How to Void a POC Service Delivered Entry
Agency Providers
(updated 7/16/16)

There are situations when a POC Services Delivered (SD) billing entry must be voided or corrected after it has been processed, aggregated into a claim and paid to the provider. In those situations, the SD billing entry can be voided, and a new SD billing entry can be created & submitted (if needed) as a correction/replacement.

When a SD billing entry that has been paid is voided, the entire claim that the SD billing entry is contained within will be automatically voided by the system. When the associated claim(s) are voided, a Provider Liability Account (PLA) for the full amount of that claim will be created for the provider. The other SD billing entries in that claim that are not voided will stay in approved status and will be moved to a new claim by the system in the next aggregation cycle. When new or replacement claim(s) are processed for the provider, they will draw down on any outstanding PLA amounts until the PLA amounts are $0, then payment will resume.

➤ Please note: Direct voiding of SD billing entries is allowed only for Agency Providers and eXPRS direct-pay vendors. If voiding of a SD billing entry for a PSW provider is needed, that voiding work must be requested of the CDDP or Brokerage who authorized the service for the PSW.

Users must have the Provider Agency Claims Manager role to void Service Delivered entries.

To void an Agency POC Service Delivered billing entry:

1. Login to eXPRS. From the left-hand yellow menu click on Plan of Care ➔ Service Delivered ➔ View Service Delivered Entries.
2. In the **View Service Delivered** page, search for the SD billing entry(ies) that need to be voided. Use the search criteria fields to narrow the search to bring back the SD entry(ies) desired.

→ **IMPORTANT**: A specific status must be selected from the **Status** dropdown menu to activate the action check boxes/buttons on this page.

- **For example**: to search for an SD entry for a specific client, service and dates, enter the criteria as exampled below:
  - **Client Prime** = the prime number for the client
  - **Procedure Code** = select the service code from the drop down
  - **Status** = select a status from the dropdown.
  - **Begin Date** = the first date of the date range that the SD billing entry may fall within
  - **End Date** = the last date of the date range that the SD billing entry may fall within

Click **FIND** to search.
3. From the results list, check the box in the far left-hand column for the SD billing entry(ies) that need to be voided. Scroll to the bottom and click **VOID**.
4. When the process is completed, users will be taken to a confirmation page, showing the results of the void action.

Alternative Method to Void SD billing entries

In some situations, where there is not extensive SD billing entry data for an SPA, voiding can also occur on the Service Delivered by Service Authorization page.

To void an SD billing entry from this page:

1. After logging in to eXPRS, from the left-hand navigation menu, click on Plan of Care ➔ Service Delivered ➔ Create Service Delivered from Single Service Authorization.

2. In the Create Service Delivered from Single Service Authorization page, enter the criteria desired to search for the client’s SPA that has SD billing entries that need to be voided. Click FIND to search for SPAs.
3. From the search results, click on the green $ icon to the far right for the SPA that has SD billings that need voiding.

4. Now in the **Service Delivered by Service Authorization** page, find the SD entry (ies) that need to be voided. Users may need to expand the **Archive** section to view more entries. Place a check box in the box(es) next to the SD entry(ies) to select them, and then click the **Void** button to take the action to void them.
5. Once the action has completed, users can confirm the new status of the SD entry(ies) is/are now **Void**.

   → **Please note:** that action was taken on the entry(is), they were moved out of the **Archive** section and up the page to the section for new activity. They will be re-archived after 30 days.
IMPORTANT: You do not need to void the associated claims. The system will void automatically any claim(s) the voided SD billing entries are within in the next claims aggregation cycle. In that process, the system will move any remaining approved SD entries, plus add any new/replacement SD entries that are in approved status to a new/replacement claim and process that new claim for payment. Any PLA created in the claim voiding process will be applied to the new claim(s) that were created/processed.