

## **How to Make Retro Updates to POC Plan Lines and Service Prior Authorizations**

POC “Super User” Role – CDDP/Brokerages  
*(updated 10/13/16)*

eXPRS allows specific users with the **POC Super User** role to make retro-active updates to a POC Plan Line and/or Service Prior Authorization (SPA). These retro-active updates will help facilitate edits to POC authorizations with hopefully little to no voiding of SD billings or claims.

CDDP and Brokerage users with the **POC Super User** role can:

- make updates to the **UNITS** on an entire Plan Line or SPA
- **SPLIT** a Plan Line or SPA into smaller date ranges, and then make Unit updates.

**→ All RATE updates must be requested from ODDS.**

### ***Key things to remember about making retro-active POC updates:***

- Unit increases must be within the hours/units limit in the levels above what is being updated.
- Unit decreases cannot be decreased to a limit lower than what has already been claimed against the authorization.
- Plan Line and/or SPA date splits must align with breaks in claim dates.
- If you need to update units AND do a date split, do the date split first, then the unit updates, as needed.

### **To make a retro-active update to [INCREASE UNITS](#) on an entire POC Plan Line or SPA:**

1. Login to eXPRS. If users have more than one organization login option, they will need to be logged in under the **Local Authority** (for CDDPs shown below)

**Login**

Password accepted. Choose your organization and/or program area for this session.

You are in the User Acceptance environment

**Login Name:**

**Password:**

**Organization/Program Area:**

[Forgot your password?](#)

or **Contractor** (for Brokerages) Organization role.

**Login**

Password accepted. Choose your organization and/or program area for this session.

You are in the User Acceptance environment

**Login Name:**

**Password:**

**Organization/Program Area:**

[Forgot your password?](#)

2. Using the left-hand menu, **Plan of Care** → **POC** → **Update POC**,



3. In the **Find Plan of Care** page, search for the POC that needs to be updated. Users can search by the individual's prime or the Plan ID to easily find the POC needed.

### Find Plan of Care

Plan ID:

Client Prime:

Service Element: All

Plan Begin:   Overlap  Contain  Exact

Plan End:   Overlap  Contain  Exact

DHS Contract Num:

Status:

Max Displayed: All

Find Reset

- From the results list returned, click on the **blue POC ID** number for the POC to be updated.

Find Reset

Export options: CSV | Excel | PDF | RTF

Plan ID	Client Prime	Client Name	DHS Contract Num	Plan Begin	Plan End	Status
1*****6	xyz0000a	First Last	142**1	04/01/2015	08/29/2015	Accepted
5*****9	xyz0000a	First Last	148**7	10/19/2015	10/18/2016	Draft

- With the Plan of Care open, search for the service Plan Line or SPA that needs updated. Click **EDIT** next to the Plan Line or SPA to open it for editing. In this example, we will edit the Units on the Plan Line.

### Plan Details

*SE	*Procedure Code	*Modifier	*Units	*Dates	Status	Total																												
49	OR004 - Comm Transp, Mileage	WE - Community	300.0 Miles per Month	4/1/2015 - 9/29/2015	Accepted	\$727.50	Edit																											
<table border="1"> <thead> <tr> <th>Auth Id</th> <th>*Provider</th> <th>*Units</th> <th>*Rate</th> <th>Pay-To Provider</th> <th>*L</th> <th>Status</th> <th>Amount</th> <th></th> </tr> </thead> <tbody> <tr> <td>1*****2</td> <td>PSW #1 Last, First</td> <td>300.0</td> <td>\$0.485</td> <td>TNT Fiscal Intermediary Services Inc</td> <td>4/1/2015 - 6/30/2015</td> <td>Accepted</td> <td>\$145.50</td> <td>Edit Void</td> </tr> <tr> <td>1*****5</td> <td>PSW #2 Last, First</td> <td>300.0</td> <td>\$0.485</td> <td>TNT Fiscal Intermediary Services Inc</td> <td>4/1/2015 - 6/30/2015</td> <td>Accepted</td> <td>\$436.50</td> <td>Edit Void</td> </tr> </tbody> </table>								Auth Id	*Provider	*Units	*Rate	Pay-To Provider	*L	Status	Amount		1*****2	PSW #1 Last, First	300.0	\$0.485	TNT Fiscal Intermediary Services Inc	4/1/2015 - 6/30/2015	Accepted	\$145.50	Edit Void	1*****5	PSW #2 Last, First	300.0	\$0.485	TNT Fiscal Intermediary Services Inc	4/1/2015 - 6/30/2015	Accepted	\$436.50	Edit Void
Auth Id	*Provider	*Units	*Rate	Pay-To Provider	*L	Status	Amount																											
1*****2	PSW #1 Last, First	300.0	\$0.485	TNT Fiscal Intermediary Services Inc	4/1/2015 - 6/30/2015	Accepted	\$145.50	Edit Void																										
1*****5	PSW #2 Last, First	300.0	\$0.485	TNT Fiscal Intermediary Services Inc	4/1/2015 - 6/30/2015	Accepted	\$436.50	Edit Void																										

