Voiding or Correcting CPA Service Claims – DD Agency Providers

(updated 1/2/2026)

As an Agency provider of services managed and paid via eXPRS, it is your responsibility to review your claims for payment on a regular basis to determine if there are claims that require your attention as a provider to resolve.

The claim correction process in this guide outlines how claims for CPA authorized services can be corrected or voided.

Please note: Plan of Care/SPA service claims may not be correctable in the same manner as CPA service claims. To make corrections for Plan of Care/SPA service, the corrections must be done on the SD Billing entry(ies) themselves. Please see the **How to Void Service Delivery Entries – Agency Providers** assistance guide for instructions to do POC service corrections.

Agency provider users must have the **Provider Agency Claims Manager** role to do this CPA service claims correction work.

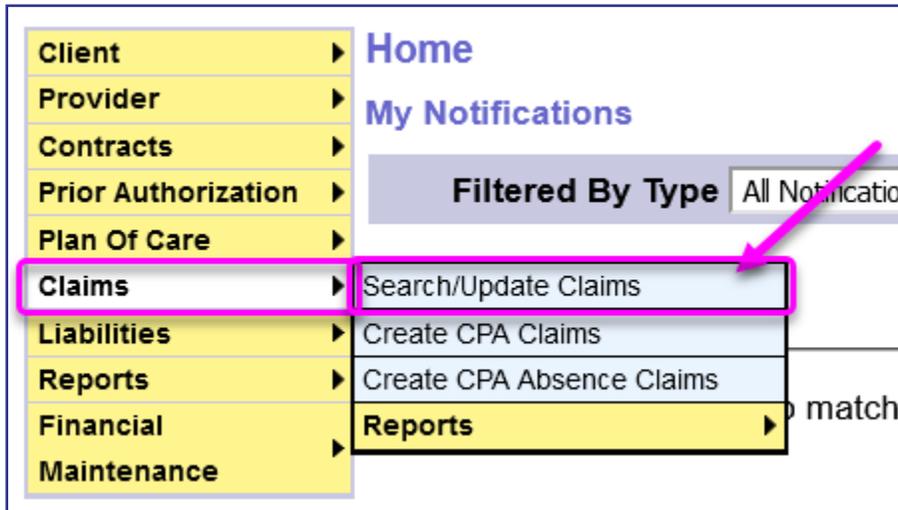## Follow the below steps to Void one or more CPA service claims:

1. Log in to eXPRS.

2. From the yellow, left-hand navigation menu, click on **CLAIMS → SEARCH/UPDATE CLAIMS.** This will take you to the Claims Search page.

3. In the **Claims Search** page, enter the search criteria needed to find the CPA service claims needing action and then select **FIND**.

➔ **Key step:** To enable the check boxes & action buttons to take an action on multiple claims at once (such as VOID or SUBMIT), **you must select a status** from the **Status** dropdown menu.

      o **For example**: if you need to void a **suspended** claim, select and search using **Suspended** in the **Status** field.

The actions available to be taken on a list of claims from the search results depend on the option selected in the **Status** dropdown menu when searching for claims.

Status of Claim	Action Available
Approved	Void
Denied	No action available (no buttons will show)
Draft	Submit, Delete
Submitted	Submit, Void
Suspended	Submit, Void
Void	No action available (no buttons will show)

The search might look something like this:

Claims Search

Enter one or more search criteria. Partial matches are supported for Claim ICN only. Search is not case sensitive. Criteria are cumulative. Results returned are limited to 20,000 rows. If criteria entered results in more than 20,000 rows, data returned will be truncated. You may need to narrow your search to return a smaller dataset.

Including a status in your search criteria will allow action on multiple claims; action allowed depends on the claim status and the user's permissions.

Note: Multiple claim exception codes can be entered in the [...] or multiple codes with a comma between the codes. There should be no spaces. Ex - 1,2,3

The STATUS of the claims to be corrected.

