

How to Void or Correct CPA Service Claims DD Agency Providers

(updated 05/18/2022)

As an Agency provider of services managed and paid via eXPRS, it is your responsibility to review your claims for payment on a regular basis to determine if there are claims that require your attention as a provider to resolve.

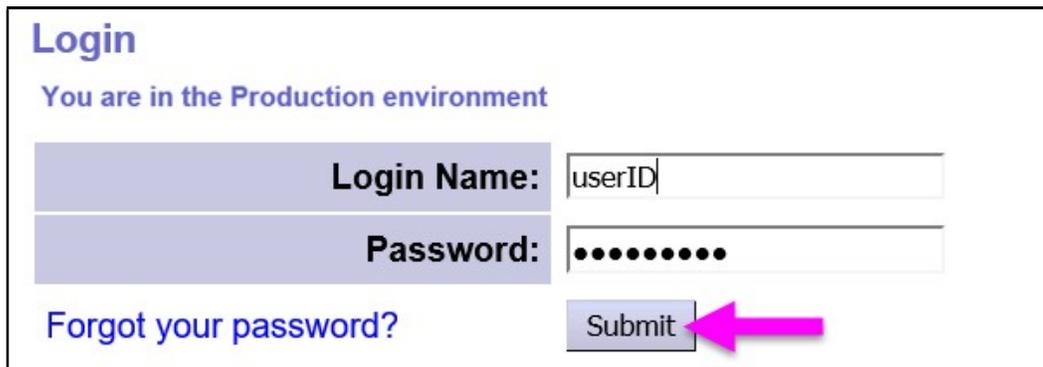
The claim correction process in this guide outlines how claims for CPA authorized services can be corrected or voided.

****Please note:** Plan of Care/SPA service claims may not be correctable in the same manner as CPA service claims. To make corrections for Plan of Care/SPA service, the corrections must be done on the SD Billing entry(ies) themselves. Please see the [How to Void Service Delivery Entries – Agency Providers](#) assistance guide for instructions to do POC service corrections.

Agency provider users must have the **Provider Agency Claims Manager** role to do this CPA service claims correction work.

Follow the below steps to Void one or more CPA service claims:

1. Log in to eXPRS.



The screenshot shows the eXPRS login interface. At the top left, it says "Login" and "You are in the Production environment". Below this, there are two input fields: "Login Name:" with the text "userID" and "Password:" with masked characters. To the left of the password field is a link "Forgot your password?". To the right of the password field is a "Submit" button, which is highlighted with a pink arrow pointing to it from the right.

2. From the yellow, left-hand navigation menu, click on **CLAIMS** → **SEARCH/UPDATE CLAIMS**. This will take you to the Claims Search page.



3. In the **Claims Search** page, enter the search criteria needed to find the CPA service claims needing action and then select **FIND**.
 - ➔ **KEY STEP:** To enable the check boxes & action buttons to take an action on multiple claims at once (such as VOID or SUBMIT), **you must select a status** from the **Status** dropdown menu.
 - **For example:** if you need to void a **suspended** claim, select & search using **Suspended** in the **Status** field.

The actions available to be taken on a list of claims from the search results depend on the option selected in the **Status** dropdown menu when searching for claims.

Status of Claim	Action Available
Approved	Void
Denied	No action available (no buttons will show)
Draft	Submit, Delete
Submitted	Submit, Void
Suspended	Submit, Void
Void	No action available (no buttons will show)

The search might look something like this:

Claims Search

Enter one or more search criteria. Partial matches are supported for Claim ICN only. Search is not case sensitive. Criteria are cumulative. Results returned are limited to 20,000 rows. If criteria entered results in more than 20,000 rows, data returned will be truncated. You may need to narrow your search to return a smaller dataset.

Including a status in your search criteria will allow action on multiple claims; action allowed depends on the claim status and the user's permissions.

Note: Multiple claim exception codes can be entered in the Exception Code field. Enter multiple codes with a comma between the codes. There should be no spaces. Ex - 1,2,3

The **STATUS** of the claims to be corrected.

