

Creating a Service Prior Authorization (SPA)

(updated 9/18/2025)

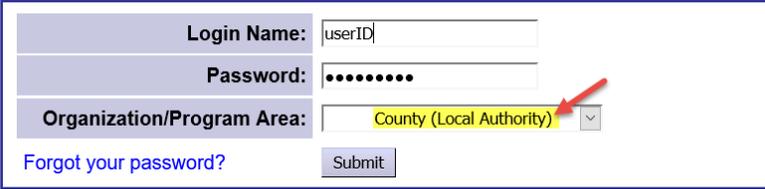
Case Management Entities (CMEs) are responsible to create Service Prior Authorizations (SPAs) for individuals enrolled with their program. These authorizations exist in an individual's Plan of Care, and they authorize a provider to deliver a service that supports the Individual Support Plan (ISP).

Users must have one of the following roles to complete this work:

- **POC Manager**
- **POC Super User**

How to Create a Service Prior Authorization

1. Login to eXPRS. If users have multiple login options, use the **Local Authority** (for CDDPs), **Contractor** (for Brokerage), or **State** for (State Kids).



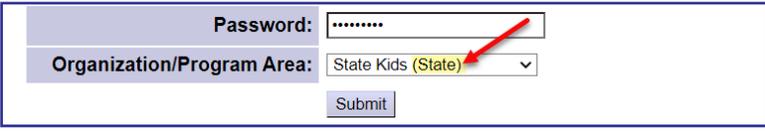
Organization/Program Area: **County (Local Authority)**

Forgot your password?



Organization/Program Area: **Brokerage (Contractor)**

Forgot your password?



Organization/Program Area: **State Kids (State)**

2. Select **Plan of Care** → **Plan of Care**.

Client ▶ Home
 Provider ▶ My Notifications
 Contracts ▶
 Prior Authorization ▶
 Plan Of Care ▶ **Plan Of Care**
 Claims ▶ Service Delivered ▶
 CM/PA TCM Billing ▶ Travel Time ▶
 Liabilities ▶ Reports ▶
 Reports ▶
 Financial Maintenance ▶

Filtered By Type All Notification Types
 Find
 matching notifications

TIP: If needed, see [How to Create and Update a Plan of Care](#) for help creating a POC.

- On the **Find Plan of Care** page, enter at least one criterion and select **Find**.

Find Plan of Care
 Note: If criteria entered results in more than 20,000 rows, data returned will be truncated. You may need to narrow your search criteria to return a smaller dataset.

Plan ID:
 Client Prime: ABC0000Z
 Service Element: All
 Plan Begin: Overlap Contain Exact
 Plan End: Overlap Contain Exact
 DHS Contract Num:
 Status:
 Max Displayed: 25
 Find Reset

- From the results list, select the **Plan ID** Hyperlink to open the POC.

Find Plan of Care
 Note: If criteria entered results in more than 20,000 rows, data returned will be truncated. You may need to narrow your search criteria to return a smaller dataset.

Plan ID:
 Client Prime:
 Service Element: All
 Plan Begin: 8/1/2022 Overlap Contain Exact
 Plan End: Overlap Contain Exact
 DHS Contract Num:
 Status:
 Max Displayed: 25
 Find Reset

[First/Prev] 1, 2, 3 [Next/Last] Export options: CSV | Excel | PDF | RTF

Plan ID	Client Prime	Client Name	DHS Contract Num	Plan Begin	Plan End	Status
53-76	YV	SABHCD SXSEA				Accepted

- Navigate to the **Plan of Care** → **In Home Services** tab and select Edit.

Plan of Care

Plan Id: 56770742	Plan Dates: 3/1/2022 - 2/28/2023
Client Name: NMCL EMXZOCN	Client Prime: FI R3L
Plan Status: Draft	

Monthly Assessed Attendant Care/Skills Training Hours

Dates	Hour Limit
3/1/2022 - 2/28/2023	108.00

6. In Edit Mode, select the **Add Plan Line Button**.

Monthly Assessed Attendant Care/Skills Training Hours

Dates	Hour Limit
3/1/2022 - 2/28/2023	108.00

Plan Details

7. Enter in the details of the service Plan Line and select **Save**. Details include the:

- SE/PROC/MOD Codes
- Number of Units permitted for this Plan Line
- Frequency of the Plan Line
- Start and End dates of the Plan Line

Monthly Assessed Attendant Care/Skills Training Hours

Dates	Hour Limit
3/1/2022 - 2/28/2023	108.00

Plan Details

* SE/Procedure Code/Modifier	*Units	*Dates	Status
49 - In-Home Comprehensive Supports	108.00 Hours / Month	10/1/2022 - 2/28/2023	Draft
NA - Not Applicable			

