

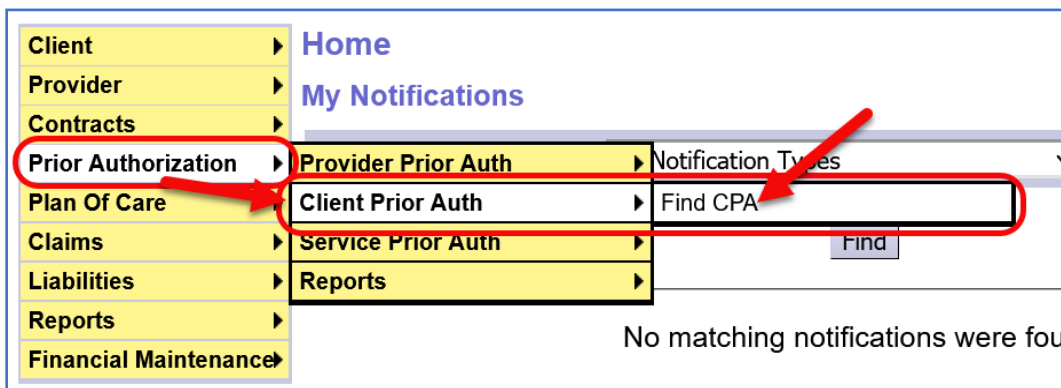
How to Void a Client Prior Authorization (CPA)

A CPA that was entered incorrectly may need to be voided. Please note that if claims have been submitted and approved for the CPA being voided, those claims will also be voided by following the steps below. It is best practice to work with the provider listed on the CPA to have claims voided by the provider first, before voiding a CPA.

Users must have the **CPA Manager** role to complete this work.

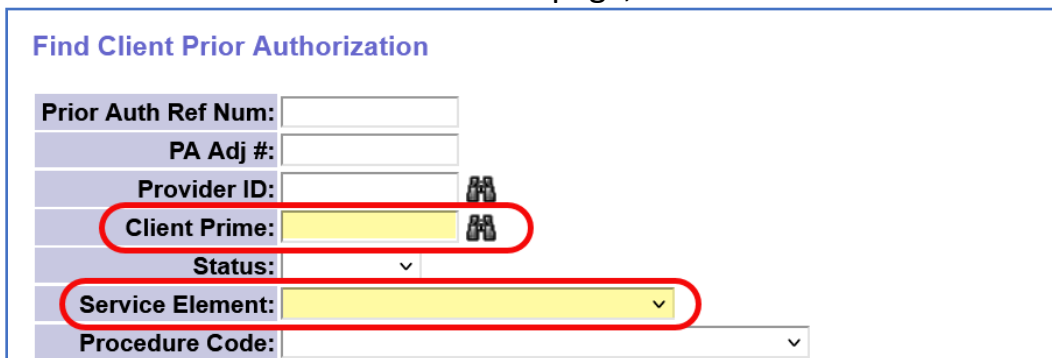
To Void a CPA in eXPRS:

1. Login to eXPRS. If you have multiple **Organization/Program Areas**, use the appropriate role for the work you are doing.
2. Select **Prior Authorization > Client Prior Auth > Find CPA**.



The screenshot shows the eXPRS navigation menu. The 'Prior Authorization' menu item is highlighted with a red circle. A red arrow points from this menu item to the 'Client Prior Auth' sub-menu item, which is also highlighted with a red circle. Another red arrow points from 'Client Prior Auth' to the 'Find CPA' link, which is also highlighted with a red circle. The 'Find' button is visible next to the 'Find CPA' link. The text 'No matching notifications were found' is visible at the bottom right of the menu area.

3. On the **Find Client Prior Authorization** page, enter criteria and select **Find**.



The screenshot shows the 'Find Client Prior Authorization' form. The form has several input fields: 'Prior Auth Ref Num:', 'PA Adj #:', 'Provider ID:', 'Client Prime:', 'Status:', 'Service Element:', and 'Procedure Code:'. The 'Client Prime:' and 'Service Element:' fields are highlighted with red circles. The 'Find' button is visible at the bottom right of the form.

TIP: Search by **Client Prime**, **Service Element** and **DHS Contract Num** to bring up a narrower list of CPAs.

4. From the results list, select the far-left **PA Adj #** hyperlink to open the CPA.

PA Adj #	Client Prime	Client Name	Service Element	Proc Code	Svc Modifier Cd	Units	DHS Contract Num	Provider ID
12345678			51	ORSLV	All	1.00		
23456789			51	ORSLV	All	1.00		
34567890			51	ORSLV	All	1.00		

5. Scroll to the bottom of the CPA and select **Void**.

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Rate and Duration of Services:					
Effective Date:	7/1/2022	End Date:	6/30/2023	Ongoing:	Y
Unit Type:	Months_Prorated	Units:	1.00	Rate:	6990.55
Amount:	\$83,886.61	Balance:	\$83,886.61		
Created By:	System Maintenance	Created Date:	7/1/2022		
Updated By:	System Maintenance	Updated Date:	7/1/2022		
Notes:	<div style="border: 1px solid black; height: 100px;"></div>				

► **Prior Auth Claims**