

Office of Developmental Disabilities Services

Foster Care in eXPRS FAQs v.3 (12/8/2017)

Direct Deposit

NEW Q: I have more than one foster home, do I need to complete a direct deposit form for each home?

A: This depends on how your foster homes are set up. A direct deposit form needs to be completed for each separate federal tax identification number (TIN) or employer identification number (EIN).

NEW Q: My foster care license has two people listed as the owners, does each person need their own Direct Deposit form?

A: Only one Direct Deposit form is needed for each TIN/EIN as long as the provider's name is also on the account where funds are deposited.

Q: Which forms we are to complete for eXPRS? There are several forms on the website.

A: If you are a currently licensed or certified fc provider you are only required to fill out the eXPRS enrollment and Direct Deposit forms. The other forms are resources for foster care providers who are applying or renewing as a foster care provider.

Q: In section B of the Direct Deposit form do providers fill out the TIN or EIN number?

A: Use the identification number which your taxes are reported under.

Q: What is the SPD provider number?

A: This is the same number as the six-digit Foster Care provider Medicaid number usually found on the remittance advice.

Q: Do I need to complete the NPI number?

A: No, NPI numbers apply to healthcare providers. Foster care providers should not complete that question.

Q: I already get direct deposit, why do I need to fill out a direct deposit form?

A: The CBC system you are currently paid out of cannot share your direct deposit information with eXPRS. You must complete the direct deposit form in order to continue receiving your payments.

Q: If I enroll in direct deposit for eXPRS will it stop my direct deposits for the remainder of 2017 in CBC?

A: No, completing the direct deposit form earlier will help prevent delays or gaps in your payments.

Q: What will happen if I do not complete the direct deposit form?

A: You will receive a paper check from Oregon Department of Administrative Services, but that is not the preferred method of payment. Payments received by check will take longer than with direct deposit. ODDS cannot guarantee a payment date for mailed checks.

eXPRS User Enrollment and Access

NEW Q: I have more than one foster home, do I need to complete a user enrollment form for each home?

A: No, be sure to list each home's SPD provider number on the eXPRS User Enrollment form.

NEW Q: My foster care license has two people listed as the owners, does each person need their own eXPRS User Enrollment form? Or can we share a login?

A: Each person who plans to login to eXPRS needs to complete the eXPRS User Enrollment form. ODDS policies prohibit sharing user accounts.

However, ODDS only requires that one person from each foster home is able to access eXPRS to complete billing. Your business practices will guide how many people from your foster home will need to access eXPRS.

NEW Q: I am a licensed APD Foster Care Provider. I support one individual with I/DD in my home. Will I have to enroll and make claims in eXPRS?

A: Yes. Individuals who are I/DD who receive their funding from ODDS will be paid through the eXPRS POC payment system.

NEW Q: Does this apply for Child Welfare Certified Foster Care homes as well?

A: Yes. If you have a child who is I/DD eligible whose services are paid for by ODDS your payment will go through the eXPRS POC process.

Q: Which forms we are to complete for eXPRS? There are several forms on the website.

A: If you are a currently licensed or certified fc provider you are only required to fill out the eXPRS enrollment and Direct Deposit forms. The other forms are resources for foster care providers who are applying or renewing as a foster care provider.

Q: I already have an eXPRS user account. Will completing this form create a separate user account?

A: No, completing the eXPRS User Enrollment form will allow ODDS to update your current user account to include the permissions necessary to bill for foster care services.

Q: Should I select “New user” or “Modify user”?

A: If you are currently an eXPRS user (such as a PSW, Transportation, or Relief Care) you will select “Modify user” and enter your eXPRS login name in the appropriate box. If you have never used the eXPRS system you will select “New user.”

Q: I am already an eXPRS user when I bill for Relief Care in my foster home, do I need to complete the eXPRS User Enrollment form?

A: Yes, you will need to complete a user enrollment form to have your current permissions updated to include your authorized foster care services.

