

# PSW QUICK GUIDE

## How to Find/View Claims & Payment Status in eXPRS

(updated 1/25/17)

For all PSW claims in **approved** status sent to the FMAS vendor for payroll processing, eXPRS receives data back that includes the date the claim was paid to the PSW, the method of payment (check or direct deposit) and the check/direct deposit number.

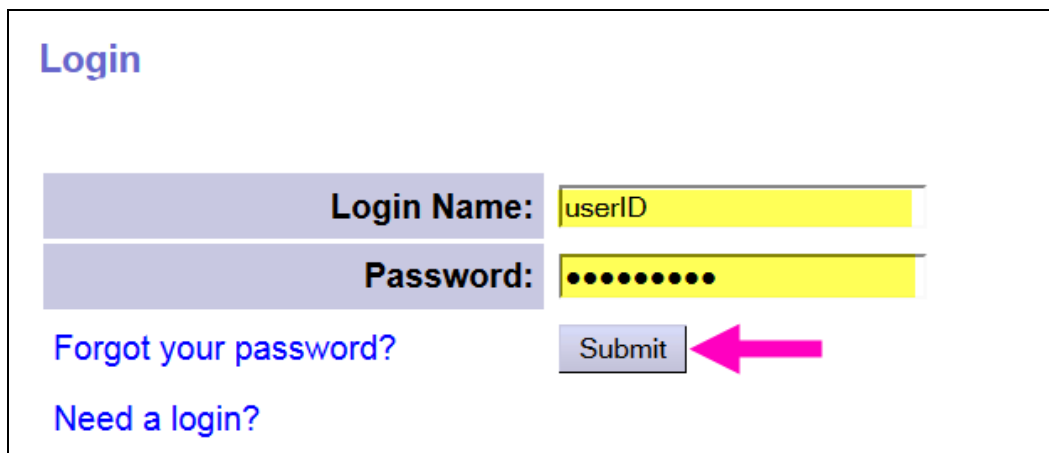
PSW providers can use eXPRS to find their **approved** claims for time worked and determine if those claims have been paid to them from the FMAS vendor, and which claims may still be pending payment.

**\*\* NOTE:** The term for a payroll vendor used to be called a “Fiscal Intermediary” or “FI”. It is now called a “Financial Management Administration Servicer” or “FMAS” vendor.

PSWs will need to have an active user account in eXPRS to view this information.

### To Find/View POC service claims as a PSW provider:

1. Login in to eXPRS.



The screenshot shows the eXPRS login interface. At the top left, the word "Login" is displayed in blue. Below it, there are two input fields: "Login Name:" with the text "userID" and "Password:" with a series of black dots. To the left of the password field are two links: "Forgot your password?" and "Need a login?". To the right of the password field is a "Submit" button, which is highlighted with a pink arrow pointing to it from the right.

- From the left-hand navigational menu, click on **Find Claims**. This will take you to the **PSW Claim Search** page.

Find SPA  
View Service Delivered Entries  
Create Service  
Delivered Entries from Single Service Authorization  
**Find Claims**  
Enter Travel Time  
View Travel Time

Home  
My Notifications

Filtered By Type All Notification Types

Find

No matching notifications were found.

- In the **PSW Claim Search** page, the easiest way for PSWs to search will be by a **date range for the dates worked**. Then click **Find** to return a list of claims for that time period worked.

PSW Claim Search

Service Location/PSW SPD Provider ID: [dropdown]  
Claim ICN: [text]  
Client Prime: [text]  
Run ID: [text]  
Effective Date: 12/1/16 [calendar icon] End Date: 12/15/16 [calendar icon]  
Service Element: Select... [dropdown]  
Claim Status: Select... [dropdown]  
Payment Status: Select... [dropdown]  
Check Number: [text]  
Max Displayed: 25 [dropdown]

Find Reset

- Effective Date** = first date in the claim date range that covers the service date(s) (dates worked) paid in the claim
  - End Date** = the last date in the claim date range that covers the service date(s) (dates worked) paid in the claim
- Viewing the information in the search results can quickly tell the PSW which claims have been paid by the FMAS vendor in the **Payment Status** column. If paid, the check or direct deposit number information is found in the **Check/Deposit Number** column.

Effective Date: 12/1/2016      End Date: 12/15/2016

Service Element: Select...  
 Claim Status: Select...  
 Payment Status: Select...  
 Check Number:   
 Max Displayed: 25

Find    Reset

Click on the ICN number to open & view claim details.

