How to Void or Correct CPA Service Claims
DD Agency Providers
(updated 9/25/2018)

As an Agency provider of services managed and paid via eXPRS, it is your responsibility to review your claims for payment on a regular basis to determine if there are claims that require your attention as a provider to resolve.

The claim correction process in this guide outlines how claims for CPA authorized services can be corrected or voided.

**Please note:** Plan of Care/SPA service claims may not be correctable in the same manner as CPA service claims. To make corrections for Plan of Care/SPA service, the corrections must be done on the SD Billing entry(ies) themselves. Please see the How to Void Service Delivery Entries – Agency Providers assistance guide for instructions to do POC service corrections.

Agency provider users must have the Provider Agency Claims Manager role to do this CPA service claims correction work.

**Follow the below steps to Void one or more CPA service claims:**

1. Login to eXPRS.

   ![Login form](image)

   2. From the yellow, left-hand navigation menu, click on CLAIMS ➔ UPDATE CLAIMS. This will take you to the Claims Search page.
3. In the **Claims Search** page, enter the search criteria needed to find the CPA service claims needing action.

➤ **KEY STEP:** To enable the check boxes & action buttons to take an action on multiple claims at once (such as VOID or SUBMIT), **you must select a status** from the **Status** dropdown menu.

   **For example:** if you need to void a **suspended** claim, select & search using **Suspended** in the **Status** field.

The actions available to be taken on a list of claims from the search results depend on the option selected in the **Status** dropdown menu when searching for claims.

<table>
<thead>
<tr>
<th>Status of Claim</th>
<th>Action Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved</td>
<td>Void</td>
</tr>
<tr>
<td>Denied</td>
<td>No action available (no buttons will show)</td>
</tr>
<tr>
<td>Draft</td>
<td>Submit, Delete</td>
</tr>
<tr>
<td>Submitted</td>
<td>Submit, Void</td>
</tr>
<tr>
<td>Suspended</td>
<td>Submit, Void</td>
</tr>
<tr>
<td>Void</td>
<td>No action available (no buttons will show)</td>
</tr>
</tbody>
</table>

The search might look something like this:
Click **FIND** to get a list of claims that match the search criteria entered.

4. When using a specific status in your search criteria, the list of CPA service claims will return with check the box( se) next to the claim(s) at the far left-hand column. For the specific status selected, action buttons available on claims with that status will show at the bottom of the results list.
5. To take action at this point, on one or many claims in the results list, simply check the box(es) next to the claim(s) that need action & then click the appropriate action button at the bottom of the page.

**For this example:** the claim status is **suspended**, so the actions available to the checked claim(s) are **VOID** or **SUBMIT**.
6. If you click **VOID**, you will get a confirmation pop-up message asking if you really wish to void the claim(s).
   - Click **YES** to continue with the action.
   - Click **CANCEL** to return to the previous page.

   ![Confirmation Pop-Up](image)

7. When the action is completed, you will be taken to the **Claim Processing Results** page showing the results of the action taken.

   ![Claim Processing Results](image)

To Correct an individual CPA service claim:

8. Search to find the CPA service claim(s) you need to correct using the search tips outlined in steps #2 - #4 above. From the claims results list, click on the blue hyperlink **Claim ICN** number to open that specific claim.
9. With the individual claim open in the **Claim Edit** page, scroll to the middle of the claim & click the button appropriate for the action you need to take.

![Claim Edit](image)

Available actions on CPA service claims are limited based on the **status** of the claim you have opened to update. In addition, your ability to complete an action depends on your assigned user role access.

<table>
<thead>
<tr>
<th>Claim status</th>
<th>Action available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved</td>
<td>Correct, Void, Save, Close</td>
</tr>
<tr>
<td>Denied</td>
<td>Copy, Correct, Save, Close</td>
</tr>
<tr>
<td>Draft</td>
<td>Edit open fields, Delete, Submit, Save, Close</td>
</tr>
<tr>
<td>Submitted</td>
<td>Void, UnSubmit</td>
</tr>
<tr>
<td>Suspended</td>
<td>Deny, Void, Submit, Save, Close</td>
</tr>
<tr>
<td>Void</td>
<td>Copy, Close</td>
</tr>
</tbody>
</table>

10. For the claim opened above, we will click on **Correct** to make corrections to the claim. A small pop-up window with a confirmation message: *Are you sure you want to correct this claim?* will appear. If you wish to continue to correct
this claim, click **OK**. This will **VOID** the original CPA service claim, so you can create corrected claim(s) in its place.

11. Clicking **OK** will take you to the **Enter Claim Service Dates** page to enter the new claim information for the replacement claim(s) corrected.

![Enter Claim Service Dates](image)

This page works similar as the **Create Absence Claim** pages.
- You can enter the claim dates & claim modifier information for the replacement claim(s).
- Use the **Add** button to add more data field rows if needed to break the replacement claims up into smaller date ranges and/or select a new claim modifier to apply to each date range.
- The replacement claim(s) in combination cannot exceed the date range of the original claim.

12. With the replacement claim data entered, click **CONTINUE** to view to create **draft** replacement claim(s).
13. Now in the **Claim Create Results** page, you can review the replacement *draft* claim(s). If the *draft* claims are correct, click **SUBMIT** to submit the claims.

You can wait until the submission process finishes, but you do not have to. You can close the tab/window, return to the eXPRS Home page, to do other work, or log out.

14. If you choose to wait, you will be taken to the **Claim Created** results page to view your new claims once they have finished processing.
15. For *suspended* (like the example used above) or *denied* claims, there will be an explanation in the **Exceptions** section of the claim telling you what happened to suspend or deny the claim. For assistance in understanding what these exception messages mean and how to address them, please use the [Claims Problem Solving Matrix](#) under Troubleshooting on the eXPRS Help Menu.

When you’ve completed the work needed on the claim you are updating, close the window or tab containing the claim, and go back to the results list.

16. Click **FIND** to refresh and update the list.

17. Repeat steps above for any additional claims that need to be worked.