

## eXPRS Pro Tip for CDDP, Brokerage, CIIS Staff Ending a POC when you get an ISF message for code OR560

### Did you know ...

... that you can split the SPA for code OR560-FI Fee Services, to end a POC, if that SPA is throwing an ISF error message?

There may be times when you need to end a POC early, but when you attempt to do so, you receive an ISF error message for the FI Fee SPA (code **OR560**). The error message – “*Your request could not be completed because: Insufficient funds -\$xx.xx on mm/dd/yyyy for Client Service*” - means there is an FI Fee claim paid to PPL for their services interfering with the update.

Your first attempt may be to attempt to manually end that SPA, then end the POC as of the same date.

*SE	*Procedure Code	*Modifier	*Units	*Dates	Status	Total														
151	OR560 - FI Services	NA	1 per Month, Fullrate	12/1/2017 -11/30/2018	Accepted	\$449.50														
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If that does not work & you continue to get the ISF error message there is another solution.

Instead of changing the end date & saving the SPA (as shown above):

- A CME POC Super User can **SPLIT** the SPA for **OR560** as of that end date. This **SPLIT** will move the claim that is interfering to be under the part of the SPA that remains active in the POC.

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- Then **void** the new SPA created in the SPLIT process. You should now be able to end the POC as of that split date.

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