Q: I am already an eXPRS user as a Personal Support Worker (PSW), do I need to complete the eXPRS User Enrollment form?

A: Yes, you will need to complete the eXPRS User Enrollment form to get access to the appropriate security role for Foster Care providers.

Q: What if I get locked out of eXPRS? I've heard that getting a new password can take a while.

A: eXPRS users can reset their own passwords by going to the "Forgot your password?" link on the eXPRS login page.

Billing and Payment

NEW Q: If as a licensed I/DD Adult Foster Home I serve an individual who is provided services through Aging and Physically Disabled how will I get paid?

A: For all of the I/DD individuals in your home you will receive payment through eXPRS POC. For the individual who is funded and case managed through APD you will continue to receive your monthly payment as you do currently through the CBC512 payment system.

NEW Q: If the client is absent (on a family visit for example) and the Foster Care provider calls to check in on how things are going while the client is absent, can Foster Care provider bill for that absent time then?

A: No, Foster Care providers can claim days when the individual has been in the residence overnight.

NEW Q: How will foster providers know if the individual has an offset or how much that offset is?

A: Offsets, called Client Liability Accounts/Amounts (CLA) in eXPRS are viewable by foster care providers in eXPRS. See the eXPRS How To documents for instructions on how to view the amount. CLAs will be automatically deducted from the payment made to foster providers each month.

Q: Will foster providers be paid through December 2017 (which is Directed Deposited in January 2018) or will providers need to submit December 2017 hours starting 1/1/2018?

A: You will receive a payment in early January 2018 for your December 2017 services as normal. For services provided on and after January 1st, 2018 those will be billed in eXPRS and paid by eXPRS.

Q: If a resident has an offset how will that be collected from the service payment?

A: Offsets will be reduced from the service payment starting on the first of every month. For foster providers who bill early in the month payments will not be issued to the provider until the service payment for the month exceeds the offset amount

Example: Joan has an offset of \$500 per month. The service payment based on the SNAP is \$3000 per month. In a 30-day month, the offset will be reduced from the service payment for the first 5 days (\$100 per day). On the sixth day, the service payment to the provider will begin to be paid as claims are approved.

Q: I am paid for a monthly service, so how will we be billing eXPRS?

A: Foster Providers will submit a claim for each date of service where the individual was in the home overnight. The service payment will continue to be based on a monthly rate which will be prorated by the number of days during the month that are claimed. (AFH: See Collective Bargaining Agreement Article 9.5(c))

UPDATED Q: What does “overnight” consist of?

A: This may vary depending on each individual’s schedule. Generally “overnight” should be interpreted as where the individual sleeps during a 24-hour period.

Not being paid for claims when the individual is out of the home may not change the amount of time the individual spends on family visits or otherwise out of the home overnight. This should still be guided by the ISP and the individual’s preferences.

Q: I have heard people who use eXPRS are having late payments, will I have a guaranteed payment date?

A: Claims in approved status are processed nightly every business day for payment. Payments may take one to three business days to be deposited in your account depending on your financial institution's processing time.

Q: Am I still getting paid once a month?

A: You can receive payment as frequently as you like. Claims can be submitted daily, weekly, bi monthly, monthly, which ever works best for the provider. eXPRS will process approved claims nightly each business day for payment. Typically, providers submit claims once a month and receive one payment for the dates of service claimed.

Q: By what monthly date/time do I have to submit hours to get paid on time and what is turnaround time?

A: Claims in approved status are processed nightly each business day for payment. Payments may take one to three business days to be deposited in your account depending on your financial institution's processing time.

Q: What if I don't have a computer or internet to enter my claims?

A: You will need to have access to the internet to enter your claim once a month, or as frequently as you would like to get paid.

NEW Training

NEW Q: Can I receive Foster Care training credit for any of the eXPRS Plan of Care training (video's or labs)?

A: While we believe the trainings will be helpful they do not meet the requirements for Foster Care approved/credited training.