

## How to VOID a Client Prior Authorization (CPA) in eXPRS

The person doing this work must have either the “CPA Manager” user role in eXPRS.

To VOID a CPA in eXPRS:

1. Login to eXPRS. If you have multiple roles in eXPRS, you’ll want to be working as the role appropriate for the work you’ll be doing.
2. From the **yellow** left-hand navigation menu, select **PRIOR AUTH → CLIENT PRIOR AUTH → FIND CPA**. This will take you to the CPA search window.
3. In the CPA search criteria windows, enter the information needed to take you to the CPA that you need to VOID.

**TIP:** If you search by the **Client Prime Num**, **Service Element**, and **DHS Contract Num**, that will bring you a short list from which to find the CPA you need.

4. With the search information entered, click **FIND**.
5. From the search results list, click on the **BLUE HYPERLINK NUMBER** in the far left-hand column for the CPA you want to VOID. This will open the CPA.
6. With the CPA open, scroll down to the bottom of the CPA.
7. Click **VOID** to void the CPA.

**PLEASE NOTE:** If there have been claims submitted and approved for this CPA, you will get a message that those claims will also be voided when you void the CPA. Best practice is to work with the provider listed on the CPA to have those claims voided by the provider first, before you void the CPA.