Click **EDIT** to open the Plan Line or SPA to edit.

- With the Plan Line open for editing change the unit value to the new desired value, and then click **SAVE** to save changes.

*SE	*Procedure Code	*Modifier	*Units	*Dates	Status	Total				
49	OR004 - Comm Transp, Mileage	WE - Community	500 Miles per Month	4/1/2015 - 8/29/2015	Accepted	\$727.50	Save	Split	Cancel	
Auth Id	*Provider	*Units	*Rate	Pay-To Provider	*Dates	Review?	Status	Amount		
1*****2	PSW #1 Last, First	300.0	\$0.485	TNT Fiscal Intermediary Services Inc	4/1/2015 - 8/29/2015	Yes	Accepted	\$436.50	Edit	Void
Auth Id	*Provider	*Units	*Rate	Pay-To Provider	*Dates	Review?	Status	Amount		
		300.0	\$0.485	TNT Fiscal Intermediary Services Inc	4/1/2015 - 8/29/2015	Yes	Accepted	\$436.50	Edit	Void

Units changed from 300 to 500. Click SAVE to save

7. Additional unit changes can be made to the SPAs under the Plan Line, if needed.

**To make a retro-active update to DECREASE UNITS on an entire POC Plan Line or SPA:**

Decreasing units is also allowed, however some analysis will be necessary to determine if the new, lower unit value desired will work. **Units on a Plan Line or SPA cannot be decreased to a value lower than what has already been billed & claimed.**

1. Follow the steps #1 – 5 above to find the Plan Line or SPA that needs edits. In this example we will make a decrease to the **circled SPA** below.

*SE	*Procedure Code	*Modifier	*Units	*Dates	Status	Total					
151	OR004 - Comm Transp, Mileage	WE - Community	100.0 Miles per Month	4/1/2016 - 3/31/2017	Accepted	\$388.00	Edit				
Auth Id	*Provider	*Units	*Rate	Pay-To Provider	*Dates	Review?	Status	Amount	Edit	Void	
8*****1	PSW #1 Last, First	50.0	\$0.485	TNT Fiscal Intermediary Services Inc	4/1/2016 - 2/28/2017	Yes	Accepted	\$266.75	Edit	Void	

2. Right click on the blue SPA ID number to open the SPA in a new tab. Then expand the **Service Delivered** section to show what has been billed against this SPA already.

**→ Pro Tip:** Users can export the Service Delivered billings list from this section to an Excel document to make calculations easier, if needed.

The above SPA is authorized at a monthly amount, so users will need to determine what has been billed for each month in the SPA so far. Users will need to include SD billings in **approved, pending** and **suspended** status for this calculation.

In the above example, the reduction of units cannot be made below 50 miles/month, as that is the most that has been billed so far against this authorization.

**View Service Prior Authorization**

**Service Prior Authorization: 8\*\*\*\*1 Status: Accepted**

<b>Client Prime:</b> xyz0000a	<b>Client Name:</b> Last, First
<b>Service:</b> SE151/OR004-Comm Transp, Mileage/WE-Community	
<b>Rendering Provider:</b> PSW #1 Last, First - #####	
<b>Service Location:</b> PSW #1 Last, First - #####	
<b>Pay To Provider:</b> TNT Fiscal Intermediary Services Inc - 625339	
<b>DHS Contract Num:</b> 148**7 -	County
<b>Effective Date:</b> 4/1/2016	<b>End Date:</b> 2/28/2017
<b>Units:</b> 50.0 Miles per Month	<b>Rate:</b> \$0.485
<b>Amount:</b> \$266.75	<b>Balance:</b> \$145.50
<b>Trust Reserve:</b> \$0.00	<b>Tax Reserve:</b> \$0.00

