FAQ's:

Q: How much time does a CDDP have in order to request a Prime # for intake data?

A: Submit a DDEE (0337) to the Technical Assistance Unit to request a prime. Select "Intake Only" in Section 3 drop down and add Note in Section 7: Prime Requested". Once you have a prime, you have 10 days to enter intake information into eXPRS.

Q: Do we need a release before looking at a denial from another CDDP that may be in eXPRS?

A: You will only be able to view individuals who you have an approved or draft CPA for. If you have questions about an individual who may have been denied, contact your D&E coordinator.

Q: What if I don't enter the FSIQ?

A: eXPRS will generate an error message and not allow you to proceed until the FSIQ is entered when you hit the "save," button at the end.

Q: What if I'm not sure if the OHI or OGC meets "Developmental Disability"?

A: Staff these with the State D&E Coordinator.

Q: Why would I list the primary dx as DD if a person also has ID?

A: Sometimes the family or person prefers to identify with the DD condition over the ID score; sometimes you may have multiple IQ scores that vary and the DD diagnosis is a clear path to eligibility. The primary condition should be why they are eligible.

Q: Can anyone enter a "DRAFT" intake into eXPRS?

A: No – You must be have the ES or ES Processor role in eXPRS.

Q: Can anyone enter a "DENIAL" into eXPRS?

A: No, you must have the ES or the Eligibility Processor role in eXPRS.

Q: What is the 'normal means' to request a prime?

A: This is submitting the DDEE (0337) to TAU to have a Prime# generated for a person who does not have one. Contact your TAU representative if you have questions. If there are multiple primes & info is entered into the incorrect prime # - this can cause significant problems. IF YOU FIND MULTIPLE PRIMES, EMAIL TAU to ENSURE YOU WILL ENTER DATA to the correct prime.

Q: What is the difference between "Does not require supports similar" and "no significant impairment"?

A: *Supports similar* – OAR 411-320-0080(4)(a)(B) - a GAC or one Domain of two s/d below the norm; *Significant impairment* - OAR 411-320-0020(3) - is a Composite, or TWO domains, or TWO skilled areas 2 s/d (skilled areas = abas only) below the norm. This is an eligibility question – connect with your D&E for further assistance.

Q: For adaptive impairment area – in redeterminations, if an informal adaptive is completed how would we enter this in eXPRS?

A: Under "test name" you would select other and type in "informal." Then you would indicate the areas that the informal adaptive indicated.

Q: What is the expectation for county to county transfers?

A: Process outlined in WG & instructions; won't be required until ONA is live.

You could end a DD Eligibility line, enter termination date and select Termination Code "OTH" (Other), add a new line, (the intake information will not be requested for re-determinations or transfer), select "Transfer" in the Determination Status drop down and enter new info. You can't have two active lines at once, but you can use the transfer info in eXPRS to help the County Transfers. We are looking at doing a webinar on eXPRS County Transfer processes. See the Worker Guide for more information.

Q: When you say "once we are live in eXPRS" do you mean that is when we start using this system for our determinations?

A: Yes.

Q: If I am entering info into eXPRS as the ES, do I fill out the LOC for someone I denied?

A: No – if the ES is entering the data. If anyone else (Processor) enters data, then YES – the ES must do the LOC/decision and sign so that the Processor has the information to enter into eXPRS.

Q: Are we eliminating CPAs?

A: No, Case Management CPAs will still be required Authorizations.

Q: Are we required to use the paper LOC for denials or can it be done exclusively in eXPRS?

A: If an ES does entry, eXPRS is fine. If anyone else (processor) then YES ES must do the LOC, sign, date.

Q: Do we need to complete LOC for folks going into case management only?

A: No, you do not need to do the LOC for someone who is not requesting a k or waiver service. However, the eligibility information will still have to be entered in eXPRS, because this is how they will access CM services.

Q:Is the intake date required; this can be difficult for people who have been in services a long time!

A: This is only for new intakes, or someone who has been out 12+ months and new applications. Instructions pending.

Q: Will we need to update our own agency policy/procedures to reflect this new system?

A: Yes.

Q: If someone qualifies under ID but aren't able to complete IQ testing - can we write that in the FSIQ area?

A: Choose "Profound" – WG = enter top of the IQ scale for profound (40)

Q: Are 90 day extensions indicated in eXPRS?

A: Not at this time.

