

How to Find and View PSW Provider Records

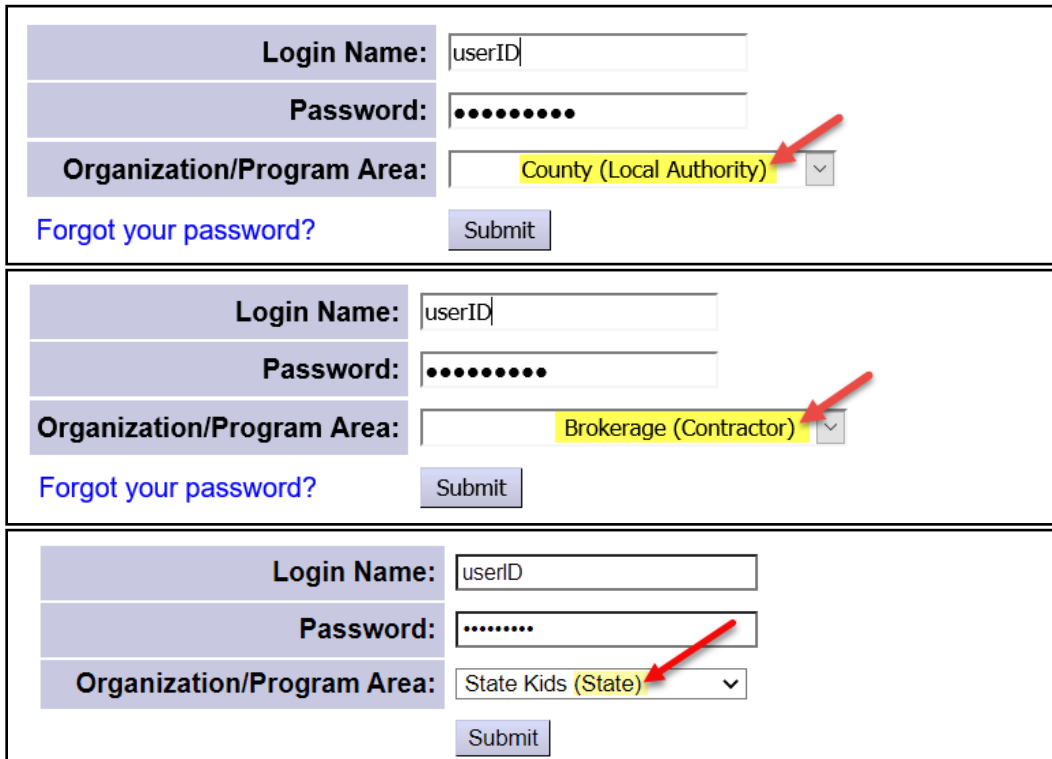
Case Management Entity (CME) may need to search eXPRS to find PSW provider records, such as when trying to determine if a PSW has the correct provider type, credentials, or if additional enrollment actions are needed.

A CME user will need one of the following roles to view agency provider records:

- **Local Auth or Brokerage Provider Viewer**
- **Local Auth or Brokerage Provider Panel Manager**

How to Find and View PSW Provider Records:

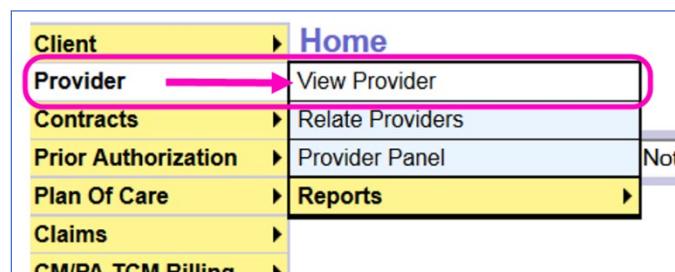
1) Login to eXPRS. If users have multiple login options, use the Local Authority (for CDDPs), Contractor (for Brokerage), or State for (State Kids)



The image displays three sequential screenshots of the eXPRS login interface, each with a red arrow pointing to the 'Organization/Program Area' dropdown menu:

- Form 1:** Login Name: userID, Password: masked, Organization/Program Area: County (Local Authority)
- Form 2:** Login Name: userID, Password: masked, Organization/Program Area: Brokerage (Contractor)
- Form 3:** Login Name: userID, Password: masked, Organization/Program Area: State Kids (State)

2) Select **Provider > View Provider**



The screenshot shows the eXPRS navigation menu with the following items:

- Client ▶ Home
- Provider** ▶ View Provider
- Contracts ▶ Relate Providers
- Prior Authorization ▶ Provider Panel
- Plan Of Care ▶ Reports
- Claims ▶
- CM/PA TCM Billing ▶

- 3) On the **Find Provider** page, enter search criteria (e.g. Names, IDs etc.) and select **Find**.

