

## eXPRS Pro Tip for DD Personal Support Workers (PSWs) Viewing SD Billing Suspense or Denial Reasons

### Did you know ...

*... as a PSW, you can see the reason why an SD billing has **suspended** or **denied** directly in eXPRS?*

On the PSW SD billing page where you manually enter your time worked in the eXPRS website, PSWs can expand an SD billing entry that is **suspended** or **denied** to see the reason why. Understanding why an SD billing entry has **suspended** or **denied** will assist you in troubleshooting billing issues to get them resolved.

- To see the reason an SD billing is **suspended** or **denied**, from the SD billing entry page, click on the black triangle next to the SD status, like shown here:

Select	Date	Start Time (HH:MM AM/PM)	End Time (HH:MM AM/PM)	Total Service Billed Time	Units	Group	Status	Start Time Change Reason
<input type="checkbox"/>	2/23/2019	10:00 AM	6:30 PM	8:30			▶ Suspended	Reason
<input type="checkbox"/>							Draft	Reason
				36:30				

For items checked above

- This will expand the billing (like shown below) so you can see the reason it is **suspended** or **denied**. The information in **Rule Description** and the **Exception Text** boxes will give the reason why.

Select	Date	Start Time (HH:MM AM/PM)	End Time (HH:MM AM/PM)	Total Service Billed Time	Units	Group	Status	Start Time Change Reason
<input type="checkbox"/>	2/23/2019	10:00 AM	6:30 PM	8:30			▼ Suspended	Reason
Overridable	Rule Description	Exception Text	Overridden					
y	Client Awaiting Service Eligibility	Client waiting on service eligibility. Svc Cat: DDC Title XIX Cd: N	false					
<input type="checkbox"/>							Draft	Reason
				36:30				

For items checked above

If the **Rule Description/Exception Text** information is unclear or confusing, PSW providers can use the [Service Delivered Problem Solving Matrix](#), available on the [eXPRS Help Menu](#) to help understand what those messages mean in non-technical language.

The [Service Delivered Problem Solving](#) matrix is available using this link:  
<https://apps.dhs.state.or.us/exprsDocs/ServiceDeliveredProblemSolvingMatrix.pdf>

Understanding why an SD billing is **suspended** or **denied** will help you know how to fix it or what type of assistance to request, if needed.

**Remember ...** the information as to why an SD billing entry is **suspended** or **denied** is directly available to the PSW in eXPRS. You just need to know where to look.