How to Read the Action Log Information in eXPRS
CDDP/Brokerages
(7/24/2020)

On many of the service information pages in eXPRS there are Action Logs that contain details on when information for that page has been updated or changed. Changes in the authorized rate, the authorization end date, the status, etc. along with the date/time that change was made and the person who made the change can be viewed in Action Logs.

For CDDP/Brokerage staff, users with the appropriate permissions can view Action Logs for the following eXPRS items:

- Client Prior Authorizations (CPAs)
- POC Service Prior Authorizations (SPAs)
- POC Service Delivered (SD) billing entries
- Claims

The information in the action logs can be challenging to decipher, as it is written using IT terminology. This guide will assist in helping to read the information contained in the Action Logs.

At the bottom of pages for each of the eXPRS items noted above there is a section titled **Action Log Entries**.

Clicking on this section header will expand the section so you can view the action log details. The details are organized in columns, with the below headers. I've defined these column-headers & noted which ones will likely provide you with the most information.

Action Type	Created By	Table Name	Row ID	Field Name	Old Value	New Value	Timestamp

- **Action Type** = the type of action taken on the eXPRS Item.
  - ADD generally means the item information was created.
  - UPDATE generally means some data point on the eXPRS item was updated or changed.

- **Created By** = the name of the user that initiated the action being logged.

- **Table Name** = the name of the table where the data for the item is housed. This usually corresponds to the eXPRS item you are viewing (claim, service delivered, prior authorization).

- **Row ID** = the table row number for the item being updated.

- **Field Name** = the name of the field for that table that was updated. The information in this column may be IT type terminology, but you can look for key words to tell you what was changed. Here are some examples of the more common things you may use the Action Log to validate:

  - **END_DT** = means the **End Date** on the item was changed from the **Old Value** to the **New Value**.

  - **PRIOR_AUTH_STATUS** = means the **Status** of the item was changed from the **Old Value** to the **New Value**.

  - **CLAIM_STATUS** = means the **Status** of the item was changed from the **Old Value** to the **New Value.**

  - **STATUS_CD** = means the **Status** of the item was changed from the **Old Value** to the **New Value.**

  - **RATE_PER_UNIT** = means the **Rate** on the item was changed from the **Old Value** to the **New Value**.

  - **ORIG_SUBMIT_TS** = means the **Date/Timestamp** for when the item was originally submitted out of *draft* status.

  - **REVIEWED_TS** = means the **Date/Timestamp** for when the item reviewed and moved to the next status level (ex: from *pending* to *approved*).

- **Old Value** = the data information that was replaced/updated.
  For example: an old status, old rate, old end date, etc. If there is no data in this field, that means the **New Value** data is the original information.

- **New Value** = the new data information for the date that was replaced/updated.
  For example: the new status, new rate, new end date, etc.

- **<mark>Timestamp</mark>** = the date/time stamp for when that data information was changed. The timestamp is formatted as: **yyyy-mm-dd hh:mm:ss.sss.** The time in the date/time stamp is shown in military 24-hour time.
  For example: 4:30 PM will be shown as 16:30:00.

Here's an example of how you would read this information.
On the example **Action Log** of an authorization below, you can see that:

- The **CREATED BY** user changed the **RATE** on the item from the **OLD VALUE** of **$299.43** to the **NEW VALUE** of **$326.71** on Sept 19, 2019 at 8:30:55 AM (**2019-09-19 08:30:55.271**).

- The **CREATED BY** user submitted the item & caused the change in **STATUS** from the **OLD VALUE** of *draft* to the **NEW VALUE** of *accepted* on Sept 19, 2019 at 8:30:57 AM (**2019-09-19 08:30:57.701**).

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▾**Action Log Entries**

Action Type	Created By	Table Name	Row ID	Field Name	Old Value	New Value	Timestamp
Update	User's name	PRIOR_AUTH_REC	32★★★80	PRIOR_AUTH_STATUS	Draft	Accepted	2019-09-19 08:30:57.701
Update	User's name	PRIOR_AUTH_REC	32★★★80	APPLIED_RATE_PER_UNIT		326.710	2019-09-19 08:30:57.701
Update	User's name	PRIOR_AUTH_REC	32★★★80	RATE_PER_UNIT	299.430	326.710	2019-09-19 08:30:55.271
Add	User's name	PRIOR_AUTH_REC	32★★★80	PRIOR_AUTH_REF_NBR		DC8★★★2	2019-09-19 08:30:55.1