

Updating or Ending Service Prior Authorizations with Open EVV Shifts

Did you know that if you change the end date on a Service Prior Authorization that has an open EVV shift running, it can prevent a provider's from ending their shift?

eXPRS Mobile-EVV creates Service Delivered Billing Entries at the time the provider starts a shift in EVV. This needs to be considered when updating authorizations.

eXPRS currently only looks for billings that are in **pending** or **approved** status when an authorization is being updated. **Draft** billings are ignored by the system. This could cause an issue when an authorization's end dates are changed to a date in the past, but there is a **draft** billing created by a provider. This billing would have a **Start Time & Start Location**, but no **End Time & End Location**. Those details are not logged on the billing until the provider is finished working & "clocks out".

If you change an authorization's end date while there is an open EVV shift running against it (meaning the provider is currently working), then the provider will not be able to successfully end their EVV shift & "clock out". This is because the authorization is no longer valid for the current date because the authorization date range was changed in the middle of their work shift.

Remember, before you update the end date on an authorization for attendant care services, confirm there are no "open shifts" for that authorization first. If there is an "open shift", then you may need to wait until the provider's shift is completed to do the SPA edits.