Find Provider

At least one search criteria must be entered. Prefix Last Name with * to search for partials.

Record Type: All except contacts eXPRS Only Include Inactive

SPD Provider ID:

eXPRS Provider ID: Include Service Locations

Last/Business/Tax Name: Last Business Tax Soundex


First Name:

D.O.B.:

Provider Type & Specialty:

Verification Status:

Max Displayed: 25



TIP: If no results return then the PSW name may be spelled wrong, or they are enrolled under a different name (e.g. due to marriage or divorce). It may also mean they are not enrolled as a PSW and still need to complete the necessary enrollment activities. Refer to [APD-AR-14-023](#) for provider enrollment information.

- 4) From the results list, select the **Display Name** hyperlink to view a provider record. Remember that some PSWs have multiple records with different “types”, so select correct record. See **Appendix B** for more information.

eXPRS Prov ID	SPD Prov ID	Display Name	Prov Type & Specialty	Verification
5****0	7****5	PSW Last, First name <i>(same as below)</i>	Personal Support Worker - In-Home Personal Care Attendant CIIS	Different Provider Types and Specialties
5****4	7****3	PSW Last, First name <i>(same as above)</i>	Personal Support Worker - DD Personal Support Worker	

TIP: Right-click the link to open it in a new tab or window. This allows users to view results without losing the search result list.

- 5) On the **View Provider** page, expand the subsections to view more information on the provider record. See **Appendix A** for more information.

View Provider	
Provider ID:	7****9
Record Type:	Provider
Business Type:	Individual
Tax Name:	PSW Last, First
Personal Name:	PSW Last, First
Date of Birth:	mm/dd/yyyy
▶ Contact Information	
▶ PSW Weekly Hours/Rates	
▶ Specialties	
▶ Credentials	
▶ Relationships	
▶ Employment Relationship	

Click on each header to expand & view information in that section.

APPENDIX A: View Provider Section Overview

- **Contact Information** – Contains contact information (address, phone, etc).

▼ **Contact Information**

▼ **Addresses**

Pay To:	
Corporate Office:	123 Any Street
Physical:	City, OR 97***
Home Office:	County
Medical Records:	
Mail To:	

▼ **Phones**

Phone:	(541) ***-*****
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▼ **Emails**

Primary Email:	emailaddress@email.xxx
Secondary Email:	

- **PSW Weekly Hours/Rates** – The weekly hours cap total that the PSW is approved to work in a work week (Sun – Sat). This is informational only. There are no billing validations connected with this information at this time.

▼ PSW Weekly Hours/Rates						
Weekly Hours	Client Prime	Start	End	Exception Reason	Entered By User	Per CME

- **EVV Exceptions** – Any exceptions that the client has to using EVV. The staff that created the exception, when it was updated, start/end dates and other information specific to the exception will display.

▼ EVV Exceptions						
Created	Updated	ODDS Approval	Start	End	Client	Level

- **Specialties** – The Provider Type & Specialties associated with this record.

▼ **Specialties**

Provider Type:	84 Personal Support Worker
Provider Specialties:	84-803 DD Personal Support Worker
	1/1/1900 — 12/31/9999

TIP: Provider Types & Specialties are formatted as ##-###. The first 2 digits designates the Provider Type. The next 3 digits designate the provider's Specialty (e.g. the DD PSW Personal Support Worker number is 84-803).

- 6) **Credentials** – Criminal History Check (CHC) dates, Provider Enrollment Application and Agreement (PEAA) dates, Training Requirements, Provider Type and Specialty Status, and the active/effective dates of that specialty.

▼ **Credentials**

SPD Provider ID:	7****6
Application Date:	9/15/2014
Verification:	OMAP Number Issued on 6/10/2016
IRS Verified:	Pass on 6/10/2016
OIG Verified:	Pass on 6/10/2016
SAM Verified:	Pass on 6/10/2016
DMF Verified:	Pass on 6/10/2016

ACA validation check information is here.

▼ **Criminal History**

Type	Start Date	End Date
Child	5/13/2016	5/31/2018
Child	6/27/2014	6/30/2016

▼ **Enrollment Agreements**

Start Date	End Date
5/21/2016	5/31/2018
9/15/2014	9/30/2016

▼ **Program - SPDST - SPD DD Provider**

Enrollment Status	Program	Start Date	End Date
Active	Active	9/15/2014	12/31/9999

View the dates the provider is approved to work as a PSW here.

