CDDP Client Prior Authorization (CPA) Problem-solving Matrix

Some services for an individual are authorized using a **Client Prior Authorization** (CPA). This authorization identifies the service, the provider, the number of units, the rate and the applicable date range for that service being authorized.

Client Prior Authorizations (CPAs) are initially created and saved in **Draft** status, and then submitted by the authorizing CME to activate it. When submitted, CPAs process through various system check to ensure that the authorization is valid. A CPA in **Accepted** status has passed these checks and is active for service delivery and billing. However, a CPA may encounter errors that prevent it from moving to ***accepted*** status. Below are some of the more common validation error messages that users may encounter when submitting a CPA.[1]

When submitting CPAs for SE48

ERROR MESSAGE:	WHAT IT MEANS:	HOW TO FIX IT:
Client Prior Auth Submit failed: Client is not eligible for Case Management. Please call or e-mail your DDPTAU representative	There is an invalid or missing case code on the client's case file.	You will need to check the case coding on the client's profile in eXPRS to verify if the correct coding is in place. Follow the guide **How to View Client Information in eXPRS** if needed. • **Please take these steps prior to contacting the Technical Assistance Unit (TAU) or submitting a Technical Assistance Request (TAR).** If the necessary case code is missing, or incorrect, the CDDP should verify that they have submitted a current DDEE and/or TXIX LOC form in eXPRS for the individual listing their current enrollment status. If you have not submitted the necessary forms, you'll need to do so.

[1] See the guide **eXPRS Status Definitions** for more information on the various statuses used in eXPRS.

		Once the correct code has been applied to the client's profile, resubmit the CPA.
ERROR MESSAGE:	**WHAT IT MEANS:**	**HOW TO FIX IT:**
Client Prior Auth Submit failed: Duplicate CPA	There is already a CPA in accepted status in the system for this individual, for this service & date range. It could be with another CDDP or contract.	End/close the other CPA before creating & submitting the new one. In some cases, this may take some cross-CDDP or cross-contract/agency communication and coordination.
ERROR MESSAGE:	**WHAT IT MEANS:**	**HOW TO FIX IT:**
CICS [service or DD or Medicaid] eligibility Web Service not available: [additional technical information]	eXPRS is having troubles connecting with the other DHS information systems via the Web Services interface. There is a problem with the interface process. This error could occur with any service CPA when submitted or being updated.	This is a systems issue not related to eXPRS, but part of the other systems that eXPRS talks to, to retrieve client eligibility information. You may wait and try again later, to see if the interface issue has corrected itself use the information on the eXPRS **Contact Us** page for CDDPs to report the problem. They will likely ask you to repeat the entire error message you received.

When submitting SE48 CPAs that designate a Brokerage

ERROR MESSAGE:	WHAT IT MEANS:	HOW TO FIX IT:
Client Prior Auth Submit failed: Duplicate CPA	There is already a CPA in accepted status in the system for this individual, for this service & date range. It could be with another CDDP or contract. If even just one day is overlapping, the 2nd CPA will fail with this error message.	End/close the other CPA before creating & submitting the new one. In some cases, this may take some cross-CDDP or cross-contract/agency communication and coordination. Once the other CPA is ended/closed, the new CPA can be resubmitted.
ERROR MESSAGE:	**WHAT IT MEANS:**	**HOW TO FIX IT:**
Client Prior Auth Submit failed: Client is not eligible for Brokerage Services. Please call or e-mail your DDPTAU representative	There is no case coding on the client's profile that shows Brokerage service eligibility.	The CDDP should confirm the client is eligible and enrolled in DD Case Mgmt services (SE48) **AND** the CDDP has completed & submitted updated DHS-0337 & TXIX waiver forms to the TAU, showing enrollment to Brokerage services. The SE48 CPA should also list the Brokerage that will be providing services. Once the 0337 & TXIX waiver forms are completed & submitted, and the client's case coding has been updated, the SE48 CPA should submit.
Client Prior Authorization save failed: Authorization cannot be updated because encounters for this period cannot be corrected.	The CPA is from the previous biennium and it cannot be corrected at the CME level.	Submit a Technical Assistance Request for ODHS to review the CPA.

