Voiding a Service Delivered Billing Entry (SD)

(Updated 1/2/2026)

A Service Delivered Billing Entry (SD) that has been aggregated into a claim and paid to a provider can be voided in certain situations. This allows you to create a replacement SD if needed.

Agency Providers can void SDs directly. Case Management Entities (CME) Plan of Care Super Users can void SDs directly. PSWs cannot void SDs; a CME must do it on their behalf.

To complete this work, a user must have one of the following permissions:

- **Claims Manager Role** (Foster Care or Agency Provider)
- **Local Authority POC Super User** (CDDP)
- **Brokerage POC Super User** (Brokerages)
- **State Kids Svcs POC Super User** (CIIS or State Kids Res)

How to Void an SD:

1. Log in to eXPRS[1] and select Plan of Care > Service Delivered > View Service Delivered Entries.

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[1] CME Staff will need to log in under the correct organization Login option **(Local Authority, Contractor, or State).**

2. On the **View Service Delivered** page, select a **Status²** and enter any other search criteria to find the SD you need to void.

TIP: Any of the criteria can be entered to narrow the result list to just the SDs you want. However, some key criteria to search by are:

- **Client Prime**: Limits results to SDs for a specific individual.
- **Procedure Code**: Limits results to SDs for a specific Proc Code.
- **Svc Modifier Code**: Limits results to SDs for a specific Mod Code.
- **Status:** Limits results to SDs with the selected status.
- **Begin Date:** Limits results to SDs that began on this date or later.
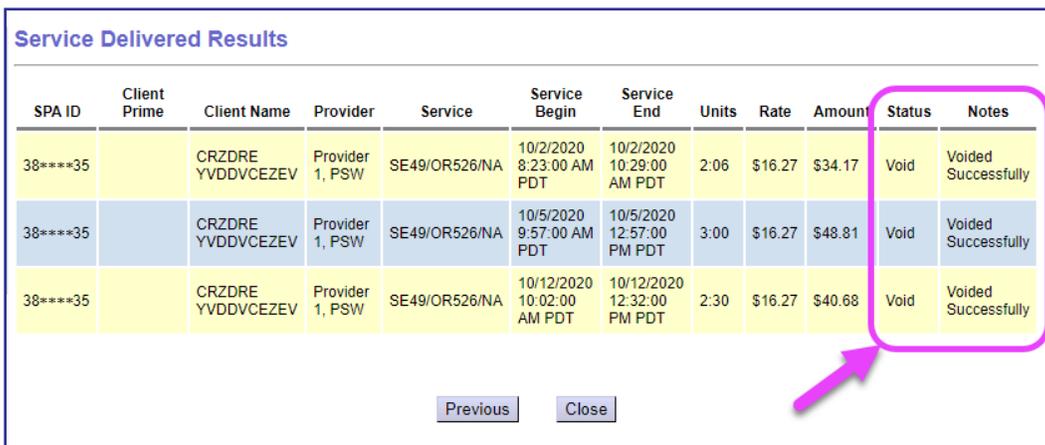- **End Date**: Limits results to SDs that end on this date or earlier.

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² Selecting a **Status** is required to enable batch submission.

3. From the Result List, select the boxes for SDs to be voided, then click **Void.**

TIP: Users only need to void the SD entries that require correction, even if there are other SD entries that do not need to be voided in the same POC Claim.

4. When the process completes, users will be taken to a confirmation page.

Service Delivered Results

SPA ID	Client Prime	Client Name	Provider	Service	Service Begin	Service End	Units	Rate	Amount	Status	Notes
38****35		CRZDRE YVDDVCEZEV	Provider 1, PSW	SE49/OR526/NA	10/2/2020 8:23:00 AM PDT	10/2/2020 10:29:00 AM PDT	2:06	$16.27	$34.17	Void	Voided Successfully
38****35		CRZDRE YVDDVCEZEV	Provider 1, PSW	SE49/OR526/NA	10/5/2020 9:57:00 AM PDT	10/5/2020 12:57:00 PM PDT	3:00	$16.27	$48.81	Void	Voided Successfully
38****35		CRZDRE YVDDVCEZEV	Provider 1, PSW	SE49/OR526/NA	10/12/2020 10:02:00 AM PDT	10/12/2020 12:32:00 PM PDT	2:30	$16.27	$40.68	Void	Voided Successfully

Previous   Close

Appendix A: Reminders When Voiding SDs

- CME POC Super Users can only void SD entries. They cannot void POC claims.
- SDs in **Pending**, **Suspended** or **Approved** status can be voided.
- When a paid SD is voided, the claim that contained the SD will be corrected and voided by eXPRS. The SDs in the claim which were not voided will stay in **Approved** status.
  - When the associated claim is corrected and voided by eXPRS, a Provider Liability Account (PLA) for the full amount of that claim will be created for the provider.
  - The remaining SDs in **Approved** status will be aggregated into a new claim in the next cycle.
  - Any new or replacement claims that are processed for the provider will reduce any outstanding PLA amount owing until the PLA amounts are $0. Then payment will resume.

- If an approved SD has not been aggregated into a claim for payment (no claim ICN assigned), voiding it will not trigger any claims correction/voiding.

- When making a payment correction, it is best practice to void an SD and then do any creation and submission of replacement SDs at the same time. This will ensure that all billing corrections are captured in the same Claim Aggregation Cycle for payment.

- **Draft** or **Suspended** SDs can always be edited, so voiding them may not be needed. Users can simply change information on the SD, save it, and then resubmit it.