

# Did you know?



eXPRS Pro Tip for CDDP, Brokerage, CIIS Staff

## “Disappearing” Plan Lines/SPAs in POCs

### Did you know ...

*... that your CM CPA is what allows you to see information in a POC, but only for the dates of that CM CPA? You can't see Plan Lines/ SPAs in a POC that start after your active CM CPA ends.*

Your CM CPA is what gives you permissions to view an individual's POC in eXPRS. That's why ending your CM CPA should be the last thing you do when you close a POC for an individual's transfer to a new CME.

***But in addition to that** ... your CM CPA only gives you permission to view information in a POC (Plan Lines and/or SPAs) that have dates which are covered by/overlap the date range of the CM CPA.*

***For example:** if the CM CPA for a POC ends on 6/30/17 (the last day of the biennium/contract period) you will only be able to see Plan Lines & SPAs in that POC which are covered by that CM CPA's date range. If there are Plan Lines/SPAs in the POC **that start after** the CM CPA ends, you won't be able to see them until a CM CPA is in place with dates that cover the 'missing' Plan Line/SPA (eg: new CM CPAs added as part of the biennial roll over). The Plan Lines and/or SPAs seem to 'disappear' because you can't see them.*

When you attempt to re-enter the Plan Line and/or SPA that 'disappeared', you'll often get an error message like, ***“Your request could not be completed because: Plan lines for same service cannot overlap.”*** The new Plan Line and/or SPA entered is overlapping the one you can't see.

### Remember ...

- If you get an error about Plan Lines/SPAs overlapping, check the end date of the CM CPA. You likely have Plan Lines/SPAs in place you can't see yet because they start after the CM CPA ends.