8. Now that the Plan Line is in Draft Status, select the **Add Provider Button**.

Service Eligibility **Plan Overview** **In Home Services** Residential Supported Living Community Transportation Ancillary Legacy

Monthly Assessed Attendant Care/Skills Training Hours

Dates	Hour Limit
3/1/2022 - 2/28/2023	108.00

▼ Plan Details Draft Pending Accepted Withdrawn Void

SE	Procedure Code	Modifier	Units	Dates	Status
49	OR526 - Attendant Care - 1:1 Supports	NA	108.00 Hours per Month	3/1/2022 - 2/28/2023	Draft

9. Enter in the details of the Service Prior Authorization and select **Save**. Details include the:

- Provider
- Start and End dates of the SPA
- Number of Units permitted for the SPA

Service Eligibility **Plan Overview** **In Home Services** Residential Supported Living Community Transportation Ancillary Legacy

Monthly Assessed Attendant Care/Skills Training Hours

Dates	Hour Limit
3/1/2022 - 2/28/2023	108.00

▼ Plan Details Draft Pending Accepted Withdrawn Void

SE	Procedure Code	Modifier	Units	Dates	Status
49	OR526 - Attendant Care - 1:1 Supports	NA	108.00 Hours per Month	10/1/2022 - 2/28/2023	Draft

*Provider *Dates - *Units *Rate

TIP: When saving a SPA for the first time, eXPRS will determine whether it is a **Fixed Rate** or **Not-To-Exceed (NTE)** rate.

10. For Fixed Rate Services, the **Rate** field will continue to display the word “Fixed”, and the rate will auto-populate in various areas of eXPRS. Shown below, If it’s an NTE service, the **Rate** field enables for a user to manually key in the correct rate.

Plan of Care

Validation Error! You must correct the following error(s) before proceeding:

Please enter a valid currency value for Rate.

Plan Id: 56770742 Plan Dates: 3/1/2022 - 2/28/2023
 Client Name: JIGPAITDKGJ Client Prime: FI 3L

Plan Status: Draft

Monthly Assessed Attendant Care/Skills Training Hours

Dates	Hour Limit
3/1/2022 - 2/28/2023	108.00

Plan Details

SE	Procedure Code	Modifier	Units	Dates	Status
49	OR526 - Attendant Care - 1:1 Supports	NA	108.00 Hours per Month	10/1/2022 - 2/28/2023	Draft

Provider: PSW, ONE - 792373 Dates: 10/1/2022 - 2/28/2023 Units: 108.00 Rate: \$16.67 Save Cancel

11. Select the **Submit** button on the SPA.

Service Eligibility **Plan Overview** In Home Services Residential Supported Living Community Transportation Ancillary Legacy

Monthly Assessed Attendant Care/Skills Training Hours

Dates	Hour Limit
3/1/2022 - 2/28/2023	108.00

Plan Details Draft Pending Accepted Withdrawn Void Select

SE	Procedure Code	Modifier	Units	Dates	Status
49	OR526 - Attendant Care - 1:1 Supports	NA	108.00 Hours per Month	10/1/2022 - 2/28/2023	Draft

Auth Id	Provider	Dates	Units	Rate	Pay-To Provider	Review?	Status
56770747	PSW, ONE	10/1/2022 - 2/28/2023	108.00	16.67	Public Partnerships LLC FMAS	Yes	Draft

Add Provider Add Plan Line

12. If all validations for the SPA pass, it will move to **Accepted** status. Additionally, the Plan Line Status & POC Status have both moved to **Accepted**.

Plan of Care

Plan Id: 56770742 Plan Dates: 3/1/2022 - 2/28/2023
 Client Name: LKEN CKRFIEL Client Prime: FI 3L

Plan Status: Accepted

Edit Copy Print Summary

Service Eligibility **Plan Overview** In Home Services Residential Supported Living Community Transportation Ancillary Legacy

Monthly Assessed Attendant Care/Skills Training Hours

Dates	Hour Limit
3/1/2022 - 2/28/2023	108.00

Plan Details Draft Pending Accepted Withdrawn Void Select

SE	Procedure	Modifier	Units	Dates	Status
49	OR526 - Attendant Care - 1:1 Supports	NA	108.00 Hours per Month	10/1/2022 - 2/28/2023	Accepted

Auth Id	Provider	Dates	Units	Rate	Pay To Provider	Review?	Status
56770747	PSW, ONE	10/1/2022 - 2/28/2023	108.00	16.67	Public Partnerships LLC FMAS	Yes	Accepted

Tip: The status of the SPAs on the Plan of Care directly affect the Plan Line Status and POC Status. For example, the SPA shown above is the only one on the plan. If it were **Voided**, both the Plan Line and POC Status would also change to **Voided**.