Q: How do we report closed, not denied applicants? Is that the termination option in the drop down?
A: Enter intake data, "completed," enter Notice date, choose option in determination status as "Denied," choose option in the Denial Reason Drop down of "Other" and indicate why they were closed in the Other Denial Reason Box that will appear once you have selected Other as the Denial Reason..

Q: If someone is denied post-redetermination, requests a hearing, goes through and is eligible (decision overturned) can you complete determination line/edit to change status from denied to approved? Or do a new line?

A: We have edit functions at the state; contact D&E and TAU.

Q: Can we run an application status report?

A: Yes.

Q: If eligibility is closed by SC via 337, does the ES or processor need to go in and edit eligibility in CDDP w/an end date and reason they're closed? Or will the SC do this?

A: The CDDP no longer needs to submit a DDEE (0337) to TAU to term DD eligibility. Someone at the CDDP with the ES permission needs to enter the termination information directly in view client. A DDEE (0337) is still needed for any funded service terminations.

Q: Will we still need the quarterly report?

A: No.

Q: When we go live how will the LOC be uploaded?

A: It will still go to TAU via the DDEE (0337), until the ONA is implemented. Then it will be automated.

Q: What do we do w/clients already in eligibility process when this starts?

A: Within 10 days of the eligibility decision, enter the intake date, choose the intake status as "completed," and enter the determination. You do not need to enter intake dates for those who went through intake prior to the release of this application in eXPRS.

Q: Can you enter multiple reasons for a denial if there was more than one reason?

A: Not now, only one.

Q: What will trigger SCs to know the LOC has been D&E approved?

A: We will sign and return to TAU and TAU will process on the DDEE (0337) the original LOC was submitted on, just as we do now until the ONA is release.

Q: If we do a new intake, enter eligibility in eXPRS, we don't need to do a 337 to enter into case management?

A: Correct.

Q: Are we required to have this info printed in the file?

A: No. However, you should still have a copy of the notice in the file, as well as progress notes, documents, etc. on the eligibility decision.

Q: What is the intake date?

A: See OAR and WG – the date of a signed application and ROI's with the CDDP.

Q: If FSIQ is less than 65, but adaptive was completed as well, is it best practice that we would choose "…under 65" and for test, enter "N/A" or would it be best to list the adaptive test completed, and score?

A: It is best practice to list the adaptive test completed and relevant scores.

Q: On June 4ᵗʰ, can we stop completing LOCs?

A: No. For the ES Section of the LOC starting on June 4ᵗʰ you can put the info in eXPRS and sign, indicating the information is in eXPRS but the rest of the assessment must still be done and submitted to TAU for review and approval. This will continue until the ONA is released and the waiver is changed.

Q: Do you need a date of the Physician's Statement for Early Childhood Eligibility?

A: No, this is not required at this time.

Q: If we overlook that eligibility needs to be predetermined at an earlier pre-determined time (i.e., 12 instead of 18 for someone who is school age, ID eligible) will eXPRS stop services?

A: In order to change the termination date in eXPRS from the default, you will have to "edit" the eligibility information to change the termination information. If you do this, it will end service on the termination date indicated.

Q: After 6/13 would a paper LOC still be required if completed in eXPRS by the ES?

A: Yes – until the ONA is released, the LOC assessment is still required to be submitted to TAU via normal means (0337/DDEE form). However, the ES Section of the LOC can be entered directly into eXPRS by the ES and then the ES Section of the LOC only needs to be signed by the ES, not actually filled out.

Q: When we select that we are extending the eligibility, do we have to wait for an approval from TAU?

A: Only TAU or someone with the state role can use "extending eligibility." So, if you need to extend eligibility you must contact the D&E Coordinator and TAU for extension.

Q: What is used for the intake date for re-determinations and transfers?

A: Re-determinations and transfers do not require intake dates in eXPRS, which is part of why we have those options under "determination status." If an ES is not entering this information into eXPRS, but instead is entering this information on the LOC form, "NA" can be written into the intake date for transfers and re-determinations.

Q: How do I enter a completed re-determination for individuals whose current eligibility has not yet ended.

A: There cannot be overlapping eligibility dates. For that reason, if you re-determine someone before their current eligibility ends (which is what an ES should do), the current eligibility line will have to be ended.

In order to do that, the ES will need to go to the current eligibility line and select "edit." Under "edit" the termination date will need to be set to *one date prior* to the re-determination date. Once the current line has been ended by changing the termination date, the new information may be added.