How to VOID Encounters

As a provider of CDDP case management or Personal Agent case management services managed and paid via eXPRS, it is your responsibility to review your encounters reported on a regular basis to determine if the encounters you have reported are accurate with your records. In some cases, you may need to void an encounter that has an incorrect date, Service Coordinator or Personal Agent listed.

Follow the below steps to VOID an encounter:

1. Login to eXPRS.

2. From the yellow left-hand navigation menu, click on CM/PA TCM BILLING → ENCOUNTERS → UPDATE ENCOUNTERS. This will take you to the Encounter Search page.

![E EXPRESS Payment & Reporting System (eXPRS) Login]

3. Enter the amount of criteria you want in the fields provided to bring back your search results. Please note, that the results returned are limited to 20,000 rows of information. Best practice would be to limit the date range of your search to bring back a more manageable list.
• For example: search for encounters by monthly date range increments. You can do this by entering dates in the “Effective Date” and the “End Date” windows.

• For example: search by specific client by entering their prime number in the “Client Prime” field.

4. Click FIND.

5. You will now have a list of all the encounters that meet your search criteria listed below.

6. To void a specific encounter on the list, click on the BLUE NAME hyperlink in the “Client Name” column.

   TIP: if you right click on the hyperlink, you can choose to open the encounter in a new window or new tab. This way you don’t lose your original search results list.
7. With the individual encounter open, scroll to the bottom and click the button appropriate for the action you need to take.
**NOTE:** Action available on encounters may be limited based on the status of the encounter. Your ability to complete an action depends on your assigned user role access.

<table>
<thead>
<tr>
<th>Encounter status</th>
<th>Action available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved</td>
<td>Void, Previous</td>
</tr>
<tr>
<td>Draft</td>
<td>Submit, Previous</td>
</tr>
<tr>
<td>Suspended</td>
<td>Void, Submit, Previous</td>
</tr>
</tbody>
</table>

8. Once you’ve taken the action needed, close the window (if you opened the encounter in a new window.)

9. Once back at the results list, click **FIND** again without changing any criteria to refresh the list.

10. Repeat steps #6 - 9 for any other encounters you may need to work on.

**IMPORTANT:** You may need to now create and submit a NEW encounter to replace the one you just voided. For example, if you voided an encounter because the Service Coordinator name listed was incorrect, you will need to now create and submit a new encounter with the correct name. Timeliness of corrections is essential, as you only have 12 months from the date of service to enter a new encounter into the system. Even if you voided an incorrect one, the system sees the corrected encounter as a completely NEW encounter and will apply the 12 month submission timeline restriction.