Did you know ...

... that your active CM CPA for an individual is what gives you system permission to view that individual’s POC in eXPRS (SE48, SE148 or SE248)?

When updating a POC to end it early (for example: when an individual transfers between CME agencies), the LAST thing the sending CME should do is end is the individual’s CM CPA.

You create POCs from the top down –

• Create/submit CM CPA first ➔ Create overall POC dates/information ➔ then add Plan lines/SPAs to POC.

When ending a POC for a transfer, you must do that work in reverse.

• End Plan Lines/SPAs (when needed) ➔ Edit/end the overall POC end date ➔ End the CM CPA.

If you end the CM CPA BEFORE you have finished your POC work, including ending the POC, you will lose your system permissions to view that individual’s POC/ information. To you, the POC or SPAs seem to “disappear” or you will receive the error message: “Your user account has not been granted access to the requested data: Access denied to record [#####] because contract ids”. Then you have to contact ODDS or eXPRS staff for assistance.

Remember …

• When starting eXPRS services ➔ the CM CPA comes first
• When ending eXPRS/POC services ➔ closing the CM CPA is the LAST piece of work to do.