

# Running the CPA Unclaimed Balance Report

Providers are responsible to bill for claims, and also to review all claims they have submitted to ensure they are being paid accurately for services. Claims for services can be made up to one year from the date the service was delivered.

The CPA Unclaimed Balance provides an overview of the amount they have successfully claimed and been paid for against Client Prior Authorizations, along with any balance remaining that may be paid.

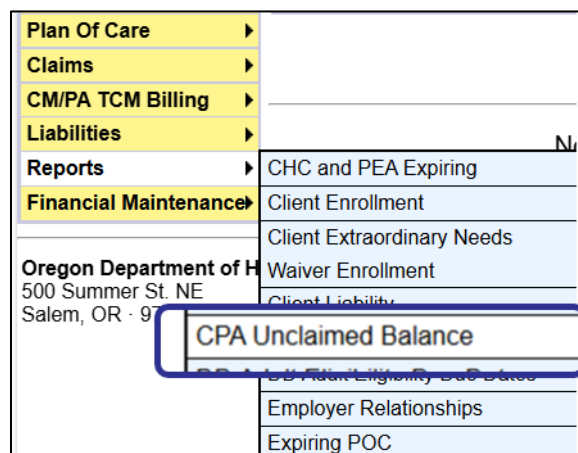
Any balance remaining could include gaps where:

- No claims have been submitted
- Claims have been submitted but are not approved (i.e.: suspended, draft, denied, etc.)

For SE 54 – Employment & Community Inclusion, this report will only show services through 9/30/2011. Claim information for SE54 services for dates 10/1/2011 and after are excluded.

## To Run the CPA Unclaimed Balance report:

1. From the Left Navigation, select **Reports > CPA Unclaimed Balance**.



2. Enter search criteria and select **Submit**. You must enter a Service Element for this report.

**CPA Unclaimed Balance Report Criteria**

Report shows for the date range and other criteria selected, the total amount authorized in accepted CPAs, the amount successfully claimed/paid against that CPA, and any balance remaining to be claimed/paid. This balance remaining could include claims that have been submitted but remain in a status other than approved (i.e.: not paid due to being suspended, draft, denied, etc.). Report will sort first by SE, then alphabetically by client last name. Will only show CPAS with dates that are not covered in a paid claim unless ZERO BALANCE = YES is selected from search criteria. Report excludes SE54 for dates 10/1/11 and after. See the SE54 Daily Claims report for SE54 claim information after 10/1/11.

\* Start Date: 12/1/2025  
 \* End Date: 12/31/2025  
 DHS Contract Num:   
 \* Provider ID:   
 Client Prime:   
 Service Element: 50 - Residential Facilities  
 Format: HTML  
 Show Zero Balance:  Yes  No

Submit Close

**TIP:** Try pulling this report by calendar month, and not including future dates in your criteria. This makes it easier to review the data.

3. On the Report, check the **CPA Unclaimed Balance** field. If an amount other than \$0.00 appears, you may have outstanding claims.

**CPA Unclaimed Balance Report**  
From 12/1/2025 to 12/31/2025

CPA	SE#	Prime	Client	CPA Total	Client Liability	Paid Amount	CPA Unclaimed Balance
134	50	Prime	Client	\$0.00	\$0.00	\$21,825.24	\$0.00
130	50			\$0.00	\$5,043.17	\$16,782.07	\$0.00
130	50			\$0.00	\$0.00	\$21,825.24	\$0.00
140	50			\$0.00	\$0.00	\$21,121.20	\$0.00
146	50			\$0.00	\$0.00	\$11,761.12	\$0.00

Once you have identified any missing or unpaid claims, you can take action on them.

## Appendix A: Report Search Criteria

- **Start Date:** The beginning date for the date range being searched for.
- **End Date:** The ending date for the date range being searched for.
- **DHS Contract Number:** The Contract Number for the Case Management Entity (CME) who authorized the services for the individual
- **Provider ID:** The eXPRS Provider ID # assigned to the record.
- **Client Prime:** The individual's Medicaid prime number.
- **Service Element:** The service element
- **Format:** Contains various formats that the report can be generated in.
- **Show Zero Balance (Y/N):** Selecting **No** will limit the results to those that have a balance remaining on the CPA that may need to be claimed. Selecting **Yes** will include results that do not have a balance remaining (\$0.00).

## Appendix B: Report Results Criteria

- **CPA:** The Client Prior Authorization ID #. More than one CPA can appear in the results.
- **SE#:** The service element.
- **Prime:** The individual's Medicaid prime number.
- **Client:** The name of the individual.
- **CPA Total:** The total sum amount of that individual's authorizations. This is the rate multiplied by the date range of the authorization.
- **Client Liability:** The amount, if any, a client has to pay towards their services. This is for residential services only. The **Paid Amount** is reduced by the **Client Liability**, because Providers must collect this amount from the client along with the monthly Room & Board. It's also known as the client's "offset".
- **Paid Amount:** The total amount paid, minus any Client Liability.
- **CPA Unclaimed Balance:** The amount that is remaining from the CPA total that has yet not been paid. This may mean that claims still need to be submitted, or could be in statuses other than approved.