Created Date: [ ] Updated Date: [ ] 12:21 PM

**Service Delivered**

Export options: [CSV](#) | [Excel](#) | [PDF](#) | [RTF](#)

SPA ID	Service Date	Begin Time	End Time	Units	Amount	SD Status	Claim ICN
8256211	04/07/2016	12:00 AM	12:00 AM	21.0	\$10.19	Approved	20162225047148001
8256211	04/10/2016	12:00 AM	12:00 AM	20.0	\$9.70	Approved	20162225047148001
8256211	04/14/2016	12:00 AM	12:00 AM	9.0	\$4.37	Approved	20162225047148001
8256211	05/01/2016	12:00 AM	12:00 AM	24.0	\$11.64	Approved	2016222504711001
8256211	05/09/2016	12:00 AM	12:00 AM	15.0	\$7.28	Approved	2016222504711001
8256211	05/19/2016	12:00 AM	12:00 AM	11.0	\$5.34	Approved	2016222504712001
8256211	06/02/2016	12:00 AM	12:00 AM	8.0	\$3.88	Approved	201622250471882001
8256211	06/05/2016	12:00 AM	12:00 AM	30.0	\$14.55	Approved	201622250471882001
8256211	06/12/2016	12:00 AM	12:00 AM	12.0	\$5.82	Approved	201622250471882001
8256211	07/03/2016	12:00 AM	12:00 AM	25.0	\$12.12	Approved	2016222504714001
8256211	07/07/2016	12:00 AM	12:00 AM	15.0	\$7.28	Approved	2016222504714001
8256211	07/17/2016	12:00 AM	12:00 AM	10.0	\$4.85	Approved	2016222504715001

Annotations in image:  
 - Red box around 04/07/2016 to 04/14/2016: Total of 50 miles for April.  
 - Blue box around 05/01/2016 to 05/19/2016: Total of 50 miles for May.  
 - Purple box around 06/05/2016 to 06/12/2016: Total of 50 miles for June.

3. Unit reductions lower than what has been billed will trigger an error message.

*SE	*Procedure Code	*Modifier	*Units	*Dates	Status	Total
151	OR004 - Comm Transp, Mileage	WE - Community	100.0 Miles per Month	4/1/2016 - 3/31/2017	Accepted	\$388.00

Auth Id	*Provider	*Units	*Rate	Pay-To Provider	*Dates	Review?
8****1	PSW #1 Last, First	10	\$0.485	TNT Fiscal Intermediary Services Inc	4/1/2016 - 2/28/2017	Yes

Your request could not be completed because: Existing Service Delivered units (50.000) exceeds new service units (10.00).

If a reduction lower than what has been billed (ex: 50 miles/month) is needed, the some Service Delivered billings will need to be voided first.

- With the correct lower unit value determined, that change can be made and saved.

*SE	*Procedure Code	*Modifier	*Units	*Dates	Status	Total	
49	OR004 - Comm Transp, Mileage	WE - Community	250.00 Miles per Month	4/1/2015 -1/31/2016	Accepted	\$485.00	Edit
-----							
Auth Id	*Provider	*Units	*Rate	Pay-To Provider	*Dates	Review?	
1932782	TNT Fiscal Intermediary Services Inc	90	\$0.485	TNT Fiscal Intermediary Services Inc	4/1/2015 - 6/30/2015	Yes	Save Split Cancel

Units value changed from 100 to 90. Click SAVE to save changes.

**To make a retro-active Date SPLIT on a POC Plan Line or SPA:**

Date splits will divide a Plan Line or SPA into smaller date range segments. After which, UNIT or RATE updates can be made to a specific date range, and not the entire, original Plan Line or SPA.

***Key things to remember about making retro-active Date Splits:***

- If you SPLIT a Plan Line, **all the SPAs** under that Plan Line will also be split along that same date.
- Date SPLIT breaks must align with date breaks in any approved claims that are already in place against the Plan Line/SPAs.
  - Date splits at the end/beginning of a calendar month will always work; the system breaks claims by these dates automatically.
  - For SPAs that authorize PSWs paid by the FMAS payroll vendor, date splits that align with the pay periods will also work (15<sup>th</sup>/16<sup>th</sup> and end/start of month).
- If there is NO date split for a Plan Line, the SPAs under it can have different date splits.

