Did you know?

eXPRS - Express Payment & Reporting System

eXPRS Pro Tip for CDDP, Brokerage, CIIS Staff
How to Preserve a POC Plan Line if you VOID all the SPAs

Did you know …

… that you can preserve a Plan Line & not have to re-create it, even when you VOID or WITHDRAW all the SPAs under it?

In eXPRS Plan of Care (POC), the only feature that actually has a status (such as *draft*, *pending*, *accepted*, etc.) is the **Service Prior Authorization** (**SPA**). The Plan Line & the POC as a whole, just reflect the highest-level status of the authorization(s) below it.

Authorization Statuses ranked, highest to lowest:
- Accepted
- Pending
- Draft
- Void
- Withdrawn

Once a POC SPA is *void* or *withdrawn* in eXPRS, it is inactivated in the system. It cannot be copied, updated or reactivated. To prevent a Plan Line from moving to an inactive status, be sure that at least 1 SPA under the Plan Line remains in an active status, such as *draft* (*pending* or *accepted* will work also).

To do that . . .

- *Before* you *void* or *withdraw* all SPAs under a Plan Line …
  - ➔ **ADD** an SPA with a **TBD Provider**. This will create a *draft* SPA that can be edited later, as needed.

- Once the other SPAs are *voided* or *withdrawn*, the Plan Line will assume the next highest status of the remaining SPAs – *draft* of the TBD Provider SPA, thus keeping the Plan Line active & usable for other SPAs.

- You can now edit/update the TBD Provider SPA or add new provider SPAs without having to completely recreate the Plan Line. *Be careful to not delete the TBD SPA without having other active SPAs under the Plan Line. Otherwise the Plan Line will revert to an inactive status*.