

## Foster Care eXPRS Enrollment & Payment Update Information (1/18/18)

Thank you for your inquiry and patience as we work thru the backlog of user enrollment forms for foster care providers. We are currently working on forms received on/after the middle of December. If you submitted an eXPRS user enrollment form prior to 12/15, you may need to resubmit your form. If you submitted your form after 12/15, it should be in our queue to work. However, before resubmitting a form, please review the form you originally submitted and if it was incomplete or illegible, please submit an updated/corrected form. We frequently receive forms that are not signed, do not include the provider number, or they list multiple names on a single form. These are all reasons that result in a form we cannot process.

A couple of reminders about the user enrollment forms:

- For security purposes, all users must have a unique email address; the system doesn't allow users to share an email address.
- If you are not listed as an owner on the provider record, you cannot sign your own form. Instead, the owner needs to sign and submit the "Enroll FC Res Mgr-Staff User" form for you.
- Submitting duplicate forms and sending inquiries about your account causes additional backlog and slows down the enrollment process.

**NOTE:** We are not processing forms that are missing items or are otherwise not fully completed, or if we can't read it. You may not be notified that we were unable to process your form.

Once a user enrollment form is processed, you will receive a set of emails; the first one is sent with several attachments and information on the second, secure email, that we will send immediately after the first one is sent. If you believe we have processed your form but you have not received your login emails, please check your junk and spam folders. If you verify that your form was complete and legible, and you still haven't received your login information, you can send an inquiry to [info.exprs@state.or.us](mailto:info.exprs@state.or.us). Please include the approximate date you sent your form in, and whether it was faxed or emailed in. That will help us do the research to locate your form.

Foster care is a monthly service and the expectation was that claims would not be created until after January services had been provided (so you would bill in February for January's services). We apologize for the delays in getting everyone enrolled. We expect to have all of the completed forms we have on file to be processed by the end of next week.

Additional info on the enrollment process: Once your eXPRS user account has been created and you submit your initial claim(s), if they suspend due to 'no payee record', you don't need to contact us. The payee records are set up by our Office of Financial Services folks, and it connects your provider record in eXPRS to your vendor record with the Department of Administrative Services. Sometimes there is a difference in the information between the systems that requires research and data correction, which can cause a slight delay. If verification of information is needed, someone will contact you directly.

As an FYI, all suspended claims are submitted nightly until the suspense reason is cleared so you won't necessarily need to take any action on a suspended claim. Once a claim is in approved status, you should receive payment within 2-3 banking days. If you enrolled in direct deposit/EFT, please be aware that there is a 10-day prenote process used to validate the bank account. If your prenote process has not completed by the time your first claim is sent to DAS for payment, you may receive a paper check (and will continue to receive paper checks until the prenote process has completed).

Please refer to help documents in eXPRS under the Help, Foster Care Provider section and the "DD Agency Providers & Independent Vendors" section of the Contact Us page for information on who to contact for inquiries.

Generally, questions regarding:

- your EFT enrollment should be directed to the e-Commerce Unit at [dhsoha.provdirdep@state.or.us](mailto:dhsoha.provdirdep@state.or.us).
- your DAS remittance advice or payment should be directed to <https://pmtinfo.das.state.or.us>.

- your provider record should be directed to [odds.providerenrollment@state.or.us](mailto:odds.providerenrollment@state.or.us).
- eXPRS should be directed to [info.exprs@state.or.us](mailto:info.exprs@state.or.us).