

How to Make Retroactive Updates to Plan Lines and Service Prior Authorizations

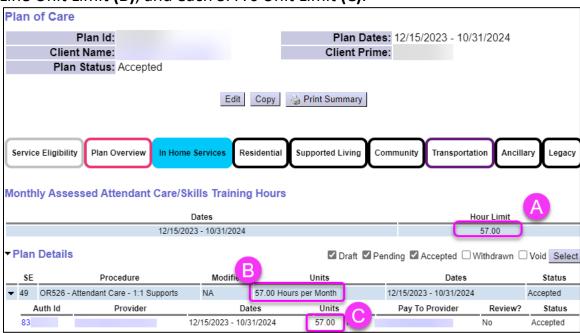
eXPRS allows users with the **Plan of Care (POC) Super User** role to make retroactive updates to a Plan Line or Service Prior Authorization (SPA)¹. Case Management Entity (CME) staff with this role can:

- 1) Split Plan Lines or SPAs into smaller date ranges
- 2) Make updates to the Units on a Plan Line or SPA

Remember that each "How-to" example shown below gives basic factors to consider. In your specific circumstances, there may be other factors to consider. See Appendix A for more details about splitting Plan Lines/SPAs or Unit updates.

How to Enter a Retroactive Update to Increase Units on the POC

1) Log into eXPRS and open the POC that needs to be edited. Review the Hours Limits (A) if it is applicable to the service being updated. Also review the Plan Line Unit Limit (B), and each SPA's Unit Limit (C).



TIP: Remember that SPA Unit limits **(C)** reconcile to the Plan Line Unit Limits **(B)**, which reconcile to the Hour Limit **(A)**. In this example, neither **C** or **B** can be increased unless **A** is increased.

¹ NOTE: All Rate Updates and Claim Corrections must be requested from ODDS.

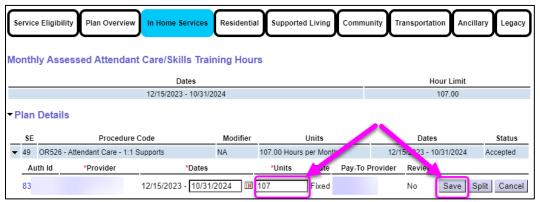
2) After increasing the **POC Hours Limit**², select the **Edit** button on the Plan Line.



3) Enter in the increased Plan Line Unit Limit and select Save.



4) Select the **Edit** button on the SPA Line and enter the increased Unit Limit. Then select **Save**.



The POC Hours Limit, the Plan Line Hours Limit, and the SPA Hours Limit now reflects the increased amount.

² For information on increasing POC Hours Limits (A), see the guide: How to Enter and Update an Individual's Monthly Assessed Attendant Care Hours in the Plan of Care.

How to Enter a Retroactive update to Decrease Units on a POC:

Units on a Plan Line or SPA cannot be decreased to a value lower than what has already been billed & claimed. This means that decreasing units requires some analysis to determine if the new, lower Unit Amount will work. In this example, we will decrease the units for the SPA below.

1) Open the POC and select the blue **Auth ID** hyperlink for the SPA that needs to be edited.



2) Expand the Service Delivered section to show SDs that have been billed against this SPA. In the example below, the highest number of miles billed for this SPA in a single month is 380 miles, so the unit limit cannot be reduced below 380. If a reduction is needed that is lower than 380, some Service Delivered billings need to be voided first.



TIP: You can export the SDs to an Excel Document to make calculations easier if needed. SDs in **Approved, Pending** and **Suspended** status must be included in this calculation. In the example, trying to reduce the units to 370 is lower than what has already been billed, which is 380. As a result, an error message appears.

Plan of Care

Your request could not be completed because: Existing Service Delivered units (380.000) exceeds new service units (370.00).

3) After determining the correct lower amount, select the **Edit** button. Then enter the lower amount in the Units field and select **Save**.

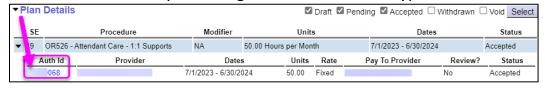


After saving, the SPA Hours Limit now reflects the decreased amount.

How to Complete a Retroactive Date Split on Plan Line or SPA:

Date splits will divide a Plan Line or SPA into smaller date range segments. This allows unit updates to be made to a specific date range instead of the entire Plan Line or SPA.

- 1) Decide if you are splitting a Plan Line or a SPA, and determine the date you want to complete the split. In this example we will split a Plan Line.
- 2) Verify if the split date aligns with a date break in any claims against SPAs beneath the Plan Line by selecting each blue **Auth ID** hyperlink³.



³ Users can also find this information by accessing the **Claims > View Claims** page and then searching by Authorization ID.

3) Expand the **Service Delivered** section to view the **Claim ICN** column. This column shows which SDs are associated to which Claim ICN #. Shown below, there is Claim Date which has an end date of 07/17/2023.

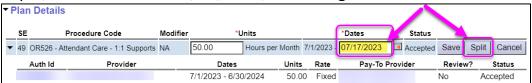


TIP: For our example above, we are doing research into the claim history. However, Date Splits at the end of a calendar month will always work. The system breaks claims by these dates automatically⁴.

4) After determining that the Plan Line can be split as of 07/17/2023, we select the **Edit** button for the Plan Line.



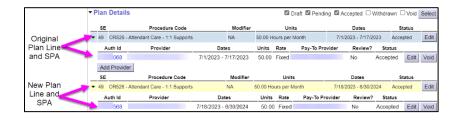
5) Enter the new **End Date** that applies to that SPA, and then select **Split**. In this example, the new date is 07/17/2023, which aligns with the Claim End Date.



TIP: Splitting a Plan Line will also split the SPAs under that Plan Line on the same date. The Line and SPAs will start one day after the split, and any SDs or claims after that date break will be moved under the new SPAs created.

When the process completes, users will see the new Plan Lines and SPAs in the same status as the originals.

⁴ If a specific Split date is needed and there is a single claim crossing the desired split date, a request to ODDS must be made to correct that claim before the split can be made.



If Unit updates are needed after a Plan Line or SPA split (either before or after the date split), users can edit these limits following the instructions above.

Appendix A: Key Points When Making Retroactive Updates Unit Updates

- 1) Units on a SPA or Plan Line can only be increased to an amount that is within the limits of the Plan of Care.
 - For example, a SPA cannot be updated from 100 units to 200 units if the Plan Line it is under has a limit of 150 units.
- 2) Units on a SPA or Plan Line cannot be decreased to an amount lower than what has already been billed against the authorization.
 - For example, a SPA cannot be updated from 100 units down to 50 units if a provider has already billed 75 units against it.

Date Range Changes

- 1) Plan Lines and/or SPA date splits must align with the End Date of any approved claims that have already been created against the SPA (A.K.A. Claim Date Breaks).
 - For example, if the most recent claim for a SPA has an effective date of 01/01/2024–01/15/2024, then any user changing the SPA or Plan Line End Date must set 01/15/2024 as the End Date.
 - Date splits at the end of a calendar month will always work. The system breaks claims by month automatically.
 - For PSWs, date splits that align with PSW pay periods (15th/16th) will always work.
- 2) Splitting a Plan Line will also split all the SPAs under that Plan Line on the same date.
 - SPAs under a Plan Line can be split, and each SPA can have a different date split as needed.
- 3) If you need to Split a SPA and update units the date split should be completed first, and then the Unit update can be completed.