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## eXPRS Pro Tip for CDDP, Brokerage, CIIS Staff

### eXPRS Technical Assistance Request (TAR) Best Practices

When submitting a Technical Assistance Request (TAR) key pieces of information should be included if applicable to assist with the research of an issue within eXPRS. With the inclusion of key information, it will not only assist in diagnosing the issue but also the turnaround time to resolve the issue!

Link to submit a TAR: <https://apps.state.or.us/exprsWeb/ServiceRequest.do>

#### Did you know...

... the TAU (Technical Assistance Unit) can only send an email response from our TAR system is by updating the status of a ticket to "Closed Resolved".

If after receiving the "Closed Resolved" email you may still have questions and if that occurs forward the ticket to [info.exprs@odhsoha.oregon.gov](mailto:info.exprs@odhsoha.oregon.gov) for follow up. Do not reply to the closed resolved email.

When creating a TAR, select a category and subject that most closely relates to your issue.

Key Pieces of information to include in a TAR (if applicable):

**\*Please copy/paste when applicable for accuracy of information\***

- Client Prime(s)/Name(s)
- Affected SD ID or Claim ICN & Status
- Error Message
- Dates of Service(s)
- SPA ID
- SE/PROC Code
- CPA PA Adj#
- POC ID
- Provider ID (eXPRS or SPD ID)
- Description of issue/desired outcome

On page two is an example of a ticket submitted by a CME user (user/client information has been removed).

#### Remember ...

The turnaround time for tickets is five business days and submitting multiple tickets can delay the response of your issue and others as well! Also, there are many helpful guides that provide resources on many issues and can be found here: <https://apps.state.or.us/exprsWeb/exprsDocs/>

Top Help Guides When Receiving Error/Validation Messages:

- [Service Delivered \(SD\) Problem Solving Matrix](#)
- [Claims Problem Solving Matrix](#)
- [CDDP CPA Problem Solving Matrix/Brokerage CPA Problem Solving Matrix](#)
- [Service Prior Authorization \(SPA\) Problem Solving Matrix](#)

## eXPRS Technical Assistance Request

Payment Issues - If you are a PSW provider and have questions about an incorrect payment, please contact PPL first. Their contact information can be found by clicking here [Contact Us](#)

If you have already spoken with PPL and they were unable to help, or directed you back to the state, please continue to fill out the form below:

<b>First Name:</b>	eXPRS
<b>Last Name:</b>	Test
<b>Email:</b>	
<b>I have confirmed this email address is correct:</b>	<input checked="" type="checkbox"/>
<b>Preferred Contact Method:</b>	Email <input type="button" value="v"/>
<b>Preferred Contact Number:</b>	(503) 123-4567

**BEFORE CONTINUING:** Please verify that the email address and phone number listed above are accurate. This information will be used to communicate with you regarding your technical request. If the email address or phone number is incorrect, please update your user profile before submitting this request. To update the information, click "My Account" at the top of this screen, then click the "Edit" button. Return to this page and submit your technical assistance request after the appropriate information has been updated.

<b>Who is this request for?:</b>	<input type="radio"/> Self <input checked="" type="radio"/> Someone else
<b>Name:</b>	First Last
<b>Category:</b>	Client Authorization <input type="button" value="v"/>
<b>Subject:</b>	Missing <input type="button" value="v"/>
<b>Additional Information (detailed):</b> 378/500	Plan ID: XXXXXXXX Client Name: First Last Prime: XXXXXXXX I am attempting to close an active POC for a client who moved out of state effective 9/2/22. When I tried to end the POC, I got the following error message: "Your request could not be completed because: Missing continuous rate for service element 49 procedure code OR526 modifier code NA between 1/1/2022 and 9/2/2022"