- Determine the Plan Line or SPA to be split. In this example we will split the circled SPA below.

*SE	*Procedure Code	*Modifier	*Units	*Dates	Status	Total	
151	OR004 - Comm Transp, Mileage	WE - Community	100.0 Miles per Month	4/1/2016 -3/31/2017	Accepted	\$388.00	Edit
-----							
Auth Id	*Provider	*Units	*Rate	Pay-To Provider	*Dates	Review?	Status Amount
8*****1	PSW #1 Last, First	50.0	\$0.485	TNT Fiscal Intermediary Services Inc	4/1/2016 - 2/28/2017	Yes	Accepted \$266.75 Edit Void

2. Users will want to determine if the date they wish to split the SPA by will work by verifying if the split date aligns with a date break in any claims. In this example, we will split the SPA as of **5/15/2016**. There are 2 ways to do this claims analysis.

- Similar to Unit Decreases, right click on the SPA ID to open it in a new tab, then expand the **Service Delivered** section to see what has been billed against the SPA so far. Users will then need to look at the **Claim ICN numbers** to determine on which date the ICN numbers change indicating a date break in claims.

**View Service Prior Authorization**

**Service Prior Authorization: 8\*\*\*\*1 Status: Accepted**

Client Prime: xyz0000a      Client Name: Last, First

Service: SE151/OR004-Comm Transp, Mileage/WE-Community

Rendering Provider: PSW #1 Last, First - #####

Service Location: PSW #1 Last, First - #####

Pay To Provider: TNT Fiscal Intermediary Services Inc - 625339

DHS Contract Num: 148\*\*7 -      County

Effective Date: 4/1/2016      End Date: 2/28/2017

Units: 50.0 Miles per Month      Rate: \$0.485

Amount: \$266.75      Balance: \$145.50

Trust Reserve: \$0.00      Tax Reserve: \$0.00

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**Service Delivered**

ICN numbers change here, so a split between 5/15 & 5/16 will work.

SPA ID	Service Date	Begin Time	End	Units	Rate	Status	Claim ICN
8256211	04/07/2016	12:00 AM	12:00 AM			Approved	2016131095148001
8256211	04/10/2016	12:00 AM	12:00 AM			Approved	2016131095148001
8256211	04/14/2016	12:00 AM	12:00 AM	9.0	\$	Approved	2016131095148001
8256211	05/01/2016	12:00 AM	12:00 AM	21.0	\$11.64	Approved	2016161228411001
8250211	05/09/2016	12:00 AM	12:00 AM	15.0	\$7.28	Approved	2016161228411001
8256211	05/19/2016	12:00 AM	12:00 AM	11.0	\$5.34	Approved	2016161228412001
8256211	06/02/2016	12:00 AM	12:00 AM	8.0	\$3.88	Approved	2016194371882001
8256211	06/05/2016	12:00 AM	12:00 AM	30.0	\$14.55	Approved	2016194371882001
8256211	06/12/2016	12:00 AM	12:00 AM	12.0	\$5.82	Approved	2016194371882001
8256211	07/03/2016	12:00 AM	12:00 AM	25.0	\$12.12	Approved	2016222504714001
8256211	07/07/2016	12:00 AM	12:00 AM	15.0	\$7.28	Approved	2016222504714001
8256211	07/17/2016	12:00 AM	12:00 AM			Approved	2016222504715001

**OR**

- From the POC authorization, highlight the SPA ID # and click **COPY**.

