

# Did you know?



## eXPRS Pro Tip for CDDP, Brokerage, CIIS Staff Case Management CPAs & POCs

### Did you know ...

*... that your active CM CPA for an individual is what gives you system permission to view that individual's POC in eXPRS (SE48, SE148 or SE248)?*

When updating a POC to end it early (*for example: when an individual transfers between CME agencies*), ***the LAST thing*** the sending CME should do is end is the individual's CM CPA.

You create POCs from the top down –

- ***Create/submit CM CPA first → Create overall POC dates/information → then add Plan lines/SPAs to POC.***

When ending a POC for a transfer, you must do that work in reverse.

- ***End Plan Lines/SPAs (when needed) → Edit/end the overall POC end date → End the CM CPA.***

If you end the CM CPA ***BEFORE*** you have finished your POC work, including ending the POC, you will lose your system permissions to view that individual's POC/information. To you, the POC or SPAs seem to “disappear” or you will receive the error message: ***“Your user account has not been granted access to the requested data: Access denied to record [#####] because contract ids”***. Then you have to contact ODDS or eXPRS staff for assistance.

### Remember ...

- When starting eXPRS services → the CM CPA comes first
- When ending eXPRS/POC services → closing the CM CPA ***is the LAST*** piece of work to do.