

“Disappearing” Plan Lines and Service Prior Authorizations

Did you know that your Case Management Client Prior Authorization (CPA) is what allows you to see information in a Plan of Care, but only for the dates of that authorization? You can't see Plan Lines or Authorizations in a Plan of Care that starts after your active Case Management CPA ends.

The Case Management CPA is what gives you permissions to view an individual's Plan of Care. That's why ending your Case Management CPA should be the last thing you do when you close a Plan of Care for an individual's transfer to a new CME.

In addition, your Case Management CPA only gives you permission to view Plan Lines and/or authorizations that have dates which are covered by/overlap the date range of the Case Management CPA.

For example, if the Case Management CPA ends on 6/30/25, which is the last day of the biennium/contract period, then you will only be able to see Plan Lines & Authorization in that plan which are covered by that CPA's date range. If there are Plan Lines and Authorizations in the plan that start after the CPA ends, you won't be able to see them until a new Case Management CPA is in place with dates that cover the 'missing' Plan Line and/or Authorization.

If you try to enter a Plan Line and/or SPA that 'disappeared', you'll get an error message like:
Your request could not be completed because: Plan lines for same service cannot overlap.

This occurs because the new Plan Line and/or SPA being entered is overlapping an existing one that you cannot see.

Remember If you get an error about Plan Lines and/or Authorizations overlapping, check the end date of the Case Management CPA. You may have Plan Lines and/or Authorizations in place that you can't see yet because they start after the Case Management CPA ends.