Payment info seen here

ICN	Client Name	Service Begin	Service End	Billed Units	Billed Amount	Submitted	Run ID	Claim Status	Payment Status	Check/Deposit Number
2016*****001	GLFLWDOH, FDQQB	12/1/2016	12/15/2016	22.00	\$533.72	12/22/2016	194796749	Approved	Paid	RA4*****5
2016*****001	GLFLWDOH, FDQQB	12/1/2016	12/15/2016	66.00	\$32.01	12/22/2016	194796749	Approved	Paid	RA4*****5
2016*****001	HPHQW, AQLDM	12/1/2016	12/15/2016	16.00	\$388.16	12/22/2016	194796749	Approved	Paid	4****62
2016*****001	HPHQW, VFEWZ	12/1/2016	12/15/2016	73.00	\$35.40	12/22/2016	194796749	Approved	Paid	4****62
2016*****001	FWBESO, DYFZ	12/1/2016	12/15/2016	10.50	\$254.73	12/22/2016	194796749	Approved	Not Paid	
2016*****001	AUAWFYZ, EDSHFSZ	12/1/2016	12/15/2016	10.75	\$260.80	12/22/2016	194796749	Approved	Not Paid	
2016*****001	EAWFD, AWDDFSA	12/1/2016	12/15/2016	11.25	\$272.92	12/22/2016	194796749	Approved	Payment Pending	
2016*****001	EAWFD, AWDDFSA	12/1/2016	12/15/2016	51.00	\$24.74	12/22/2016	194796749	Approved	Unavailable	
2016*****001	AXYSPREFQQ, UEXS	12/1/2016	12/15/2016	2.00	\$0.97	12/22/2016	194796749	Approved	Unavailable	
2016*****001	AXYSPREFQQ, UEXS	12/1/2016	12/15/2016	4.00	\$97.04	12/22/2016	194796749	Approved	Unavailable	

- **Payment Status** = the payment status of the claim (dropdown menu).
  - **Paid** = claim was approved/sent to the payroll vendor and payment for claim has been processed/sent to the PSW.
  - **Not Paid** = claim was approved/sent to the payroll vendor, however payment has not been processed nor sent to the PSW; there was a payroll issue.
  - **Pending Payment** = claim was approved/sent to the payroll vendor, but eXPRS has not received confirmation back from the FMAS that payment to the PSW has been made.
  - **Unavailable** = payment information for that claim is not available in eXPRS.

5. To view more claim details, click on the **blue ICN number** to open a specific claim.

**PSW Claim View**

<b>ICN:</b> 2016*****001	<b>Status:</b> Approved	<b>Type:</b> Fee For Service
<b>Service Element:</b> 49	<b>Proc Code:</b> OR526	<b>Svc Modifier Cd:</b> NA
<b>Client Prime:</b> <prime #>	<b>Client Name:</b> <Last, First>	
<b>Provider ID:</b> <PSW #>	<b>Provider:</b> <PSW Last, First>	
<b>Effective Date:</b> 3/1/2016	<b>End Date:</b> 3/15/2016	<b>Gross Amount:</b> \$112.00
<b>Submitted:</b> 3/23/2016 8:04:21 PM	<b>Processed:</b> 3/23/2016 8:04:22 PM	<b>Reversed:</b>

**Claim Payment Information**

<b>Claim Paid:</b> Paid		
<b>Payment Date:</b> 3/30/2016	<b>Payment Type:</b> Check	<b>Check/Deposit Number:</b> 002****38

**Notes:**

<b>Created By:</b> System Maintenance	<b>Created Date:</b> 3/23/2016 8:04:21 PM
<b>Updated By:</b> System Maintenance	<b>Updated Date:</b> 3/23/2016 8:04:22 PM PDT

▼ **Services Delivered**

Service Date	Begin Time	End Time	Service Units	Billed Units	Group Setting	Created Date	Review Date	Status
3/10/2016	01:00 PM	04:30 PM	3:30	3:30	No	3/18/2016 4:43:48 PM		Approved
3/13/2016	01:00 PM	05:30 PM	4:30	4:30	No	3/18/2016 4:43:57 PM		Approved

- The **Claim Payment Information** (if any is available) will be shown in that section.
- To view the associated SD billing entries included in the claim, expand the section labeled **Services Delivered**.

More detailed instructions on how to use the PSW **Find Claims** page can be found in the assistance guide [How to View POC Claims – PSW Providers](#).