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Authorized Signature

Number: SPD-PT-10-013
Issue Date: 4/13/2010

Topic: Developmental Disabilities

Transmitting (check the box that best applies):

- New Policy
 Policy Change
 Policy Clarification
 Executive Letter
 Administrative Rule
 Manual Update
 Other: _____

Applies to (check all that apply):

- All DHS employees
 County Mental Health Directors
 Area Agencies on Aging
 Health Services
 Children, Adults and Families
 Seniors and People with Disabilities
 County DD Program Managers
 Other (please specify):

Policy/Rule Title:	eXPRS Provider Claim Submission and Correction Timelines		
Policy/Rule Number(s):		Release No:	
Effective Date:	4/7/2010	Expiration:	
References:			
Web Address:			

Discussion/Interpretation: To ensure that Medicaid payments are being issued to providers in accordance with established State and Federal billing and payment requirements, eXPRS has been updated to activate and enforce stipulated timelines for claim submission and claims corrections.

Implementation/Transition Instructions:

Initial claims for payment of services provided: Providers must submit all claims for payment for services they have provided to individuals with developmental disabilities via eXPRS in a timely manner. **Initial claims must be submitted within 12 months (365 days) from the date of service.**

Any initial claim that is submitted **between 12 months (365 days) and 18 months (545 days)** from the date of service **will suspend**. Upon request, DHS will review

suspended claims submitted within this additional 6-month window. If after review it is determined that the reason for the delayed submission (not within 12 months) is the fault of DHS, the claims may be approved for payment. Other claims submitted and suspended in this 6-month window for any other reason may be denied.

All initial claims submitted **after 18 months** (545 days) from the date of service **will be denied** by the system.

IMPORTANT: Providers have the responsibility to verify that a current service authorization (CPA) in **accepted** status is in eXPRS for all the clients for whom they are providing services. A CPA in accepted status is required in eXPRS before a provider can submit a claim for payment for services provided. If a provider attempts to submit claims for services provided to a client and finds no CPA in accepted status for that individual, they should contact the client's Case Management agency as soon as possible to resolve the issue.

Corrections to claims previously submitted: It is the provider's responsibility to periodically review the claims they have submitted for payment to ensure that all claims are accurate, and then to make timely corrections to claims, if needed.

Corrections to claims previously submitted can be made within the time line of **seven (7) quarters plus the current quarter back from the date of service.**

- ***For example:*** Using the date of 3/12/2010, the seven (7) quarters plus the current quarter timeline goes back to 4/1/2008. The system will not allow any corrections to claims that are dated prior to 4/1/2008.

If the date range (in part or all) of the claim to be corrected falls outside this correction timeline window, the system will not allow any action on the claim. Providers may encounter situations when attempting to correct older claims where they need technical assistance. Providers may contact the DHS Service Desk at 503-945-5623 to request assistance with claims corrections, if needed.

To help facilitate easier claims corrections, it is best practice to submit claims for dates of services delivered within the same month, and not submit claims for dates of service that cross months (eg: 3/28/10 to 3/31/10 and 4/1/10 to 4/3/10, instead of 3/28/10 to 4/3/10).

Additional information: Please see the transmittal on [eXPRS Claim Status Review](#) for additional information on reviewing claims. There are also "**How To...**" guides and "**Claims Problem Solving Matrix**" documents available under the **HELP** tab on the top menu bar in eXPRS that can assist providers in reviewing their claims.

Training/Communication Plan: This and previous DHS transmittals; HELP menu information on the eXPRS web site; other training and technical support opportunities

as available.

Local/Branch Action Required: N/A

Central Office Action Required: Provide additional communication, information, training and technical assistance as needed or requested.

Field/Stakeholder review: Yes No

If yes, reviewed by:

Filing Instructions:

If you have any questions about this policy, contact:

Contact(s):	DHS Service Desk		
Phone:	503-945-5623	Fax:	
E-mail:	DHS.servicedesk@state.or.us		