PSW QUICK GUIDE
How to Find/View Claims & Payment Status in eXPRS
(updated 1/25/17)

For all PSW claims in *approved* status sent to the FMAS vendor for payroll processing, eXPRS receives data back that includes the date the claim was paid to the PSW, the method of payment (check or direct deposit) and the check/direct deposit number.
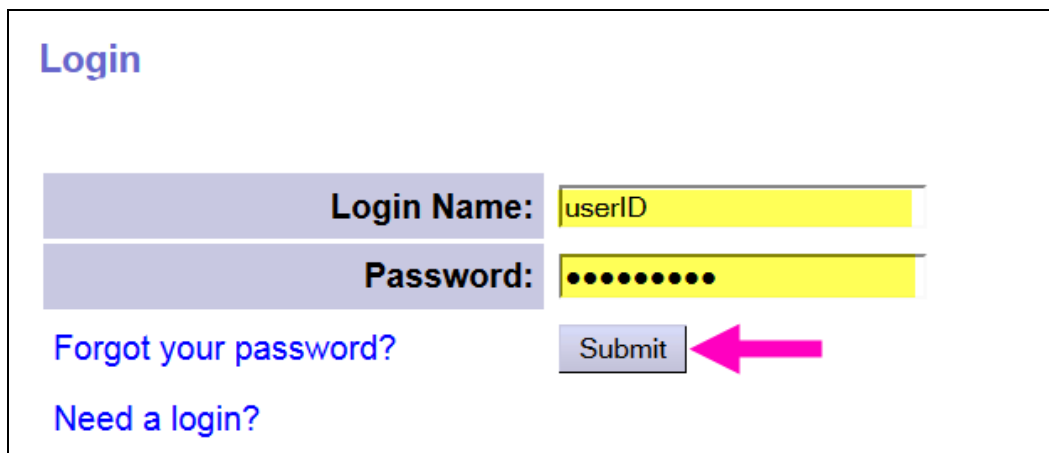
PSW providers can use eXPRS to find their *approved* claims for time worked and determine if those claims have been paid to them from the FMAS vendor, and which claims may still be pending payment.

** NOTE: The term for a payroll vendor used to be called a "**Fiscal Intermediary**" or "**FI**". It is now called a "**Financial Management Administration Servicer**" or "**FMAS**" vendor.

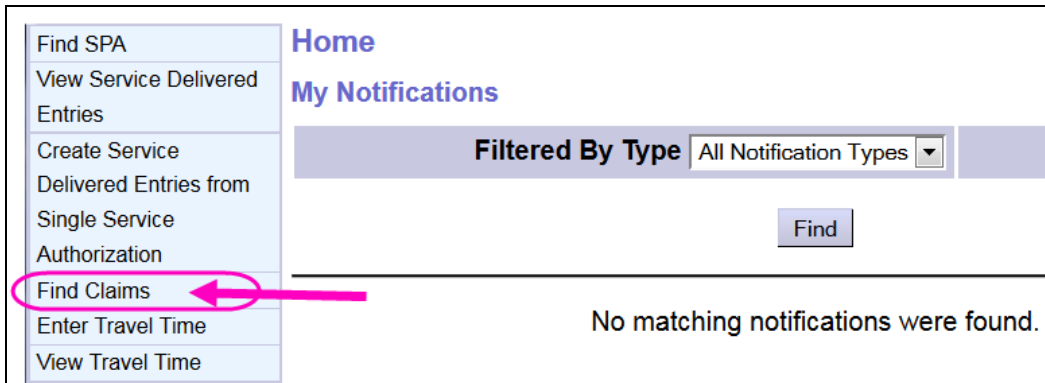PSWs will need to have an active user account in eXPRS to view this information.

