eXPRS Pro Tip for CDDP, Brokerage, CIIS Staff
How to Preserve a POC Plan Line if you VOID all the SPAs

Did you know ...

... that you can preserve a Plan Line & not have to re-create it, even when you VOID or WITHDRAW all the SPAs under it?

In eXPRS Plan of Care (POC), the only feature that actually has a status (such as draft, pending, accepted, etc.) is the Service Prior Authorization (SPA). The Plan Line & the POC as a whole, just reflect the highest-level status of the authorization(s) below it.

Authorization Statuses ranked, highest to lowest:
- Accepted
- Pending
- Draft
- Void
- Withdrawn

Once a POC SPA is void or withdrawn in eXPRS, it is inactivated in the system. It cannot be copied, updated or reactivated. To prevent a Plan Line from moving to an inactive status, be sure that at least 1 SPA under the Plan Line remains in an active status, such as draft (pending or accepted will work also).

To do that . . .

- **Before** you void or withdraw all SPAs under a Plan Line ... ➔ **ADD** an SPA with a TBD Provider. This will create a draft SPA that can be edited later, as needed.
- Once the other SPAs are voided or withdrawn, the Plan Line will assume the next highest status of the remaining SPAs – draft of the TBD Provider SPA, thus keeping the Plan Line active & usable for other SPAs.
- You can now edit/update the TBD Provider SPA or add new provider SPAs without having to completely recreate the Plan Line. **Be careful to not delete the TBD SPA without having other active SPAs under the Plan Line. Otherwise the Plan Line will revert to an inactive status.**