

How to Create & Submit **Service Delivered (SD)** Billing Entries for **Daily Relief Care-OR507** for Foster Care Providers

(updated 5/17/2022)

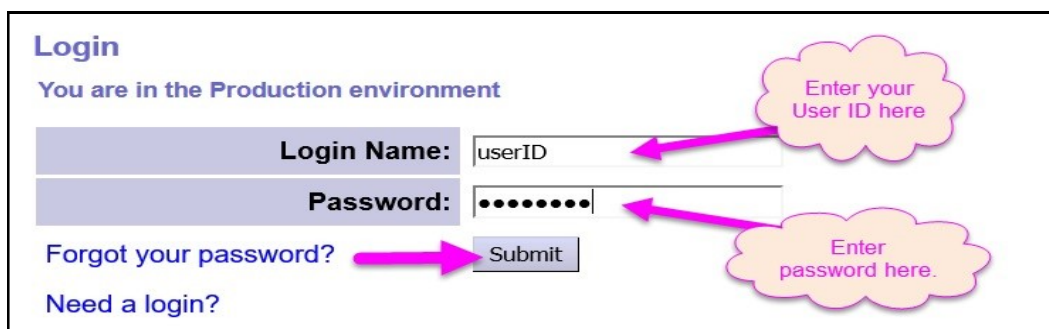
For Foster Care providers who wish to provide Daily Respite/Relief Care (procedure code OR507) in their FC homes for other individuals, they must first have a provider record established as a FC Respite Provider (specialty 837). That FC Respite provider specialty could be included on their existing FC provider site record **OR** it could be a separate record on its own. Either way, the FC provider must have a Respite Services specialty on a record for them before they can be authorized to provide Daily Respite/Relief Care – OR507.

Once the **Daily Relief Care-OR507** service is authorized & then provided, the FC provider must bill for service in eXPRS. The billing process for **Daily Relief Care-OR507** is different than billing for regular FC services in eXPRS. **Daily Relief Care-OR507** uses **SERVICE DELIVERED (SD)** billing entries, like billing for Mileage-OR004 or 2:1 supports-OR526/ZE in Plan of Care.

SERVICE DELIVERED (SD) billing entries are the preliminary billing data components needed for POC claims processing for this service. They document when/how much of the service was delivered to an individual. When submitted, SD billing entry data is processed to be placed into claims for payment back to the provider.

To create/submit **Service Delivered** entries for Daily Relief Care-OR507:

1. Login 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.



The screenshot shows the eXPRS login interface. At the top, it says "Login" and "You are in the Production environment". Below this are two input fields: "Login Name:" with the text "userID" and "Password:" with a masked password "••••••••". To the right of the "Login Name" field is a pink cloud-shaped callout that says "Enter your User ID here" with a pink arrow pointing to the field. To the right of the "Password" field is another pink cloud-shaped callout that says "Enter password here." with a pink arrow pointing to the field. Below the input fields are two links: "Forgot your password?" and "Need a login?". To the right of these links is a "Submit" button with a pink arrow pointing to it.

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



- In the **Create Service Delivered from Single Service Authorization** search page, you will need to first search for **Daily Relief Care-OR507** 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.

A screenshot of a search form titled 'Create Service Delivered Entries from Single Service Authorization'. The form contains several input fields: 'Client Prime', 'Service Location/PSW SPD Provider ID', 'Rendering/Agency eXPRS Provider ID', 'DHS Contract Num', 'Service Element', 'Procedure Code', and 'Svc Modifier Cd'. Below these are 'Effective Date' and 'End Date' fields, both containing dates (5/1/2022 and 5/31/2022 respectively) and a calendar icon. To the right of these date fields are two 'Exact' checkboxes, each with 'Yes' and 'No' radio buttons. At the bottom of the form, there are 'Find' and 'Reset' buttons. A pink arrow points to the 'Find' button.

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

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

Effective Date: 5/1/2022 Exact: Yes No
 End Date: 5/31/2022 Exact: Yes No

Find Reset Print

SPA#	Proc Code	Modifier	Rate	Units	Unit	Frequency	Begin	End
4	OR507 - Relief Care, Daily	NA - Not Applicable	NA	14.00	Days	Year	5/1/2022	10/31/2022

6. 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 results list.

Effective Date: 5/1/2022 Exact: Yes No
 End Date: 5/31/2022 Exact: Yes No

Find Reset Print

SPA#	Proc Code	Modifier	Rate	Units	Unit	Frequency	Begin	End
4	OR507 - Relief Care, Daily	NA - Not Applicable	NA	14.00	Days	Year	5/1/2022	10/31/2022

7. In the **Service Delivered by Service Authorization** page, you can now add the billing data information for when **Daily Relief Care-OR507** was provided.

Some things to note about billing for **Daily Relief Care-OR507**:

- The unit type for this service is **DAY**, meaning the provider is paid for a single unit (day) of service for the rate. The ODDS Policy expectation is this service is to be used in full day (24-hour) increments.

- 1 The **Begin Date/Time** is the date and time the service **started** for that single unit/day billed.
- 2 The **End Date/Time** is the actual date and time the service ended for that unit/day of services.

Service Delivered By Service Authorization

Provider: [Redacted] Dates: 5/1/2022 - 10/31/2022
 Client Name: [Redacted] Client Prime: [Redacted]
 CM [Redacted]
 Organization: [Redacted]
 Service: SE149/OR507 - Relief Care, Daily/NA - Not Applicable
 Rate: NA Review Req: No
 Units: 14 Days per Year SPA ID: [Redacted]

Print

Select	1 Begin Date/Time	2 End Date/Time	Service Hours	Total Days	Status
<input type="checkbox"/>	[Yellow Field]	[Yellow Field]	0:00	0.000	Draft

Save All Cancel Changes

3 The billings can be for the full 24-hours (as shown in the example below). **DO NOT** break the billings up at midnight, if the service billed covers overnight care/crosses midnight into the next day; the system will handle this.

- Click **Save All** after each entry to add a new row of blank fields for more data entry lines.

Provider: [Redacted] Dates: 5/1/2022 - 10/31/2022
 Client Name: [Redacted] Client Prime: [Redacted]
 CM Organization: [Redacted]
 Service: SE149/OR507 - Relief Care, Daily/NA - Not Applicable
 Rate: NA Review Req: No
 SPA ID: [Redacted]

Print

Select	Begin Date/Time	End Date/Time	Service Hours	Total Days	Status
<input type="checkbox"/>	05/04/2022 04:00 PM PDT	05/05/2022 04:00 PM PDT	24:00	1	Draft
<input type="checkbox"/>	05/05/2022 04:00 PM PDT	05/06/2022 04:00 PM PDT	24:00	1	Draft
<input type="checkbox"/>					Draft
			48:00	2.000	

3 24-hour billings

For items checked above Void Submit Delete

Save All Cancel Changes

8. With the **SERVICE DELIVERED** billing entry data entered, check 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**” & will be available to submit later.

Print

Select	Begin Date/Time	End Date/Time	Service Hours	Total Days	Status
<input checked="" type="checkbox"/>	05/04/2022 04:00 PM PDT	05/05/2022 04:00 PM PDT	24:00	1	Draft
<input checked="" type="checkbox"/>	05/05/2022 04:00 PM PDT	05/06/2022 04:00 PM PDT	24:00	1	Draft
<input type="checkbox"/>					Draft
			48:00	2.000	

For items checked above Void Submit Delete

Save All Cancel Changes

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.
9. 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.
 10. Repeat steps #6 – 8, to create new **SERVICE DELIVERED** billing entries for other individuals and/or services.
 11. 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.