803 - DD Personal Support Worker

Type	Status	Start	End
▶ Personal Support Worker, DD	Approved To Work	7/1/2016	5/31/2018
▶ Personal Support Worker, DD	Approved To Work	9/15/2014	6/30/2016

Shown above, this provider is “**approved to work**” as an **803 – DD Personal Support Worker** from 7/1/2016 to 5/31/2018.

TIP: Reading this section can be complicated. Information on each specialty a provider has will be listed under the **Program** subsection.

- **Relationships** – Shows which CME Provider Panels the PSW is on.

▼ **Relationships**

▼ **Provider Panel Member**

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

SPD Provider ID	eXPRS Provider ID	Provider	Start Date	End Date
1**2		County	1/1/2015	12/31/9999

- **Employment Relationship** - Lists the I/DD individuals that this PSW has an employment relationship association with, for the purposes of facilitating payment to the PSW from the FMAS payroll vendor.

▼ Employment Relationship			
Client Prime	Client Name	Expires	Payment Provider
aaa0000a	A: First Last	12/31/2016	TNT Fiscal Intermediary Services Inc
bbb1111b	B: First Last	12/31/2016	TNT Fiscal Intermediary Services Inc
aaa0000a	A: First Last		Public Partnerships LLC FMAS
bbb1111b	B: First Last		Public Partnerships LLC FMAS
ccc2222c	C: First Last	3/31/2017	Public Partnerships LLC FMAS

- **Client Prime:** The prime number for the I/DD individual whose employer has a confirmed relationship association with the PSW.
- **Client Name:** The name of the I/DD individual whose employer has a confirmed relationship association with the PSW.
- **Expires:** The date the association relationship enrollment with the listed FMAS payroll vendor expires or ends. For example, if the **Expires** date is 3/31/2017, that relationship was valid as part of the payment contingency period. If the field is blank or no date is listed, that association/payroll vendor enrollment is current and ongoing.
- **Payment Provider:** The name of the FMAS payroll vendor that issues payment to the PSWs for dates of that vendor’s enrollment.

Appendix B: PSW Provider Types/Specialty Code List

A PSW may have a single record with multiple PSW specialties within in it, or have separate records/numbers.

Provider Type/Specialty Number	Official Provider Type/Specialty Name	Common Name
84-800	Personal Support Worker – In-Home Personal Care Attendant DD	DD SPPC/PC20 PSW
84-801	Personal Support Worker – In-Home Personal Care Attendant CIIS	CIIS PSW
84-803	Personal Support Worker – DD Personal Support Worker	DD PSW or DE PSW
84-806	Personal Support Worker - DD PSW Enhanced Skills	DD PSW Enhanced Skills
84-807	Personal Support Worker - DD PSW Exceptional Skills	DD PSW Exceptional Skills

84-818	Personal Support Worker - DD PSW Differential	DD PSW Differential
84-809	Personal Support Worker - DD PSW Employment Job Coach	DD PSW Employment Job Coach

Appendix C: Provider Search Result Set Definitions

From the result list, view the basic information available. Each column identified in the screenshot is defined in **Appendix C**.

1 Type	2 eXPRS Prov ID	3 SPD Prov ID	4 Display Name	5 Prov Type & Specialty	Verification	Beds	Program Start	Program End	Program Status	Primary Email
Provider				Personal Support Worker - DD Personal Support Worker	OMAP Number Issued	0	4/17/2019	12/31/9999	A	
Provider				Personal Support Worker - DD Personal Support Worker	OMAP Number Issued	0	7/31/2013	12/31/9999	A	

- 1) **TYPE** - The Provider Record Type.
- 2) **eXPRS Prov ID** - The Provider Record's eXPRS ID number. For PSW records, this number is informational to the system only; it is the provider's "official" provider number.
- 3) **SPD Prov ID** – The Provider Record's credentialed provider number. It is the number used for provider authorization and billing/claims activity in eXPRS. If this column is blank, the provider record has a preliminary provider record in the database, but the record has not been activated and an SPD provider ID number has not yet been assigned.
- 4) **Display Name** - The Provider Record's name. This will be displayed on authorizations, billings and claims in eXPRS. This is often the provider's official tax name.
- 5) **Prov Type & Specialty** – The Provider Record's primary Provider Type and Specialty. Provider Records can have multiple specialties. Open the record to determine if the provider has multiple specialties, and if they have the specialty needed.