Oregon Department of Human Services
Express Payment & Reporting System (eXPRS)

eXPRS
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How to View Client Liability Information in eXPRS

Agency & Foster Care Providers

(updated 9/2/2020)

As a provider of residential services *(such as: group home, supported living, foster care or host home)* authorized and paid via the eXPRS system, some individuals you serve may also have to pay each month towards the cost of their residential service. This monthly service contribution amount from the individual is called a **Client Liability Amount/ Account** (CLA). It may also be known as the individual's monthly "off set" amount.

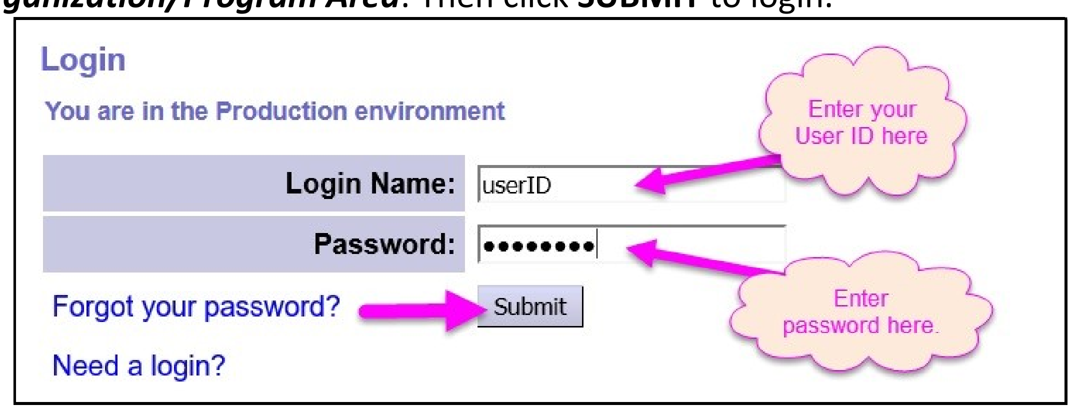
Payments to providers for residential services are reduced each month by any CLA amounts owed by an individual. If an individual has a CLA amount to pay, they *(or their payee)* must pay this directly to the provider, in addition to their monthly Room & Board amount each month.

➔ ***PLEASE NOTE***: Monthly Room & Board amounts are not processed or paid via eXPRS. Providers should continue to collect those R&B amounts from individuals living in provider residential sites (group homes or foster care homes) as they have in the past.

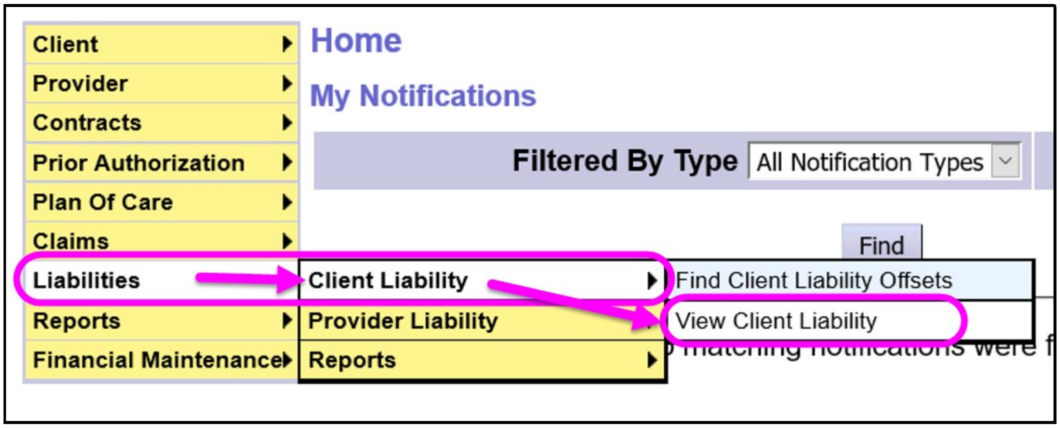
Providers can view **Client Liability** information directly in eXPRS to determine if an individual has a CLA and the amount to be collected from the individual each month.

To view ***Client Liability*** information in eXPRS:

