How to Find a Client Prior Authorization (CPA)

A CPA can give you a great deal of information about a client's services, such as the start date, the end reason if ended, the rate, the provider, etc.

To Find a CPA in eXPRS:

1. Login to eXPRS. If you have multiple roles in eXPRS, you'll want to be working as the role appropriate for the work you'll be doing.

2. From the yellow left-hand navigation menu, select *PRIOR AUTH* → *CLIENT PRIOR AUTH* → *FIND CPA*. This will take you to the CPA search window.

3. In the CPA search criteria windows, enter the information needed to take you to the CPA that want. The more search criteria you enter, the narrower the search results will return.

   TIPS: Below are the most common search criteria used to find a CPA, either alone or in combination.
   - To search for CPAs on a specific client, enter their prime number in the **Client Prime** field and leave the other fields blank. This will bring back the client's entire CPA history. If you want to narrow the search further, add more criteria. For example, add one or more of the below.
   - To search for a CPA is a specific status, select an option from the **Status** drop down.
   - To search for a CPA for a specific service type, select an option from the **Service Element** drop down.
   - To search for a CPA with a specific CDDP or Brokerage, enter the corresponding contract number for the program you want to search in the **DHS Contract Num** field.

4. With the search information entered, click *FIND*.

   TIP: If you get a list of CPAs and you are looking for a specific name, click the **F3** key, or **Ctrl+F** to open a find window. Then enter the name of the

client for the CPA you're looking for, and click **NEXT**. This will take you to the first CPA in the list that matches the info you entered in the Find window.   Continue to click **NEXT** until you find the CPA you want.

5. From the search results list, click on the BLUE HYPERLINK NUMBER in the far left-hand column to open the CPA you want to view.

6. When finished viewing, click **PREVIOUS** to take you back to the search results list, or click **HOME** to return to the main eXPRS screen.