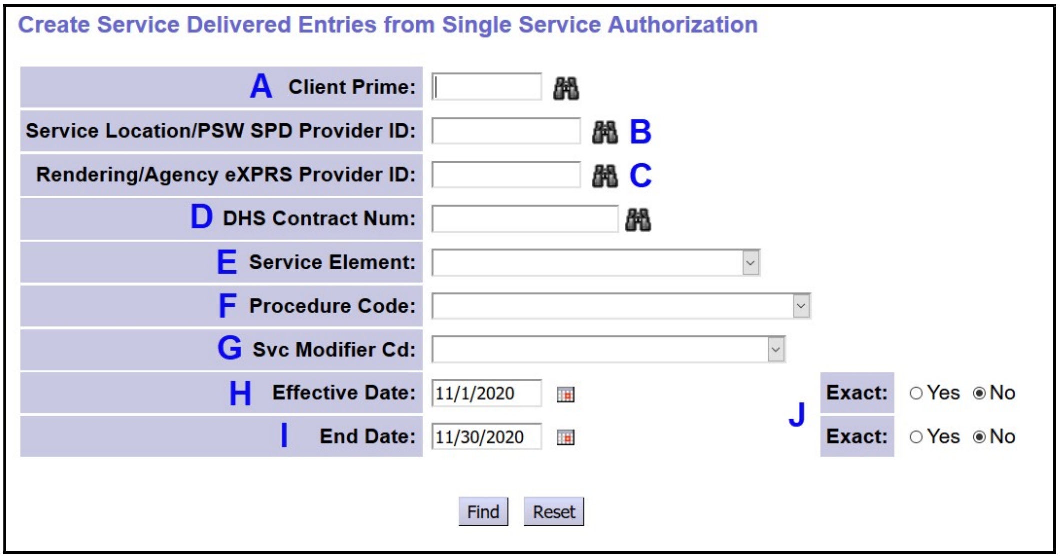
12. SD billing entries submitted for payment processing for PSW providers will be processed by the system in 2 processing cycles each month for the corresponding PSW pay period:

| Pay Period | System claims processing Date |
|---|---|
| $1^{st}$ – $15^{th}$ of the month | ~ the $23^{rd}$/$24^{th}$ of that month |
| $16^{th}$ – last day of the month | ~ the $8^{th}$/$10^{th}$ of the following month |

Please refer to the payroll schedule released by ODDS FMAS payroll vendor for specific dates when PSW billing and timesheets must be submitted and CME timesheet/SD review must be completed for a PSW payroll period.

# APPENDIX A:

**Create Service Delivered Entries from Single Service Authorization** search criteria fields defined.


Create Service Delivered Entries from Single Service Authorization

A Client Prime:
Service Location/PSW SPD Provider ID: B
Rendering/Agency eXPRS Provider ID: C
D DHS Contract Num:
E Service Element:
F Procedure Code:
G Svc Modifier Cd:
H Effective Date: 11/1/2020 J Exact: Yes No
I End Date: 11/30/2020 Exact: Yes No
Find Reset

**A. Client Prime** = the prime number for a specific individual receiving ODDS services.

**B. Service Location/PSW SPD Provider ID** = the SPD Provider ID number for the PSW authorized for the service to be billed.

**C. Rendering/Agency eXPRS Provider ID** = the eXPRS Provider ID number assigned to the Agency provider authorized for the service to be billed.

**D. DHS Contract Num** = the biennial contact number for the CME who authorized the POC services for the individual.

**E. Service Element** = the service category for the services authorized. You may select an option from the drop-down menu, if you wish. Some CME users may only have one option in this menu.

**F. Procedure Code** = the specific service procedure code assigned to the authorized service. You may select an option from the drop-down menu, if you wish.

**G. Svc Modifier Cd** = the service modifier code for the service authorized. You may select an option from the drop-down menu, if you wish. You may have no options in this menu, depending on what you selected in the Procedure Code dropdown.

**H.** **Effective Date** = the first service date being billed.

**I.** **End Date** = the last service date being billed.

**J.** Additional Date features:

- **Exact = YES** – means this date entered must exactly match the corresponding date of the service authorization to be billed.
- **Exact = NO** – means this date entered is part of/included in the date range of the service authorization to be billed.