eXPRS Pro Tip for CDDP, Brokerage, CIIS Staff
Updating/Ending Service Prior Auths with open EVV Shifts

Did you know …

… that if you change the end date on a SPA for attendant care that has an open EVV shift running, you can impact the provider's ability to successfully end their shift & "clock out"?

Now that we are utilizing **eXPRS Mobile-EVV**, Service Delivered (SD) billings are created for attendant care services in real time *(at the time the provider is working)*. This is a new dynamic that needs to be considered when updating SPAs to change the end date.

Currently, the SPA end date edit validations only look for SD billings that are in *pending* or *approved* status. If there are *draft* SD billings for the SPA, the system ignores them for the edit process. This is causing issues when SPA end dates are changed to a date in the past **AND** there is an open EVV SD shift running for that SPA.

An "open" EVV shift is one that a *draft* SD billing is created for the SPA by the provider, but only the **Start Time** & **Start Location** has been logged. There is no SD **End Time** & **End Location**; those aren't logged on the SD until the provider is finished working & "clocks out".

If you update a SPA to change the end date **AND** there is an open EVV shift running against it (the provider is currently working), the provider will not be able to successfully end their EVV shift & "clock out" when they are finished working. The system cannot save the **End Time/Location** when the provider "clocks out" because the SPA is no longer valid for that work date (the current date); the SPA date range was changed in the middle of their work shift.

Remember …   before you update the end date on a SPA for attendant care services, confirm there are no "open shifts" *(SDs with no End Times)* for the SPA first. If there is an "open shift" you may need to wait until the provider's shift is completed to do the SPA edits.