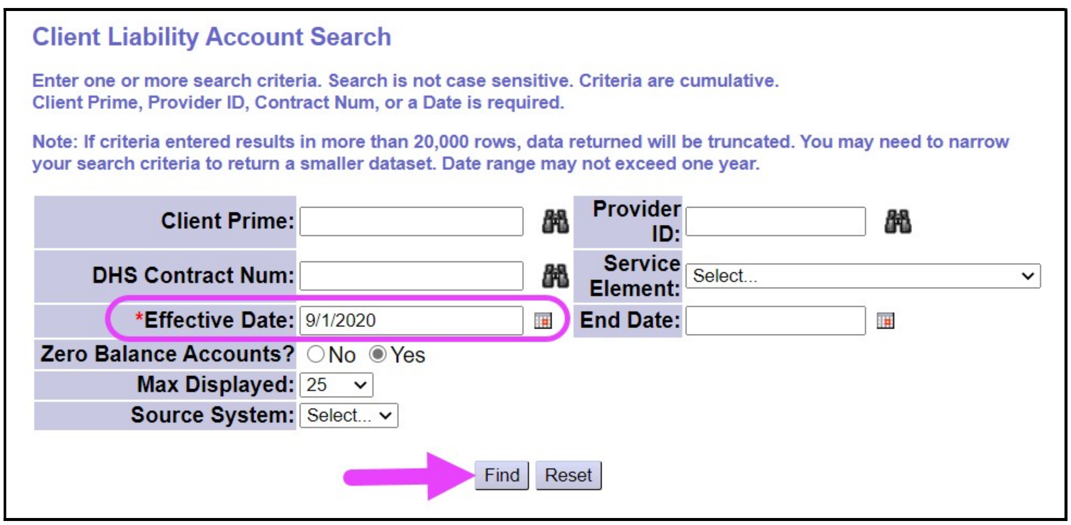
1. Login to eXPRS. If you have more than one record associated to your eXPRS user account, select the record for the residential services you provide as the ***Organization/Program Area***. Then click **SUBMIT** to login.



2. From the yellow left-hand navigation menu, select ***LIABILITIES → CLIENT LIABILITY → VIEW CLIENT LIABILITY.*** This will take you to the CLA search page.



3. In the **Client Liability Account Search** page, enter the data needed to search for the CLA information needed. The easiest way to search will likely be to just use the first day of the service month you wish to view in the **Effective Date** field.

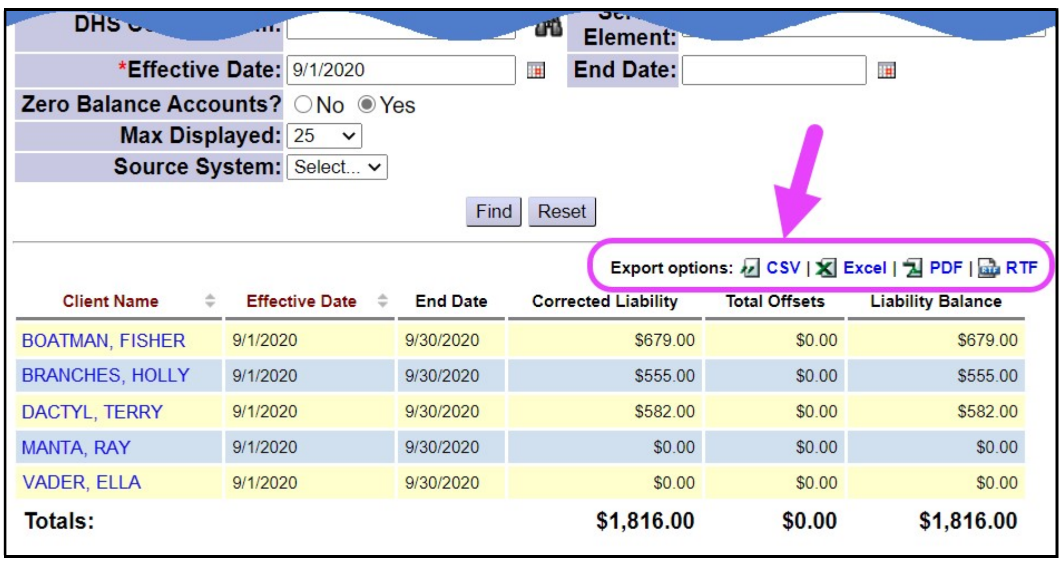


- The **Effective Date** is *required, but you can change the dates to any date range you wish.

- With the search criteria entered, click ***SUBMIT*** to find CLA information.

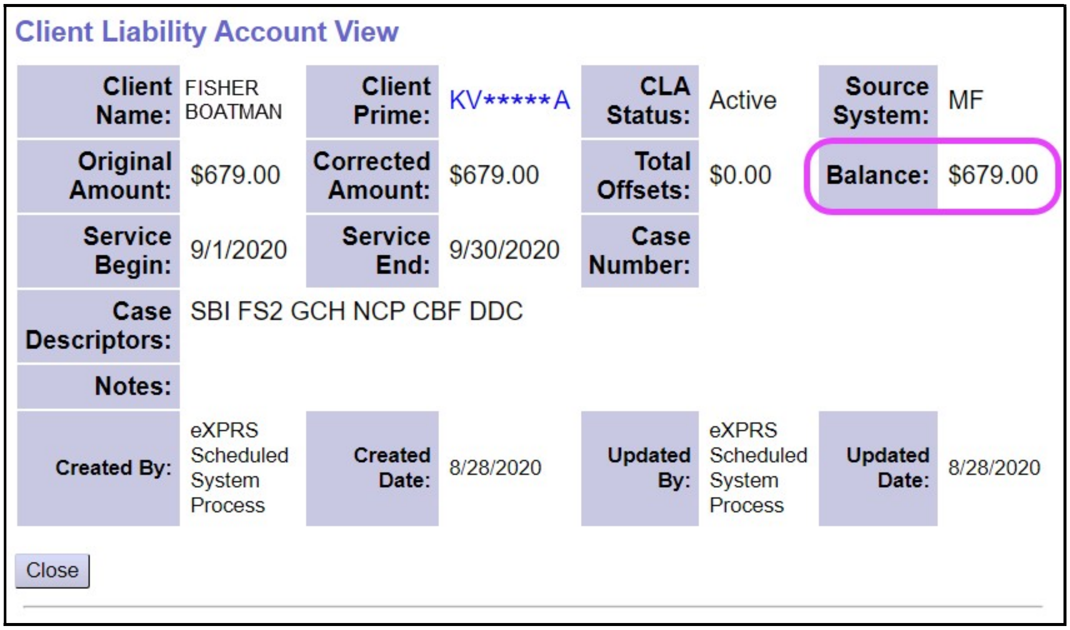
4. Any CLA records that match the search criteria entered will display in a results list below the search options.

