



eXPRS Pro Tip for CDDP, Brokerage, CIIS Staff

POC Provider Panel Management

Did you know ...

... removing a PSW completely from your POC Provider panel interferes with the ability to update their valid SPAs & with the PSW successfully billing, even retroactively?

Often, when a PSW is no longer working for an individual, a CME will often want to 'clean up' their POC provider dropdown in POC so the PSW doesn't appear in the list in the future. However ... removing the PSW completely from the provider panel seems to be an easy way to do this, but that has much larger consequences.

Completely removing the PSW that has had valid SPAs from a CME's provider panel will:

- throw errors & not allow updates to the valid SPA(s) for the PSW (ie: rate updates),
- not allow the PSW to bill successfully for valid dates worked if removed from the panel.
- prevent that PSW from being authorized/billing for other individuals they may still be working with from your CME.

As an alternative, if a PSW is no longer working for any individual with your CME, simply end date their provider panel entry as of the last date they are authorized to work.

Also **NEVER** 'Terminate' a provider from your panel. This will interfere with their valid SPD provider record credentials.

Remember ...

- for a PSW who is no longer working, best practice is to simply **end date** the PSW's entry on the CME POC provider panel, rather than remove them from the panel completely.