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**Authorized Signature**

**Number:** SPD-IM-04-055

**Issue Date:** 06/29/04

**Topic:** Provider Information

**Subject:** Update on eXPRS Payment System Project

**Applies to (check all that apply):**

- |  |   |
|--|---|
| <input type="checkbox"/> All DHS employees                     | <input checked="" type="checkbox"/> County Mental Health Directors  |
| <input type="checkbox"/> Area Agencies on Aging                | <input type="checkbox"/> Health Services  |
| <input type="checkbox"/> Children, Adults and Families         | <input type="checkbox"/> Seniors and People with Disabilities   |
| <input checked="" type="checkbox"/> County DD Program Managers | <input checked="" type="checkbox"/> Other (please specify): CPAO Members,<br>ORA Members, SPD Group, Steering<br>Committee, Data Managers, Focus<br>Group, Addictions Services<br>Stakeholders, Mental Health<br>Stakeholders |

**Message: Update for eXPRS Stakeholders**

The following provides updated information on development of a new payment system called "eXPRS" (eXpress Payment and Reporting System.)

**What it is**

eXPRS is being developed by DHS as an internet based system that will be as simple to use as on-line banking. The new system will be used by organizations and individuals that provide Developmental Disability Services and selected Mental Health and Addiction Services funded by the Department. These providers deliver services under a contract with a community mental health program or a direct contract with the Department. eXPRS will not replace provider payments made through the Oregon Health Plan however.

**How it will work**

The Department will contract with a Local Authority, typically county government, for a broad range of services. The Local Authority will subcontract with service providers, or act as a service provider itself. These contracts will have a minimal amount of financial

detail, just the total award for each program area. The financial detail will be specified in eXPRS, through dollar amounts that are prior-authorized for expenditure.

Service providers may claim payment up to the limit authorized for each service. Providers will request payment by logging into eXPRS through a standard internet connection and following the directions. Transactions in eXPRS will be secure and HIPAA compliant. Providers will also be offered the option to submit claims on paper through the mail.

Payment of service fees will be made on demand, generally within two days to two weeks. Grant or other types of scheduled payments will be made monthly.

Payments will be sent directly to the service provider, as authorized by the Local Authority. Payment will be made by electronic fund transfer or by check. Each payment will be accompanied by a detailed remittance advice explaining what service(s) are being reimbursed through the payment. Any payment adjustments that are needed to correct errors will be made in the next payment – there will be no year-end settlement process.

Obtaining information from eXPRS will be relatively easy. Standard online reports, custom report options and download procedures will assist users in tracking the status of payments and analyzing their business activity.

## **When it will be available**

Development of the system has progressed more slowly than planned. As a result, implementation will be phased-in over the next two fiscal years. There will be two major releases, one in July 2005 and another in July 2006.

The release in July 2005 will affect all community mental health programs and those providers offering one or more of the following services:

- DD 50 Residential Facilities
- DD 51 Supported Living Services
- DD 54 Employment and Community Inclusion
- DD 141 State Operated Community Program
- MH 30 PSRB
- MH 21 Psychiatric Day Treatment Services
- A&D 61 Adult Residential Treatment
- A&D 62 Residential for Dependent Children
- A&D 71 Youth Residential Treatment

Services that are not paid through eXPRS in FY 2005-06 will be scheduled for implementation in July 2006.

Tsk	Activity	Jun-04	Jul-04	...	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05
1	Acceptance Test *										
2	User Training										
3	Contract Language										
4	User Communication										
5	Data Conversion										
6	User Enrollment										
7	Field Testing										
8	System Support										
9	DHS Staffing Changes										
10	MMIS Certification										

\* Functional testing of components will occur before acceptance

Availability of some system features will also be phased-in. For example, payment directly to providers operating under a CMHP subcontract and payment on demand for fee-for-services will not be available in July 2005. These features will be phased-in during the 2005-06 fiscal year, or in July 2006. In the meantime, monthly payments to the CMHP will continue.

## Preparations for implementation

Activities in ten areas will be occurring in preparation for implementation. An overview of the schedule is shown on the following page.

System testing activities will involve county and provider representatives. Field-testing will occur in four or five counties and involve all of the providers that will begin using the system in July 2005.

Contract changes will be developed early and discussed with counties before work begins on the rest of the 2005-07 County Financial Assistance Agreement.

## Future Communications

Information about implementation such as this will be sent to a broad audience of stakeholders on a periodic basis. Those who will begin using the eXPRS system in July 2005 will receive monthly updates, as well as announcements and briefings on specific topics.

Information will also be available on the eXPRS website. The site is under development and will be available in a few weeks.

If you have specific questions that are not covered by the materials provided, you may contact one of the following individuals:

Developmental Disability Services – Jack Morgan, (503) 945-9801 or [jack.a.morgan@state.or.us](mailto:jack.a.morgan@state.or.us)

Mental Health Services – Carolina Marquette, (503) 945-8862 or [carolina.v.marquette@state.or.us](mailto:carolina.v.marquette@state.or.us)

Addiction Services – Joan Wan, (503) 947-5395 or [joan.m.wan@state.or.us](mailto:joan.m.wan@state.or.us)

Technical Features and Interfaces – Sean McMullen, (503) 378-2101 x 250 or [sean.m.mcmullen@state.or.us](mailto:sean.m.mcmullen@state.or.us)

*If you have any questions about this information, contact:*

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