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**

Brokerages use **Contractor**

State Kids Services use **State**

2. From the left-hand, yellow navigational menu, click on *Claims* → *Search/Update Claims*. This will take you to the **Claims Search** page.
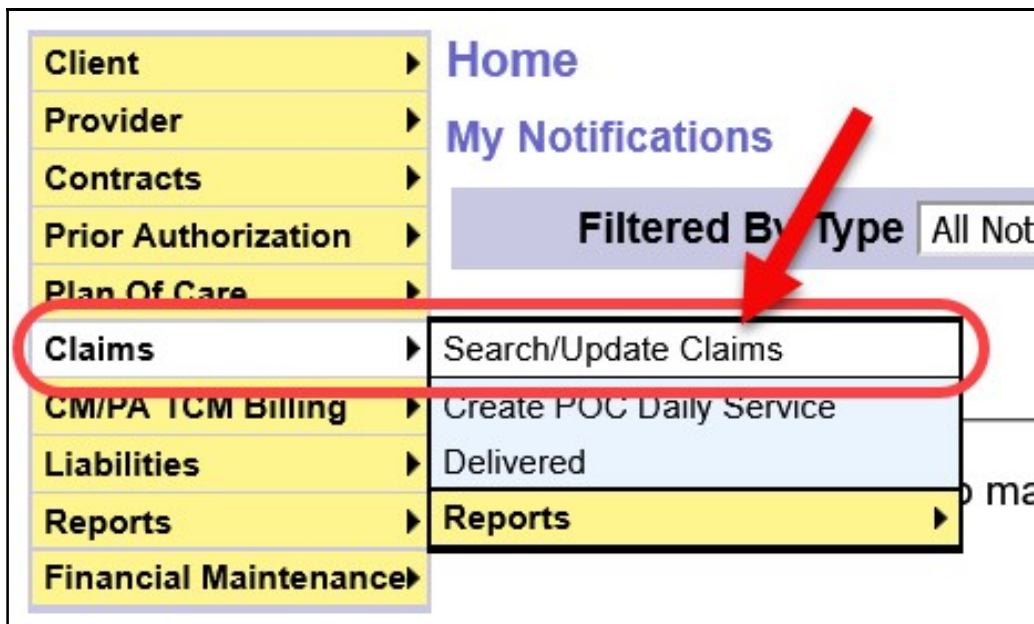
3. Once in the **Claims Search** page, enter the number "**2**" in the **Service Location** field. The number "**2**" is the service location ID number assigned for the "*generic provider*" option.
   - You can also enter other search criteria, such as **Client Prime, Run ID, Effective Date**, etc. to further narrow the search results returned, if desired. Then select **FIND**.

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		ZHCGLCD, 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

ective 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	
021	1/31/2021	$187.20		$187.20		$187.20	Approved	42 61	2/22/2021	
/2021	2/28/2021	$187.20		$187.20		$187.20	Approved	43 57	4/11/2021	
/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

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	5/5/2021	$1,500.00		$1,500.00		$1,500.00	Approved	44 14	7/20/2021	
021	1/31/2021	$187.20		$187.20		$187.20	Approved	42 61	2/22/2021	
/2021	2/28/2021	$187.20		$187.20		$187.20	Approved	43 57	4/11/2021	
/2021	3/31/2021	$280.00		$280.00		$280.00	Approved	44 66	6/14/2021	

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

7. 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.