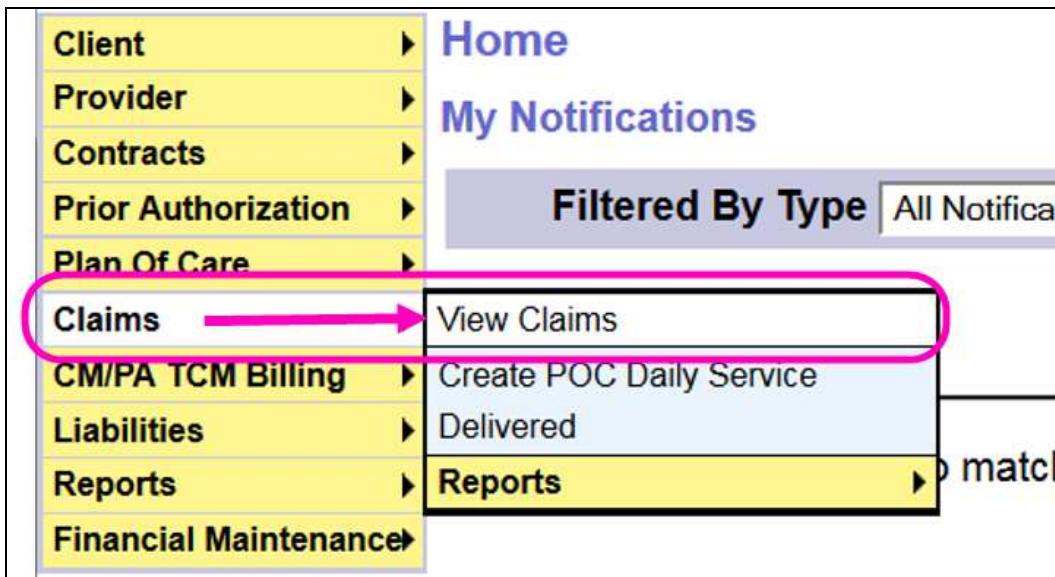
*SE	*Procedure Code	*Modifier	*Units	*Dates	Status	Total	
151	OR004 - Comm Transp, M	Community	100.0 Miles per Month	4/1/2016 - 3/31/2017	Accepted	\$388.00	Edit

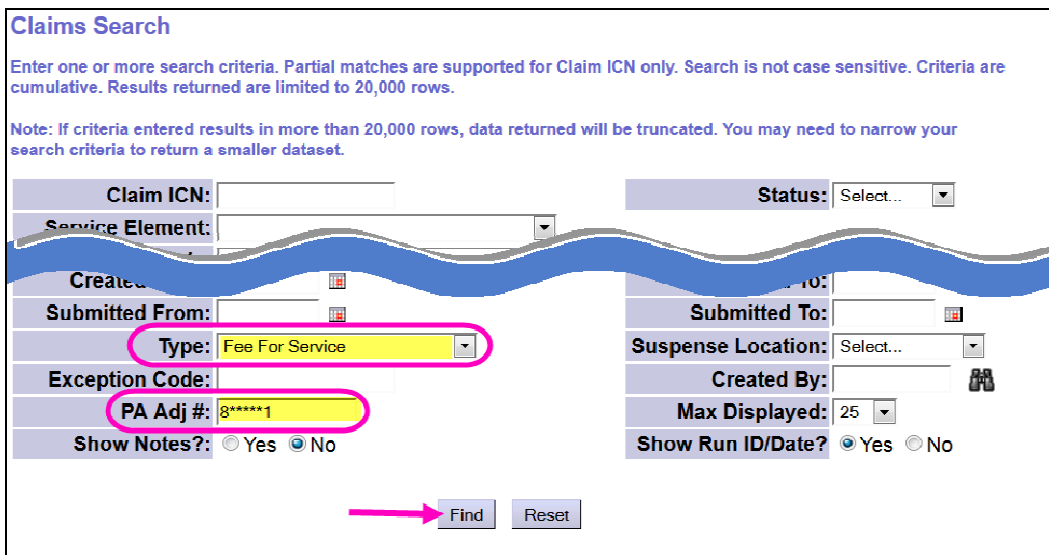
Auth Id	*Provider	*Pay-To Provider	*Dates	Review?	Status	Amount	
8****1	PSW #1 Last, First	TNT Fiscal Intermediary Services Inc	4/1/2016 - 2/28/2017	Yes	Accepted	\$266.75	Edit Void

Highlight the Auth ID & copy.

3. Then from the left hand yellow menu, go to **Claims** → **View Claims** and right-click to open in a new tab or window.



4. In the **Claims Search** page, paste the Auth ID # in the **PA Adj #** field and select “Fee for Service” from the **Type** dropdown menu. Then click **FIND** to search for claims that are already processed against the SPA.