The **SERVICE DATE RANGE** for the claims to be corrected.

Find Reset

4. When using a specific status in your search criteria, the list of CPA service claims will return with check the box(es) next to the claim(s) at the far left-hand column. For the specific status selected, action buttons available on claims with that status will show at the bottom of the results list.

Claims Search

Enter one or more search criteria. Partial matches are supported for Claim ICN only. Search is not case sensitive. Criteria are cumulative. Results returned are limited to 20,000 rows. If criteria entered results in more than returned will be truncated. You may need to narrow your search to return a smaller dataset.

Including a status in your search criteria will allow action on multiple claims; action allowed depends on the claim status and the user's permissions.

Note: Multiple claim exception codes can be entered in the exception code field. Enter multiple codes with a comma between the codes. There should be no spaces. Ex - 1,2,3

Claim ICN: Status: **Suspended**

Service Element:

Procedure Code:

Svc Modifier Cd:

Check Number:

Payment Status:

Run ID:

Find Reset

Export options: CSV | Excel | PDF | RTF

<input type="checkbox"/> All	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	Prov Liab Deduct	Paid Amount	Status	Run ID	Paid Date	Exception Code
<input type="checkbox"/>	2018*****0001	xxx1111a	Last, First x1a	50	ORAGH	All	REG	FFS	Agency Provider Name	Agency Provider's Service Location	8/1/2018	8/31/2018	\$8,220.58		\$0.00	Suspended			5
<input type="checkbox"/>	2018*****1001	yyy2222b	Last, First y2b	50	ORAGH	All	REG	FFS	Agency Provider Name	Agency Provider's Service Location	8/1/2018	8/31/2018	\$8,220.58		\$0.00	Suspended			5
<input type="checkbox"/>	2018*****2001	zzz3333c	Last, First z3c	50	ORAGH	All	REG	FFS	Agency Provider Name	Agency Provider's Service Location	8/1/2018	8/31/2018	\$5,454.54		\$0.00	Suspended			5

Claims found: 3 (displaying all rows)

Submit Void

5. To take action at this point on one or many claims in the results list, simply check the box(es) next to the claim(s) that need action & then click the appropriate action button at the bottom of the page.

For this example: the claim status is *suspended*, so the actions available to the checked claim(s) are **VOID** or **SUBMIT**.

Show Results: Yes No

Show Run ID/Date? Yes No

Find Reset

Export options: CSV | Excel | PDF | RTF

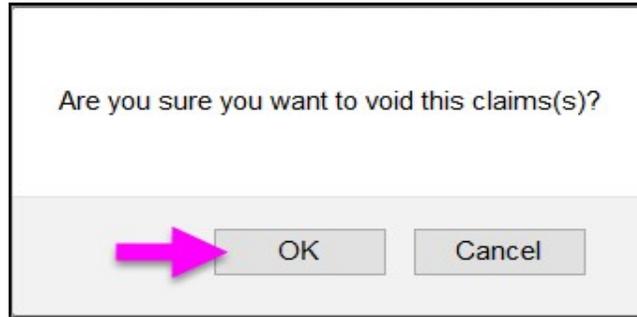
<input type="checkbox"/> All	Claim ICN	Client Prime	Client Name	Service Element	Procedure Code	Svc Modifier Cd	Claim Modifier Cd	Type	Provider	Service Location	Effective Date	End Date	Billed Amount	Prov Liab Deduct	Paid Amount	Status	Run ID	Paid Date	Exception Code
<input checked="" type="checkbox"/>	2018*****0001	xxx1111a	Last, First x1a	50	ORAGH	All	REG	FFS	Agency Provider Name	Agency Provider's Service Location	8/1/2018	8/31/2018	\$8,220.58		\$0.00	Suspended			5
<input type="checkbox"/>	2018*****1001	yyy2222b	Last, First y2b	50	ORAGH	All	REG	FFS	Agency Provider Name	Agency Provider's Service Location	8/1/2018	8/31/2018	\$8,220.58		\$0.00	Suspended			5
<input type="checkbox"/>	2018*****2001	zzz3333c	Last, First z3c	50	ORAGH	All	REG	FFS	Agency Provider Name	Agency Provider's Service Location	8/1/2018	8/31/2018	\$5,454.54		\$0.00	Suspended			5