When submitting CPAs for other client direct services – SE50, SE51, SE53, etc.

ERROR MESSAGE:	WHAT IT MEANS:	HOW TO FIX IT:
Client Prior Authorization save failed: Missing continuous rate for service element [##] procedure code OR xxx modifier code All between [mm/dd/yyyy and mm/dd/yyyy]	The NTE rate table entry for the Client Prior Auth (CPA) for that service has a date break that falls within the date range of the CPA created. Since there is no continuous applicable NTE rate table entry for that CPA service, the CPA must be broken up into date ranges that align with the NTE rate table entry date ranges/breaks.	Adjust the CPA(s) date range(s) to align with the NTE rate table date ranges, and then use the rate that applies for each separate CPA date range.
ERROR MESSAGE:	**WHAT IT MEANS:**	**HOW TO FIX IT:**
Client Prior Authorization save failed: Invalid Provider Service location	The licensed site address or service area location is either missing from the CPA, or is not valid (incorrect).	Edit the existing DRAFT CPA, or create new CPA with the correct licensed site (SE50) or service area (SE51) information. You will need to be sure that the site or service area information that you select from the drop-down menu contains a valid date range (has a start date on or before the start date of the CPA, and an end date of 12/31/9999). Finish the remaining steps in the CPA, and re-save/re-submit.
ERROR MESSAGE:	**WHAT IT MEANS:**	**HOW TO FIX IT:**
Client Prior Auth Submit failed: Insufficient funds for Service Element	There aren't enough funds currently (as of that date) in the SEPA to cover the CPA you're trying to submit. There are a variety of reasons why this happens.	Contact the ODDS Contracts Administration Unit to request the SEPA funding be increased to support the authorization.

<table>
<tr><th>ERROR MESSAGE:</th><th>WHAT IT MEANS:</th><th>HOW TO FIX IT:</th></tr>
<tr><td>Client Prior Auth Submit failed: CPA would exceed provider's licensed capacity (x).

X= the licensed capacity for site</td><td>You are trying to submit too many CPAs for a SE50 site with overlapping dates. The number of CPAs exceeds the licensed capacity for that GH site.

<u>For example</u>: if a group home is licensed for 5 people. When you attempt to submit CPA #6 for that site (the limit is 5), you'll get this error message.</td><td>• Make sure that you have the correct group home site listed for the individuals at that site location. Correct CPAs as needed.

• If someone has moved or died, be sure you end their CPA before you enter the new person's CPA. The dates of the old & new CPAs CANNOT overlap if there is no change in capacity for the site.

• Be sure that if there are any licensing capacity changes needed, they have taken effect before submitting the CPA.</td></tr>
<tr><th>ERROR MESSAGE:</th><th>WHAT IT MEANS:</th><th>HOW TO FIX IT:</th></tr>
<tr><td>Client Prior Auth save failed: Insufficient funds for Client.</td><td>You will usually get this error message when you are trying to edit/change the end date of a CPA and the provider has already submitted claims past and/or includes the new end date for the CPA.
You can not edit the CPA to change the end date until those claims are voided.</td><td>CDDPs CANNOT directly void another provider's CLAIMs themselves. The CDDP should work with the Provider in question to have them void claims outside the new CPA end date so the CDDP can edit the end date of the CPA.

The Provider can:
a. correct the claim(s) in question and leave the new claim copy in draft status until the CDDP finishes the CPA work needed, then submit the new/corrected claims.
-or-
b. Void the claim and create a new claim once the CDDP has ended the CPA.</td></tr>
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If you are still unable to determine why the CPA is getting an error message use the eXPRS <u>Contact Us</u> information to report the issue.