5. When the claims list returns, you can verify the date breaks for the claims and if the split date you wish to use will align.



Claim ICN	Client Prime	Client Name	Service Element	Procedure Code	Svc Modifier Cd	Claim Modifier Cd	Type	Provider	Service Location	Effective Date	End Date	Billed Amount
2016*****1			151	OR004	WE	REG	HSS			4/1/2016	4/15/2016	\$24.25
2016*****1			151	OR004	WE	REG	FFS			5/1/2016	5/15/2016	\$18.00
2016*****1			151	OR004	WE	REG	FFS			5/15/2016	5/31/2016	\$5.34
2016*****1			151	OR004	WE	REG	FFS			6/1/2016	6/15/2016	\$24.25
2016*****1			151	OR004	WE	REG	HSS			7/1/2016	7/15/2016	\$19.00
2016*****1			151	OR004	WE	REG	FFS			7/15/2016	7/31/2016	\$4.85
2016*****1			151	OR004	WE	REG	FFS			8/1/2016	8/15/2016	\$13.56
2016*****1			151	OR004	WE	REG	FFS			8/15/2016	8/31/2016	\$10.00

Claims/dates break here, so a split between 5/15 & 5/16 will work.

In the examples above, the ICN numbers change between **5/15/2016** and **5/16/2016**. This means that a date split on the 15<sup>th</sup>/16<sup>th</sup> will work without having to correct/void any claims!

- With the split date determined, return to the SPA in the POC and click **EDIT** to open the SPA for changes.

*SE	*Procedure Code	*Modifier	*Units	*Dates	Status	Total
151	OR004 - Comm Transp, Mileage	WE - Community	100.0 Miles per Month	4/1/2016 -3/31/2017	Accepted	\$388.00

Auth Id	*Provider	*Units	*Rate	Pay-To Provider	Review?	Status	Amount
8*****1	PSW #1 Last, First	50.0	\$0.485	TNT Fiscal Intermediary Services Inc		Accepted	\$266.75

Click **EDIT** to open the SPA.

- Change the end date on the SPA to the **new END DATE** that applies to that SPA. In this example, the new **End Date = 5/15/2016** – the same end date as the claim date break. Click **SPLIT** to split this SPA at that date.

*SE	*Procedure Code	*Modifier	*Units	*Dates	Status	Total
151	OR004 - Comm Transp, Mileage	WE - Community	100.0 Miles per Month	4/1/2016 -3/31/2017	Accepted	\$388.00

Auth Id	*Provider	*Units	*Rate	Pay-To Provider	*Dates	Review?
8*****1	PSW #1 Last, First	50.0	\$0.485	TNT Fiscal Intermediary Services Inc	4/1/2016 5/15/2016	Yes

The system will then end that SPA as of that new end date, create a new SPA with a Start Date the next date, and move any billings/claims that are after that date break to be under the new SPA created.

8. When the process completes, users will see the new SPA.

*SE	*Procedure Code	*Modifier	*Units	*Dates	Status	Total			
151	OR004 - Comm Transp, Mileage	WE - Community	100.0 Miles per Month	4/1/2016 -3/31/2017	Accepted	\$388.00	Edit		
<div style="border: 1px solid pink; border-radius: 50%; padding: 5px; display: inline-block;">New SPA.</div>									
Auth Id	*Provider	*Units	*Rate	Pay-To Provider	*Dates	Review?	Status	Amount	
8*****1	PSW #1 Last, First	50.0	\$0.485	TNT Fiscal Intermediary Services Inc	4/1/2016 - 5/15/2016	Yes	Accepted	\$48.50	Edit Void
Auth Id	*Provider	*Units	*Rate	Pay-To Provider	*Dates	Review?	Status	Amount	
11*****0	PSW #1 Last, First	50.0	\$0.485	TNT Fiscal Intermediary Services Inc	5/16/2016 - 2/28/2017	Yes	Accepted	\$242.50	Edit Void

9. If **UNIT** updates are needed to either SPA (before or after the date split), users can click **EDIT** and update the units as needed (following the instructions above).

10. If **RATE** updates are needed to either SPA, then a request to ODDS must be made to make the applicable RATE updates.

11. If a specific SPLIT date is needed and there is a single claims crosses that desired split date, a request to ODDS must be made to correct that single claim before the SPLIT can be made.