Claims found: 3 (displaying all rows)

Submit Void

6. If you click **VOID**, you will get a confirmation pop-up message asking if you really wish to void the claim(s).

- Click **YES** to continue with the action.
- Click **CANCEL** to return to the previous page.



7. When the action is completed, you will be taken to the **Claim Processing Results** page showing the results of the action taken.

Claim Processing Results

Process completed. Please review information below for claim results.

ICN	Client Name	Service Element	Provider	Effective Date	End Date	Amount	Status	Processing Result
2018*****0001	Last, First x1a	50	Agency Provider Name	8/1/2018	8/31/2018	\$8,220.58	Void	

Previous Close

To Correct an individual CPA service claim:

8. Search to find the CPA service claim(s) you need to correct using the search tips outlined in steps #2 - #4 above. From the claims results list, click on the **blue hyperlink Claim ICN** number to open that specific claim.

Show Results: Yes No Show Run ID/Date?: Yes No

Find Reset

All	Claim ICN	Client Prims	Client Name	Service Element	Procedure Code	Svc Modifier Cd	Claim Modifier Cd	Type	Provider	Service Location	Effective Date	
<input type="checkbox"/>	2018*****1001	yy2222b	Last, First y2b	50	ORAGH	All	REG	FFS	Agency Provider Name	Agency Provider's Service Location	8/1/2018	8/31/2018
<input type="checkbox"/>	2018*****2001	zzz3333c	Last, First z3c	50	ORAGH	All	REG	FFS	Agency Provider Name	Agency Provider's Service Location	8/1/2018	8/31/2018

9. With the individual claim open in the **Claim Edit** page, scroll to the middle of the claim & click the **UPDATE** button to open the claim for edits or updates.

Claim View

ICN: 2020*****01	Status: Approved	Type: Fee For Service
Service Element: 50	Proc Code: ORAGH	Svc Modifier Cd: All
Client Prime: XYZ000A	Client Name: CHRIS P BAYCON	
Provider ID: 1****4	Provider:	
Service Location: 123 Main Street	Claim Modifier Cd: REG	
DHS Contract Num: 15****6	Contractor Name: County	
PA Adj #: 30*****72	Effective Date: 1/1/2020	End Date: 1/5/2020
Updated By:	Updated Date:	



10. With the claim options now open, take the action needed using the new buttons now displayed.

Proc Code: 2020 9:35 AM Reversed:

Notes:

Replaced Claim:

Replaced By Claim:

Created By:

Created Date:

Updated By:

Updated Date:

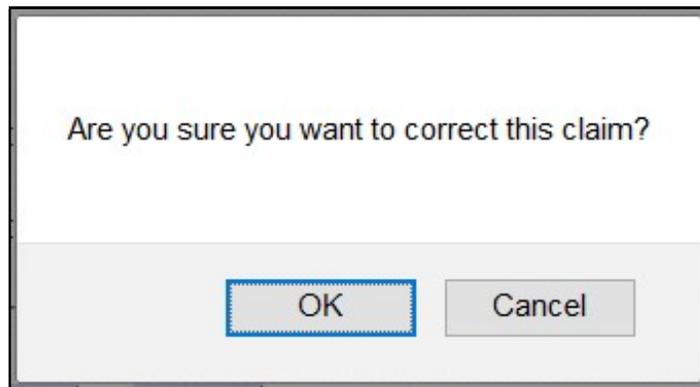


Exceptions:

Available actions on CPA service claims are limited based on the **status** of the claim you have opened to update. In addition, your ability to complete an action depends on your assigned user role access.

