

## Tips for updating POCs for edits/changes to the Monthly Assessed Attendant Care Hours Limits

*(updated 6/7/17)*

There may be times that CME staff need to update the **Monthly Assessed Attendant Care (MAAC) Hours** in an individual's POC to reflect changes in support needs for the individual (eg: assessment updates or hour limit differences for summer vs school months for children). This document is intended to assist CME staff who may encounter issues while making those MAAC Hours updates in a POC.

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### **Error message when attempting to update other Monthly Assessed Attendant Care (MAAC) Hours segments in the POC.**

If an individual has Monthly Assessed Attendant Care (MAAC) hours segments that break mid-month (either because the POC starts mid-month, or a hours segment within a POC breaks mid-month), when attempting to update the MAAC hours segments, CME users may get the following error:

***Your request could not be completed because: Client has already claimed [###.###] hours for this plan.***

When updating the MAAC hour segments, eXPRS validates ALL MAAC hour segment limits in the POC against what has already been successfully billed for attendant care services in the POC. This reconciliation validation check looks at **entire calendar months** of billings and does not reconcile/pro-rate for partial months. So, when a MAAC hour segment breaks mid-month, eXPRS will validate all hours billed for the calendar month with the break against the MAAC hour limits in that month, and if an hours limit is too low for what has been billed, eXPRS will throw the error.

### **The work-around example:**

In attempting to update the POC example below, there is a mid-month MAAC hour segment break in Dec 2016, but there has been a total of 124 hours of attendant care billed for the entire month of Dec 2016. The lowest MAAC hours limit of 54 hours needs to be updated to 124 hours to accommodate the amount

of hours already billed. Once that is done, the additional changes to other MAAC hour limits can be made & saved successfully.

As long as the Plan Line/SPA limits for Dec 2016 are not also updated to 124 hours, future billings will read those lower authorization limits appropriately.

**Update Plan of Care**

Your request could not be completed because: Client has already claimed 124.000 hours for this plan.

Plan Id: 12\*\*\*\*\*9      Plan Dates: 11/1/2016 - 10/31/2017  
 Client Name: FIRST LAST      Client Prime: xyz0000a  
 Plan Total: \$19,235.70      Plan Status: Accepted

Edit

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**Monthly Assessed Attendant Care/Skills Training Hours**

Dates	Hour Limit
11/1/2016 - 12/18/2016	119.00
12/19/2016 - 12/31/2016	54
1/1/2017 - 4/30/2017	128.00
5/1/2017 - 5/31/2017	181.00
6/1/2017 - 8/31/2017	229.00
9/1/2017 - 10/31/2017	181.00

Save    Cancel

**View SPAs in POC**

Draft  Pending  Accepted  Withdrawn  Void

Select

Trying to update these MAAC Hours limits & the error for the 12/19/16 segment needs fixed first.

**Update Plan of Care**

Plan Id: 12\*\*\*\*\*9      Plan Dates: 11/1/2016 - 10/31/2017  
 Client Name: FIRST LAST      Client Prime: xyz0000a  
 Plan Total: \$19,235.70      Plan Status: Accepted

Edit

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**Monthly Assessed Attendant Care/Skills Training Hours**

Dates	Hour Limit	
11/1/2016 - 12/18/2016	119.00	
12/19/2016 - 12/31/2016	124.00	Delete
1/1/2017 - 4/30/2017	128.00	Delete
5/1/2017 - 5/31/2017	181.00	Delete
6/1/2017 - 8/31/2017	229.00	Delete
9/1/2017 - 10/31/2017	181.00	Delete

Add    Edit

**View SPAs in POC**

Draft  Pending  Accepted  Withdrawn  Void

Select

## How to prevent over billing when updating Plan Lines/SPAs that change the number of hours authorized mid-month.

### The scenario (using simple math):

Let's say a PSW is authorized to work up to **37 hours per month**, but on 4/12/17 the PSW's Service Agreement was revised so they can now work up to **53 hours per month** starting on 4/13/17.

When you split the SPA on 4/12/17 (creating a new SPA that starts 4/13/17) & make the unit updates appropriate to the date range, eXPRS will allow the PSW to bill against both SPA lines. If the Plan Line limit is large enough, this could possibly allow the PSW to bill for a total of 90 hours for that split month, which is more than they are authorized per their Service Agreement.

The easiest way to address this issue is to:

- a) make sure the PSW & employer know the PSW cannot work more than 53 hours that month, **and**
- b) do the simple SPA split described above, **AND THEN**
- c) do a close review of billings submitted by the PSW for that split month to ensure that they do not go over what they are allowed per their agreement. During the timesheet review, the CME can reject or void any billings in excess of the Service Agreement limit, as needed.

If the CME wants eXPRS to restrict billings in this scenario, then some authorization work in eXPRS/POC will be needed. It may be a lot of authorization edits to complete, but is possible to do, if needed.

### An example:

The client's MAAC Hours limit:

- 2/1/17 – 6/30/17 = 150 month

The attendant care **Plan Line** is set for:

- 150 hours per month for 2/1/17 – 6/30/17

### The PSW's original SPA under that Plan Line:

- SE49 ... OR526-NA ... **37 hrs per month** ... 2/1/17 – 6/30/17

To have eXPRS manage the billing limits for the PSW, the CME will have to split this original SPA 3 times to isolate the month of April where the hours update happens mid-month.

Once the needed splits are completed, there will be a total of 4 SPAs for the PSW by date range, like this:

**New SPAs for the PSW (after split for dates):**

1. SE149 ... OR526-NA ... **37 hrs per month** ... 2/1/17 – **3/31/17**
2. SE149 ... OR526-NA ... ~~37 hrs~~ per month ... **4/1/17 – 4/12/17**
3. SE149 ... OR526-NA ... ~~37 hrs~~ per month ... **4/13/17 – 4/30/17**
4. SE149 ... OR526-NA ... **53 hrs per month** ... **5/1/17** – 6/30/17

Then, for SPAs #2 & #3 (that cover April - the month the change occurs), you would pro-rate the units manually on each SPA to ensure that between the 2 SPAs combined, the PSW cannot bill more hours than allowed per their service agreement.

Users may have to check to see what is already billed against each SPA, and then update the UNITS (# of hours) for each SPA to a lower amount be sure the PSW cannot bill, in combination, more than what is allowed for that calendar month.

If the PSW should not bill more than 53 hours per month in April and 20 hours have already been billed against SPA #2, then you'd update the units on both #2 & #3 to look like below.

2. SE149 ... OR526-NA ... **20 hrs per month** ... **4/1/17 – 4/12/17**
3. SE149 ... OR526-NA ... **33 hrs per month** ... **4/13/17 – 4/30/17**

When both SPAs are billed in total together, the PSW is restricted by the system to a total of 53 hours for the month of April.

The other full calendar months authorized (like SPAs #1 & #4) will be handled by the SPA limit that applies to those dates.

This same logic can also be used to make Plan Line splits to align with MAAC Hours splits mid-month, as needed.