To Find/View POC service claims as a PSW provider:

1. Login in to eXPRS.

2. From the left-hand navigational menu, click on *Find Claims*. This will take you to the **PSW Claim Search** page.

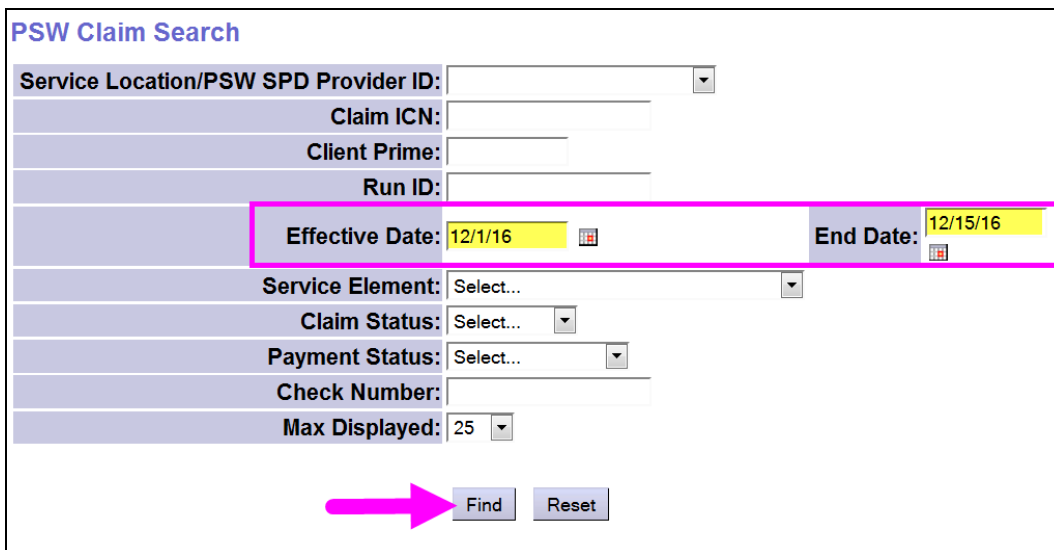3. In the **PSW Claim Search** page, the easiest way for PSWs to search will be by a **date range for the dates worked**. Then click **Find** to return a list of claims for that time period worked.

- **Effective Date** = first date in the claim date range that covers the service date(s) (dates worked) paid in the claim

- **End Date** = the last date in the claim date range that covers the service date(s) (dates worked) paid in the claim

4. Viewing the information in the search results can quickly tell the PSW which claims have been paid by the FMAS vendor in the **Payment Status** column. If paid, the check or direct deposit number information is found in the **Check/Deposit Number** column.

- **Payment Status** = the payment status of the claim (dropdown menu).
  - **Paid** = claim was approved/sent to the payroll vendor and payment for claim has been processed/sent to the PSW.

  - **Not Paid** = claim was approved/sent to the payroll vendor, however payment has not been processed nor sent to the PSW; there was a payroll issue.

  - **Pending Payment** = claim was approved/sent to the payroll vendor, but eXPRS has not received confirmation back from the FMAS that payment to the PSW has been made.

  - **Unavailable** = payment information for that claim is not available in eXPRS.

5. To view more claim details, click on the blue ICN number to open a specific claim.

PSW Claim View

ICN:	2016**************001	**Status:**	Approved	**Type:**	Fee For Service
Service Element:	49	**Proc Code:**	OR526	**Svc Modifier Cd:**	NA
Client Prime:	<prime #>	**Client Name:**	<Last, First>		
Provider ID:	<PSW #>	**Provider:**	<PSW Last, First>		
Effective Date:	3/1/2016	**End Date:**	3/15/2016	**Gross Amount:**	$112.00
Submitted:	3/23/2016 8:04:21 PM	**Processed:**	3/23/2016 8:04:22 PM	**Reversed:**	

Claim Payment Information

Claim Paid:	Paid				
Payment Date:	3/30/2016	**Payment Type:**	Check	**Check/Deposit Number:**	002*****38

Notes:			
Created By:	System Maintenance	**Created Date:**	3/23/2016 8:04:21 PM
Updated By:	System Maintenance	**Updated Date:**	3/23/2016 8:04:22 PM PDT

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▼ Services Delivered

Service Date	Begin Time	End Time	Service Units	Billed Units	Group Setting	Created Date	Review Date	Status
3/10/2016	01:00 PM	04:30 PM	3:30	3:30	No	3/18/2016 4:43:48 PM		Approved
3/13/2016	01:00 PM	05:30 PM	4:30	4:30	No	3/18/2016 4:43:57 PM		Approved

- The **Claim Payment Information** (if any is available) will be shown in that section.
- To view the associated SD billing entries included in the claim, expand the section labeled **Services Delivered**.

More detailed instructions on how to use the PSW **Find Claims** page can be found in the assistance guide How to View POC Claims – PSW Providers.