5. The results information can be exported, if desired, by using the export options at the top right of the results list.



6. To view a specific CLA record, click on the blue name for the individual at the far left of the results list.

7. With the **Client Liability Account View** open for the individual selected, you can see the details of that CLA record, including the amount to be collected from the individual or their payee.

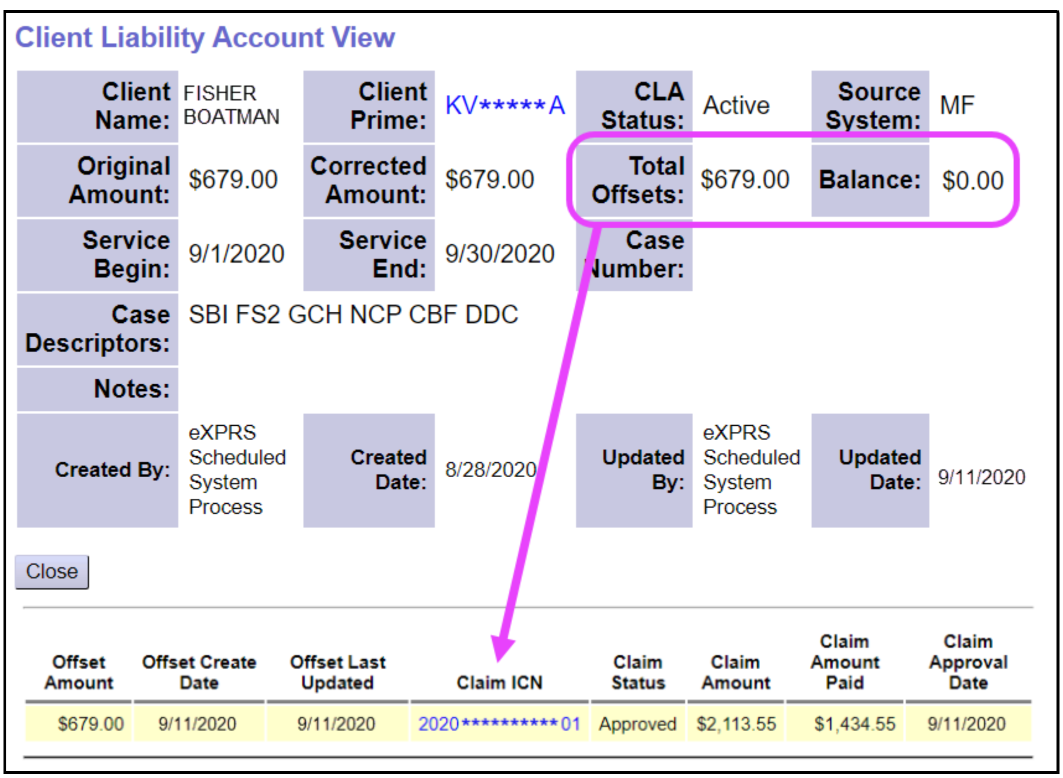


Client Liability Account View

Client Name:	FISHER BOATMAN	**Client Prime:**	KV*****A	**CLA Status:**	Active	**Source System:**	MF
Original Amount:	$679.00	**Corrected Amount:**	$679.00	**Total Offsets:**	$0.00	**Balance:**	$679.00
Service Begin:	9/1/2020	**Service End:**	9/30/2020	**Case Number:**			
Case Descriptors:	SBI FS2 GCH NCP CBF DDC						
Notes:							
Created By:	eXPRS Scheduled System Process	**Created Date:**	8/28/2020	**Updated By:**	eXPRS Scheduled System Process	**Updated Date:**	8/28/2020

Close

8. Once eXPRS has processed claims for that service month, you can return to the **Client Liability Account View** page to see which claim was used to "off set" the CLA amount, and if there is a remaining CLA balance owing to be "off set" from additional claims that month of service.



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Notes:							
Created By:	eXPRS Scheduled System Process	**Created Date:**	8/28/2020	**Updated By:**	eXPRS Scheduled System Process	**Updated Date:**	9/11/2020

Close

Offset Amount	Offset Create Date	Offset Last Updated	Claim ICN	Claim Status	Claim Amount	Claim Amount Paid	Claim Approval Date
$679.00	9/11/2020	9/11/2020	2020**********01	Approved	$2,113.55	$1,434.55	9/11/2020