

How to Find and View Claims for Services Authorized with the “**Generic Provider**” Option in POC (CMEs)

(updated 5/17/2022)

For services authorized and paid via eXPRS/Plan of Care utilizing the “**generic provider**” option, CMEs may need to find those “**generic provider**” service claims to track when and how much they received to then pay the actual provider or vendor for the authorized service.

This guide will show how CME staff can search for those claims for “**generic provider**” authorized services.

→ **PLEASE NOTE:** this guide is addressing actual **aggregated claims** that generate payment, not Service Delivered billings. To view Service Delivered billings, please see instructions in the assistance guide [How to Find-View Service Delivery Entries](#) on the eXPRS Help Menu.

Users will need one of the below roles/permissions to view claims:

- **Local Auth Claims Coordinator** (for CDDP staff)
- **Local Auth POC Claims Manager** (for CDDP staff)
- **Brokerage Claims Coordinator** (for Brokerage staff)
- **Brokerage POC Claims Manager** (for Brokerage staff)


To Find/View POC “generic” service claims:

1. Log in in to eXPRS. If users have more than one organization login option, they will need to be logged in as shown below.

CDDPs use **Local Authority**

Login


Login Name:	<input type="text" value="userID"/>
Password:	<input type="password" value="••••••••"/>
Organization/Program Area:	<input type="text" value="CME County (Local Authority)"/> ▾



Brokerages use **Contractor**

Login


Login Name:	<input type="text" value="userID"/>
Password:	<input type="password" value="••••••••"/>
Organization/Program Area:	<input type="text" value="CME Brokerage (Contractor)"/> ▾



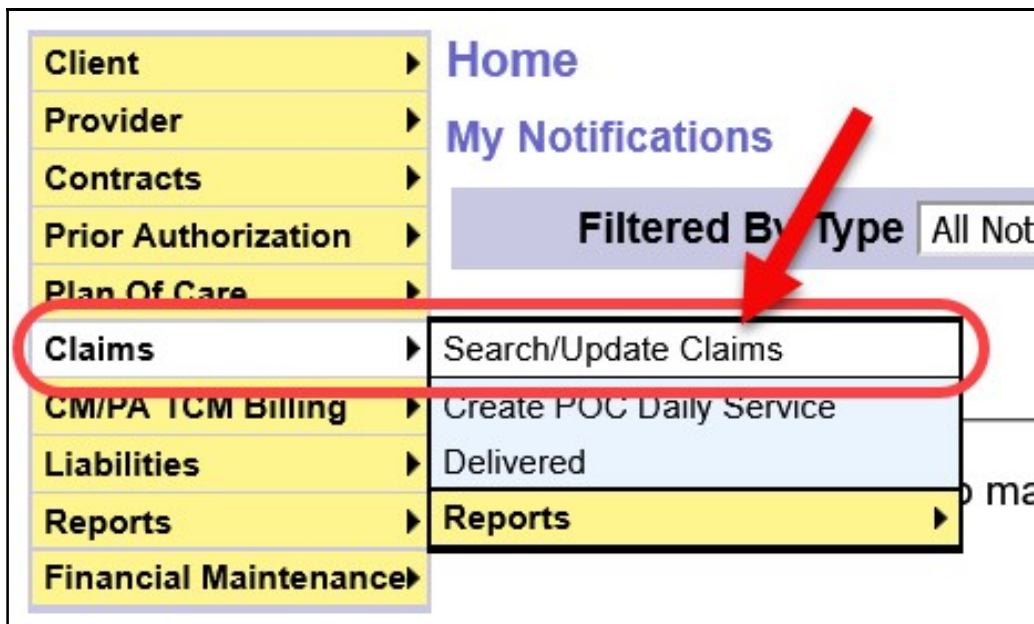
State Kids Services use **State**

Login

Login Name:	<input type="text" value="userID"/>
Password:	<input type="password" value="••••~•••"/>
Organization/Program Area:	<input type="text" value="State Kids (State)"/> ▾



2. From the left-hand, yellow navigational menu, click on **Claims** → **Search/Update Claims**. This will take you to the **Claims Search** page.



3. Once in the **Claims Search** page, enter the number “2” in the **Service Location** field. The number “2” is the service location ID number assigned for the “*generic provider*” option.
 - You can also enter other search criteria, such as **Client Prime**, **Run ID**, **Effective Date**, etc. to further narrow the search results returned, if desired. Then select **FIND**.

 A screenshot of the 'Claims Search' form. The form contains various search criteria fields: Claim ICN, Service Element, Procedure Code, Svc Modifier Cd, Check Number, Run ID, DHS Contract Num, Provider ID, Service Location (containing '2'), Effective Date, Exact (radio buttons for Yes/No), Created From, Submitted From, Claim Type, Exception Code, Exclude Exception Code, PA Adj #, Show Notes?, Status, Payment Status, Claim Modifier Reason, Client Prime, Pay To Provider ID, End Date, Created To, Submitted To, Exclude SPA Absence Claim Type, Suspense Location, Created By, Show Exception Code Desc?, Max Displayed, and Show Run ID/Date?. The 'Service Location' field is highlighted with a red circle, and a red arrow points to it. The 'Find' button at the bottom is also highlighted with a red arrow.

