

# Tips for Updating an Individual's Monthly Assessed Attendant Care Hours Limits

(updated 9/18/2025)

CME staff may need to update an individual's **Monthly Assessed Attendant Care Hours** to reflect changes in their support needs. This could occur after a new assessment or for children during the school year or summer months. Two common issues are addressed below.

## Issue #1 - Error When Attempting to Add or Edit Hours Segments

### Overview

When an individual's Plan of Care has Monthly Assessed Attendant Care hours segments that break in the middle of a month **and** the combined hours billed in that month exceeds the hours segment with the highest value, the following error message will display if you try to update the individual's hours segments:

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

This occurs when attempting to save a change because eXPRS validates all hour segment limits in the Plan of Care against what has already been billed for Attendant Care services. The validation looks at the billings for **entire calendar months**; it does not pro-rate for partial months. When eXPRS validates that all the hours billed for a calendar month exceed the hours segments, the error occurs.

### Example of Issue #1

In the example below, the individual's hour segment splits on 3/15/2023, and increases from 5.00 to 15.00 hours.

**Plan of Care**

Plan Id: \_\_\_\_\_ Plan Dates: 5/1/2022 - 4/30/2023  
 Client Name: \_\_\_\_\_ Client Prime: \_\_\_\_\_  
 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
5/1/2022 - 3/15/2023	5.00
3/16/2023 - 3/31/2023	15.00
4/1/2023 - 4/30/2023	20.00

This individual has two Plan Lines and two SPAs that align with this.

SE	Procedure	Modifier	Units	Dates	Status			
149	OR526 - Attendant Care - 1:1 Supports	NA	5.00 Hours per Month	5/1/2022 - 3/15/2023	Accepted			
	Auth Id	Provider	Dates	Units	Rate	Pay To Provider	Review?	Status
			3/1/2023 - 3/15/2023	5.00	Fixed		No	Accepted
149	OR526 - Attendant Care - 1:1 Supports	NA	15.00 Hours per Month	3/16/2023 - 3/31/2023	Accepted			
	Auth Id	Provider	Dates	Units	Rate	Pay To Provider	Review?	Status
			3/16/2023 - 3/31/2023	15.00	Fixed		No	Accepted

The Provider has billed for 5 hours during the first segment, and 15 hours during the second segment (20 hours total).

SE	Proc	Mod	SD Mod Reason	Service Begin	Service End	Group Setting	Service Hours/Units	Billed Units	Total Direct Support Time	Rate	Amount	SD Status
149	OR526	NA		03/12/2023 09:00 AM PDT	03/12/2023 02:00 PM PDT	No	5.00	5.00	NA			Approved
149	OR526	NA		03/17/2023 06:00 AM PDT	03/17/2023 09:00 PM PDT	No	15.00	15.00	NA			Approved

Because the total billed for the month of March (20 hours) exceeds the highest hours segment (15 hours), if a CME user attempts to add new segments or edit existing segments, they receive the error message.

**Plan of Care**

Your request could not be completed because: Client has already claimed 20.000 hours for this plan.

Plan Id: \_\_\_\_\_ Plan Dates: 5/1/2022 - 4/30/2023  
 Client Name: \_\_\_\_\_ Client Prime: \_\_\_\_\_  
 Plan Status: Accepted

Done

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

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

Dates	Hour Limit
5/1/2022 - 3/15/2023	5.00
3/16/2023 - 3/31/2023	15.00
4/1/2023 - 4/30/2023	25.00

## Workaround for Issue #1

In order to successfully make edits, a CME User must edit one of the hours segments during the month of March to at least 20, which equals the amount of hours billed that month. Once that is done, changes to other hours segments can be made and saved.

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

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

Dates	Hour Limit
5/1/2022 - 3/15/2023	5.00
3/16/2023 - 3/31/2023	20.00
4/1/2023 - 4/30/2023	25.00

Save Cancel

As long as the Plan Line and SPA limits for March 2023 are not updated to 20 hours, any future billings that are created will read those lower authorization limits correctly.

## Issue #2 – Overbilling During a Month when an Hours Segment Breaks

### Overview

Providers can potentially overbill in a month when the hours segment breaks. To prevent this, there are steps that can be taken.

### Example of Issue #2

A PSW is authorized to work up to **40 hours per month**. On 4/12/2023, the PSW's Service Agreement is revised so they can work **50 hours per month** starting on 4/13/2023.

If a CME splits the SPA on 4/12/2023, which creates a new SPA that starts 4/13/2023 and then makes the unit updates for each date range, eXPRS will allow the PSW to bill against both SPA lines. Depending on the Plan Line Unit Limit, the PSW could bill for 90 hours during April. This is more hours than they are authorized for.

## Workaround for Issue #2 – Option 1

1. Communicate with the PSW and the individual to ensure they know they cannot bill for more than 50 hours during April
2. Complete the simple SPA split described above
3. Closely review the billings submitted by the PSW for April to ensure they do not bill more than allowed. Reject or void any billings in excess of the Service Agreement limit as needed.

## Workaround for Issue #2 – Option 2

With several edits to the authorizations, the CME can restrict billings in eXPRS. Consider the example below:

- The Individual's Monthly Attendant Care Hours Limit is:
  - 150 hours per month from 2/1/2023-6/30/2023
- The Plan Line for their OR526-NA Attendant Care Service is:
  - 150 Hours per month from 2/1/2023-6/30/2023
- The PSW's SPA under that Plan Line is:
  - 40 Hours per month from 2/1/2023-6/30/2023

The CME can split the PSW's original SPA 3 times to isolate where the change happens on 4/13/2023. This results in 4 SPAs for that PSW by date range:

SPA #	Service	Start Date	End Date	Units
1	149/OR526/NA	2/1/2023	3/31/2023	40
2	149/OR526/NA	4/1/2023	4/12/2023	20

3	149/OR526/NA	4/13/2023	4/30/2023	30
4	149/OR526/NA	5/1/2023	6/30/2023	50

SPA #2 & #3 cover April, which is the month the change occurs. You can manually pro-rate the units on these SPAs to ensure that between the 2 SPAs combined, the PSW cannot bill more hours than allowed per their service agreement. You may have to check to see what is already billed against the original SPA and then update the Units field for each SPA to a lower amount to ensure the PSW cannot bill more than what is allowed for that calendar month.

In the example, since the PSW should not bill more than 50 hours in April, and 20 hours have already been billed against SPA #2, then you'd update the Units as shown above. This restricts the PSW to billing 50 hours for the month of April.

SPAs #1 & #4 cover full calendar months and 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 Hours Limit splits mid-month, as needed.