Service Delivered (SD) Import Process - Error Management

When your Agency Provider CSV file is imported, eXPRS creates **Draft** Service Delivered Billing Entries (SDs) from the imported data. Each SD on the CSV file goes through the following validations as part of the process:

1. **Data type validation**: Validates that numbers and letters are in the correct fields and formatted correctly. For example, dates are in the correct format.

2. **Identifier validation**: The Service Location ID, SE/PROC/MOD codes and Prime Number are valid for their respective record in eXPRS.

3. **Security validation**: The Service Location ID, Service Element and individual are accessible to the logged-in user importing the CSV file according to eXPRS security constraints.

4. **Persistence validation**: Each row can be saved successfully as a **Draft** SD, considering any constraints that would prevent such persistence, beyond the previous three validation areas.

If any row on the CSV file fails the validations above, no SDs will be created & saved in eXPRS for **ANY** of the rows. Instead, a CSV error file will be returned to you with an additional column containing error messages for each row that failed.

If all rows pass validation and the file import was successful, then **Draft** SDs for every row will be created & saved. Those entries can then be processed by someone at your Agency with the **Agency Provider Claims Manager** role. These SDs will process through same validations as other SDs when submitted.

SD Import Process Error Messages

Message	Explanation
Wrong number of values: n	A row does not contain all of the required columns .
Service Location ID invalid	Column A does not contain an integer.
Service Element invalid	Column B does not contain an integer that eXPRS recognizes as a valid service element number.
Procedure Code invalid	Column C does not contain a character sequence that eXPRS recognizes as a valid procedure code.
Service Modifier Code invalid	Column D does not contain a character sequence that eXPRS recognizes as a valid service modifier code.
Client Prime invalid	Column E is blank or empty.
Service Date invalid *(expected as mm/dd/yyyy)*	Column F does not contain a valid date in the format mm/dd/yyyy.
Begin Time invalid *(expecting time as h:mm a)*	Column G does not contain a valid time in the format h:mm a.
End Time invalid *(expecting time as h:mm a)*	Column H does not contain a valid time in the format h:mm a.
Direct Support Time invalid *(expecting h:mm)*	Column I does not contain valid format h:mm, for OR401/RC, W4, W5, W6, S1 or WV.
Direct Support Time inappropriate	Column I does not contain a number between 0 and [SERVICE TIME][1] for OR401 RC, W4, W5, W6, S1 or WV **OR** is not blank for any other service.
Service Location not found	eXPRS could not find a service location with the specified ID.
Service not found	eXPRS could not find a service with the specified service element, procedure code and service modifier code.
Client Prime not found	eXPRS could not find a client with the specified prime number.
Service Auth duplicate	eXPRS found more than one service authorization for the specified service location, service, and client prime number.
No accepted Service Auth	eXPRS could not find an accepted service authorization for the specified service location, service, and client prime number.
Service Date outside auth	eXPRS could not find an accepted service authorization for the specified service date.

[1] **Service Time =** [END TIME] minus [START TIME]

Hourly services may not cross midnight	Service end time is the next day for an hourly service.
No accepted Service Auth	The user's security permissions in eXPRS do not allow them to access the service authorization (same message as a missing service authorization, for security purposes).
SD Modifier Code Invalid	Column O does not contain a character sequence that eXPRS recognizes as a valid SD Modifier Code.
SD Modifier Code required	eXPRS could not find an SD Modifier code in Column O
EVV information supplied on non-EVV Service	Information is entered in Columns G-H when the Service Element in Column B is 50, 142, or 152
Mileage Invalid	Column P does not contain a character sequence that eXPRS recognizes as an amount for Mileage.
Mileage Required	Column P does not contain a value.

eXPRS Error Messages

Message	Explanation
Your request could not be completed because: *Expected at least one row*	There are no rows in the batch import file.
Your request could not be completed because: *That file already succeeded previously; please submit a new file*	A file with that name has already been successfully imported. eXPRS will not allow a file with the same name to be used after it has created draft services delivered.

Error Management

If the import file fails any of the validations, a popup window with a **File Download** option may appear. Depending on your web browser, the file may also download automatically.
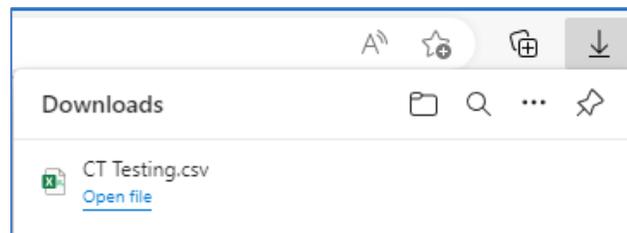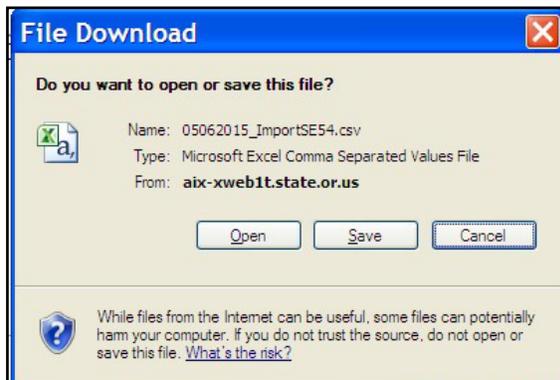
Open the file to review the error messages for each row that did not pass the validations:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1		54	OR541	W2		4/1/2015	7:00 AM	10:00 AM						
2		54	OR541	W1		4/1/2015	7:00 PM	10:00 AM	Service Location not found;					
3		56	OR548	WF		4/1/2016	7:00 AM	10:00 AM	Procedure Code invalid;Client Prime not found;					
4		54	OR542	W0		4/30/2015	7:00 AM	10:00 AM	Service Modifier Code invalid;					
5		54	OR541	W1			7:00 AM		Service Location ID invalid;Service Date invalid (expecting M					
6		54	OR541	W1		4/1/2015	7:00 AM	10:00 AM						
7							7:00 AM	10:00 AM	Service Element invalid;Procedure Code invalid;Service Mod					

Providers can then either correct all errors or remove rows that failed and then resubmit the CSV file. Providers can then manually enter any SDs that failed.