Claim ICN:		**Status:**	Suspended
Service Element:			
Procedure Code:			
Svc Modifier Cd:			
Check Number:		**Payment Status:**	Select...
Run ID:		**Claim Modifier Cd:**	Select...
DHS Contract Num:		**Client Prime:**	
Provider ID:		**Pay To Provider ID:**	
Service Location:			
Effective Date:	8/1/2018	**End Date:**	8/31/2018
Exact:	○ Yes ● No	**Exact:**	○ Yes ● No
Created From:		**Created To:**	
Submitted From:		**Submitted To:**	
Type:	Select...	**Suspense Location:**	Select...
Exception Code:		**Created By:**	
Exclude Exception Code:	☐	**Show Exception Code Desc?:**	○ Yes ● No
PA Adj #:		**Max Displayed:**	25
Show Notes?:	○ Yes ● No	**Show Run ID/Date?**	● Yes ○ No

The SERVICE DATE RANGE for the claims to be corrected.

Find   Reset

4. When using a specific status in your search criteria, the list of CPA service claims will return with check the box(es) next to the claim(s) at the far left-hand column. For the specific status selected, action buttons available on claims with that status will show at the bottom of the results list.

5. To take action at this point on one or many claims in the results list, simply check the box(es) next to the claim(s) that need action & then click the appropriate action button at the bottom of the page.

   For this example: the claim status is *suspended*, so the actions available to the checked claim(s) are **VOID** or **SUBMIT**.
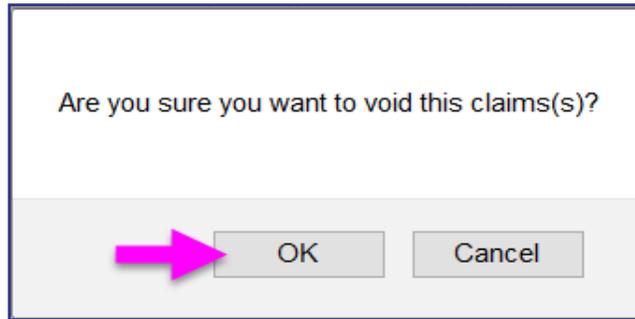
6. If you click **VOID**, you will get a confirmation pop-up message asking if you really wish to void the claim(s).

   - Click **YES** to continue with the action.
   - Click **CANCEL** to return to the previous page.

7. When the action is completed, you will be taken to the **Claim Processing Results** page showing the results of the action taken.

To Correct an individual CPA service claim:

8. Search to find the CPA service claim(s) you need to correct using the search tips outlined in steps #2 – #4 above. From the claims results list, click on the blue hyperlink **Claim ICN** number to open that specific claim.

9. With the individual claim open in the **Claim Edit** page, scroll to the middle of the claim & click the **UPDATE** button to open the claim for edits or updates.

Claim View

ICN:	2020*********01	**Status:**	Approved	**Type:**	Fee For Service
Service Element:	50	**Proc Code:**	ORAGH	**Svc Modifier Cd:**	All
Client Prime:	XYZ000A	**Client Name:**	CHRIS P BAYCON		
Provider ID:	1****4	**Provider:**			
Service Location:	123 Main Street			**Claim Modifier Cd:**	REG
DHS Contract Num:	15****6	**Contractor Name:**	County		
PA Adj #:	30******72	**Effective Date:**	1/1/2020	**End Date:**	1/5/2020
			/2020		
Updated By:		**Updated Date:**			

Update   Close

10. With the claim options now open, take the action needed using the new buttons now displayed.

Proce...	...2020 9:3... AM	...ersed:	
Notes:			
Replaced Claim:		**Replaced By Claim:**	
Created By:		**Created Date:**	
Updated By:		**Updated Date:**	

Correct   Void   Save   Close

Exceptions:

Available actions on CPA service claims are limited based on the **status** of the claim you have opened to update. In addition, your ability to complete an action depends on your assigned user role access.