Claim status	Action available
Approved	Correct, Void, Save, Close
Denied	Copy, Correct, Save, Close
Draft	Edit open fields, Delete, Submit, Save, Close
Submitted	Void, UnSubmit
Suspended	Deny, Void, Submit, Save, Close
Void	Copy, Close

11. For the claim opened above, we will click on **Correct** to make corrections to the claim. A small pop-up window with a confirmation message: *Are you sure you want to correct this claim?* will appear. If you wish to continue to correct this claim, click **OK**. This will **VOID** the original CPA service claim, so you can create corrected claim(s) in its place.



12. Clicking **OK** will take you to the **Enter Claim Service Dates** page to enter the new claim information for the replacement claim(s) corrected.

Enter Claim Service Dates

Your request completed successfully.

Claim being corrected

Claim ICN	PA Adj #	Client Name	SE	DHS Contract Num	Provider	Claim Status	Effective Date	End Date
2018*****1001		First y2b Last	50			Void	8/1/18	8/31/18

Service Begin: **Service End:** **Modifier:**

This page works similar as the **Create Absence Claim** pages.

- You can enter the claim dates & claim modifier information for the replacement claim(s).

- Use the **Add** button to add more data field rows if needed to break the replacement claims up into smaller date ranges and/or select a new claim modifier to apply to each date range.
- The replacement claim(s) in combination cannot exceed the date range of the original claim.

13. With the replacement claim data entered, click **CONTINUE** to view to create **draft** replacement claim(s).

Enter Claim Service Dates

Claim ICN	PA Adj #	Client Name	SE	DHS Contract Num	Provider	Claim Status	Effective Date	End Date
2018263244901001	17958627	MICHAEL PEARSON	50	148066	11007	Void	8/1/18	8/31/18

Service Begin: 8/1/2018	Service End: 8/12/2018	Modifier: REG	Remove
Service Begin: 8/13/2018	Service End: 8/16/2018	Modifier: MED	Remove
Service Begin: 8/17/2018	Service End: 8/31/2018	Modifier: REG	Remove

Add

Continue

14. Now in the **Claim Create Results** page, you can review the replacement **draft** claim(s). If the **draft** claims are correct, click **SUBMIT** to submit the claims.

Claim Create Results

PA Adj #	Status	SE	ICN	Service Begin	Service End	Claim Modifier Cd	Units	Billed Amount
17958627	Draft	50	2018*****3001	8/1/2018	8/12/2018	REG	1.000	\$3,182.16
17958627	Draft	50	2018*****4001	8/13/2018	8/16/2018	MED	1.000	\$1,060.72
17958627	Draft	50	2018*****5001	8/17/2018	8/31/2018	REG	1.000	\$3,977.70

Submit

3 claims, about 1 minute to submit.

You can wait until the submission process finishes, but you do not have to. You can close the tab/window, return to the eXPRS Home page, to do other work, or log out.

15. If you choose to wait, you will be taken to the **Claim Created** results page to view your new claims once they have finished processing.

Claim Created

Your request completed successfully.

Status	ICN	Service Begin	Service End	Claim Modifier Cd	Billed Amount	Pymt Amt
Approved	2018*****3001	8/1/2018	8/12/2018	REG	\$3,182.16	\$3,182.16
Approved	2018*****4001	8/13/2018	8/16/2018	MED	\$1,060.72	\$1,060.72
Approved	2018*****5001	8/17/2018	8/31/2018	REG	\$3,977.70	\$3,977.70

16. For **suspended** (like the example used above) or **denied** claims, there will be an explanation in the **Exceptions** section of the claim telling you what happened to suspend or deny the claim. For assistance in understanding what these exception messages mean and how to address them, please use the **Claims Problem Solving Matrix** under Troubleshooting on the eXPRS Help Menu. When you've completed the work needed on the claim you are updating, close the window or tab containing the claim, and go back to the results list.
17. Click **FIND** to refresh and update the list.
18. Repeat steps above for any additional claims that need to be worked.