How to Create a Client Prior Authorization (CPA) in eXPRS (general)

The Client Prior Authorization (CPA) is what authorizes services for a client to be delivered by a provider. A CPA must be in “accepted” status to be activated and thus allowing the provider to submit claims for payment against. CPAs are created and submitted by the client’s CDDP.

PLEASE NOTE: To create a CPA for DAILY SE54 – Employment and Alternative Services, refer to the “How to Create a Daily SE54 CPA” guide.

To create a CPA in eXPRS:

1. Login to eXPRS. The person doing this work must have either the CPA Manager user role or the CPA Preparer user role to create a CPA in eXPRS. If you have multiple roles in eXPRS, you’ll want to be working as the role appropriate for the work you’ll be doing.

2. From the yellow left-hand navigation menu, select PRIOR AUTH → CLIENT PRIOR AUTH → CREATE CPA. This will take you to the Create Client Prior Authorization page.
3. Once in the **Create Client Prior Authorization** page, you will work through the different sections of the CPA.

In Section #1, enter the client’s **Prime Number** in the field shown. Click **NEXT**. This will auto-fill the client’s name and move you to Section #2.

4. In Section #2, in the **Service Element** drop down, select service you are creating the CPA for; this will auto-fill the rest of this section. If not, select “ALL” in the fields remaining. Click **NEXT** to move to Section #3.

5. In Section #3, from the drop down menu, select the provider of the service. Click **NEXT** to open the next fields in this section.
In the **Service Area** box, select site address or service area of the service to be provided. You may only have one choice. Click **NEXT** to move to Section #4.

6. In Section #4, from the drop down menu, select the **DHS contract number** that applies for the date range of the service. Click **NEXT** to move to Section #5.
7. In Section #5, enter the **Effective Date** (the first date of the service authorization) and the **End Date** (the last date of the service authorization) for the service for this person.
If the service is expected to be ongoing, enter the last day of the biennium and select “Y” in the Ongoing? field. If not, select the appropriate END DATE and “N” in the Ongoing? field. Click NEXT to continue.

8. Add the number of units rate (which may auto-fill for you) and the rate for the service. You can also add any notes you wish in the Add Notes field. Click NEXT to continue.

9. Click SAVE. If you have the CPA Preparer role, this is all you can do.

10. If you have the CPA Manager role, click SUBMIT to activate the CPA in the system.

11. Once you’ve completed your work, you may want to review the status of the CPA.
   a. If it’s in “Accepted” status, then nothing else needs to be done.
   b. If in “Pending”, then it requires State staff review/acceptance.
c. If still in “Draft” status, you most likely got an error message when you attempted to submit. Refer to the appropriate “CPA Problem Solving Matrix” guide for assistance.