Claim status	Action available
Approved	Correct, Void, Save, Close
Denied	Copy, Correct, Save, Close
Draft	Edit open fields, Delete, Submit, Save, Close
Submitted	Void, UnSubmit
Suspended	Deny, Void, Submit, Save, Close
Void	Copy, Close

11. For the claim opened above, we will click on **Correct** to make corrections to the claim. A small pop-up window with a confirmation message: **Are you sure you want to correct this claim?** will appear. If you wish to continue to correct this claim, click **OK**. This will **VOID** the original CPA service claim, so you can create corrected claim(s) in its place.
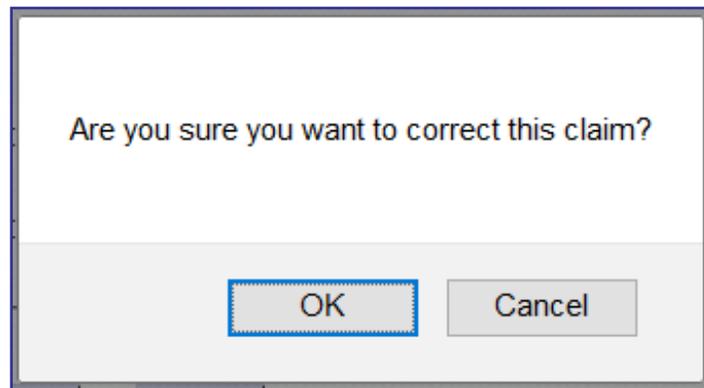
12. Clicking **OK** will take you to the **Enter Claim Service Dates** page to enter the new claim information for the replacement claim(s) corrected.

This page works similar as the **Create Absence Claim** pages.

- You can enter the claim dates & claim modifier information for the replacement claim(s).
- Use the **Add** button to add more data field rows if needed to break the replacement claims up into smaller date ranges and/or select a new claim modifier to apply to each date range.
- The replacement claim(s) in combination cannot exceed the date range of the original claim.

13. With the replacement claim data entered, click **CONTINUE** to view to create *draft* replacement claim(s).

Enter Claim Service Dates

Claim ICN	PA Adj #	Client Name	SE	DHS Contract Num	Provider	Claim Status	Effective Date	End Date
2018263244901001	17958627	MICHAEL PEARSON	50	148066	11007	Void	8/1/18	8/31/18

Service Begin: 8/1/2018 Service End: 8/12/2018 Modifier: REG Remove
Service Begin: 8/13/2018 Service End: 8/16/2018 Modifier: MED Remove
Service Begin: 8/17/2018 Service End: 8/31/2018 Modifier: REG Remove

Add

Continue

14. Now in the **Claim Create Results** page, you can review the replacement *draft* claim(s). If the *draft* claims are correct, click **SUBMIT** to submit the claims.

Claim Create Results

PA Adj #	Status	SE	ICN	Service Begin	Service End	Claim Modifier Cd	Units	Billed Amount
17958627	Draft	50	2018*********3001	8/1/2018	8/12/2018	REG	1.000	$3,182.16
17958627	Draft	50	2018*********4001	8/13/2018	8/16/2018	MED	1.000	$1,060.72
17958627	Draft	50	2018*********5001	8/17/2018	8/31/2018	REG	1.000	$3,977.70

Submit

3 claims, about 1 minute to submit.

You can wait until the submission process finishes, but you do not have to. You can close the tab/window, return to the eXPRS Home page, to do other work, or log out.

15. If you choose to wait, you will be taken to the **Claim Created** results page to view your new claims once they have finished processing.

Claim Created

Your request completed successfully.

Status	ICN	Service Begin	Service End	Claim Modifier Cd	Billed Amount	Pymt Amt
Approved	2018*********3001	8/1/2018	8/12/2018	REG	$3,182.16	$3,182.16
Approved	2018*********4001	8/13/2018	8/16/2018	MED	$1,060.72	$1,060.72
Approved	2018*********5001	8/17/2018	8/31/2018	REG	$3,977.70	$3,977.70

16. For *suspended* (like the example used above) or *denied* claims, there will be an explanation in the **Exceptions** section of the claim telling you what happened to suspend or deny the claim. For assistance in understanding what these exception messages mean and how to address them, please use the **Claims Problem Solving Matrix** under Troubleshooting on the eXPRS Help Menu. When you've completed the work needed on the claim you are updating, close the window or tab containing the claim, and go back to the results list.

17. Click **FIND** to refresh and update the list.

18. Repeat steps above for any additional claims that need to be worked.