

How to Accept a Provider Prior Authorization (PPA)

The Provider Prior Authorization (PPA) function activates a provider to be available to be selected as the provider when authorizing services for a client, as well as establishing the maximum dollar amount the provider may be authorized for to deliver a specific service in eXPRS. Many CDDPs and DHS utilize other methods of reconciling funds authorized for a Provider, so in most all cases, the PPA is set to “optional” with a \$0 dollar amount specified. This is not an issue, as a provider’s authorized funding can be determined from the total of the CPAs for clients assigned to that provider. However, an “optional” PPA is still needed in eXPRS to enable a provider to be selected when authorizing services for a client.

It is the Provider’s responsibility to review each PPA submitted to them to determine if it is appropriate and accurate. If so, the Provider must accept the PPA (including “optional” PPAs), before that Provider can be selected when authorizing their services in a Client Prior Authorization (CPA).

To Accept a PPA in eXPRS:

1. Log in to eXPRS. You must have the **PPA Manager** role to complete this work.
2. You may have a notification on your **eXPRS Home Page** telling you that a Provider Prior Authorization awaits your acceptance. If so, simply click on that **BLUE** notification link to open the PPA. Then go to step #9.
3. If you don’t have a notification, you can search for PPAs from the **yellow** left-hand navigation menu.
4. From the **yellow** left-hand navigation menu, click on **Prior Authorization** → **Provider Prior Auth** → **Find PPA**. This will take you to the Find PPA page.
5. Enter any search criteria you’d like in the windows to narrow your search results.

6. Click ***FIND***. You should now have a list of all the PPAs for your Provider. There will be separate PPAs for each contract biennium. If you are a Provider that offers more than one type of service (for example: group home, employment, and supported living), you will have separate PPAs for each service type.
7. Scroll down the list to find any PPAs with the status **Pending Acceptance**.
8. Click on the **BLUE** hyperlink **PA Adj #** in the far left column to open the PPA you need to accept.
9. With the PPA open, review it to make sure it is accurate. If all looks correct, click ***ACCEPT***.

If you discover an error in the PPA, you may click ***REJECT***, which sends the PPA back to the CDDP or DHS. Be sure to contact the corresponding agency that sent the PPA to you so you can problem-solve the issue.

Please be aware that your agency will not be available to be selected as a provider in a CPA until you have the appropriate PPAs in ***accepted*** status. This could delay your ability to submit claims and receive payment.

10. Repeat steps #2 & #9, or steps #3 – 9, for any additional PPAs that are pending your acceptance.