4. Any claims for “*generic provider*” authorized POC services in the system that meet the search criteria entered will be returned in a list below the search field section.

Claim ICN	Client Prime	Client Name	Service Element	Procedure Code	Svc Modifier Cd	Claim Modifier Reason	Type	Provider	Service Location	Effective Date
2021	4001	ZHGLCD, DLCCX	49	OR501	NA	REG	FFS	49 Comp in Home Supp Services	Generic Provider	5/5/2021
2021	1001	BZECEV, BFPENJA	257	OR003	NA	REG	FFS	49 Comp in Home Supp Services	Generic Provider	1/31/2021
2021	7001	BZECEV, BFPENJA	257	OR003	NA	REG	FFS	49 Comp in Home Supp Services	Generic Provider	2/28/2021
2021	8001	BZECEV, BFPENJA	257	OR003	NA	REG	FFS	49 Comp in Home Supp Services	Generic Provider	3/31/2021

Export options: [CSV](#) | [Excel](#) | [PDF](#) | [RTF](#)

Effective Date	End Date	Billed Amount	Client Liability	Paid Amount	Prov Liab Deduct	Net Payment	Status	Run ID	Paid Date	Exception Code
	5/5/2021	\$1,500.00		\$1,500.00		\$1,500.00	Approved	44 14	7/20/2021	
2021	1/31/2021	\$187.20		\$187.20		\$187.20	Approved	42 61	2/22/2021	
3/2021	2/28/2021	\$187.20		\$187.20		\$187.20	Approved	43 57	4/11/2021	
7/2021	3/31/2021	\$280.00		\$280.00		\$280.00	Approved	44 66	6/14/2021	

5. Users can export the list of claims using the export options to the upper right of the list if they wish.

Export options: [CSV](#) | [Excel](#) | [PDF](#) | [RTF](#)

Effective Date	End Date	Billed Amount	Client Liability	Paid Amount	Prov Liab Deduct	Net Payment	Status	Run ID	Paid Date	Exception Code
	5/5/2021	\$1,500.00		\$1,500.00		\$1,500.00	Approved	44 14	7/20/2021	
2021	1/31/2021	\$187.20		\$187.20		\$187.20	Approved	42 61	2/22/2021	
3/2021	2/28/2021	\$187.20		\$187.20		\$187.20	Approved	43 57	4/11/2021	
7/2021	3/31/2021	\$280.00		\$280.00		\$280.00	Approved	44 66	6/14/2021	

- By clicking on the **blue ICN number** in the far-left column, you can open a specific claim to view the claim details.

Claim ICN	Client Prime	Client Name	Service Element	Procedure Code	Svc Modifier Cd	Claim Modifier Reason	Type	
2021 4001		ZHCGLCD, DLCCX	49	OR501	NA	REG	FFS	Comp Home S
2021 1001		BZECEV, BFPENJA	257	OR003	NA	REG	FFS	Con Home Servi
2021 7001		BZECEV, BFPENJA	257	OR003	NA	REG	FFS	Ho Serv
2021 8001		BZECEV, BFPENJA	257	OR003	NA	REG	FFS	

- With the Claim View open, you can see the details of the information entered on the SPA for the “generic” provider in the **Service Location** field. And you can view the SD billing entries paid in the claim by scrolling to the bottom and expanding the **Services Delivered** section.

Claim View

ICN: 2021 4001	Status: Approved	Type: Fee For Service
Service Element: 49	Proc Code: OR501	Svc Modifier Cd: NA
Client Prime: [blurred]	Client Name: SADDG IIRPARS	
Provider ID: [blurred]	Provider: County 49 Comp in Home Supp Services	
Service Location: {Generic} Orkin Commercial Services	Claim Modifier Reason: Regular	
DHS Contract Num: [blurred]	Contractor Name: County	
PA Adj #: [blurred]	Effective Date: 5/5/2021	End Date: 5/5/2021
Run ID: 44 14	Paid Date: 07/20/2021 05:30 PM PDT	
Billed Units: 1.000	Billed Amount: \$1,500.00	
Priced Amount: \$1,500.00	Paid Amount: \$1,500.00	
Client Liab Deduct: \$0.00	Prov Liab Deduct: \$0.00	Net Payment: \$1,500.00
Original Submit Date: 07/20/2021 02:47 AM PDT	Last Submit Date: 07/20/2021 03:47 AM PDT	

Segments

Services Delivered

Service Begin	Service End	Service Units	Billed Units	Group Setting	Created Date	Review Date	Status	ID
05/05/2021 12:00 AM PDT	05/06/2021 12:00 AM PDT	1	1	No	07/19/2021 08:27 AM PDT		Approved	44 78