

# Did you know?



## eXPRS Pro Tip for CDDP, Brokerage, CIIS Staff When to Void an SD Billing Entry

### Did you know ...

*... there are only a few situations when you actually need to void an SD billing entry for a PSW provider? **Voiding SD billing entries should be done only as the very last option!***

There are a number of features in eXPRS that allow edits to SPAs or SDs without having to void PSW SD billing entries. For example:

- SDs that are in '*suspended*' status can be edited. Users can change the date, the start and/or end time on a '*suspended*' SD, save that new information, then resubmit the SD. Voiding is often not necessary.
- Retro edits to a SPA can be made using the SPA split process (a POC Super User has permissions to do this), usually without having to void SDs.
  - ***Rate changes must be requested through the ODDS POC Update Request process, but SD voids for this are also usually not necessary.***

Voiding an SD is often only necessary in situations where the SD should never have been entered/paid at all, or significant (often complicated) POC edits are needed. Pro-active POC management will reduce the need to do drastic retro POC changes.

***Why is this important?*** SDs that are paid in claims and later directly voided create Provider Liability Amounts that must be recovered from future payments to the provider. For PSWs, PLA recovery is further constrained by the PSW CBA requirements. To avoid creating PLAs for PSWs unnecessarily, it is best practice to always exhaust all POC/SPA & billing update/edit options to resolve issues ***before*** voiding PSW SDs that are in paid claims. ***Voiding SD billing entries should be done only as the very last option!***

**Remember ...** Before voiding SDs that have been paid to PSWs in claims, be sure you've exhausted all your other POC/SPA edit options FIRST.