

## Brokerage Client Prior Authorization (CPA) Problem-solving Matrix

### When submitting CPAs for SE148 – PA Services

ERROR MESSAGE:	WHAT IT MEANS:	HOW TO FIX IT:
<i>CICS [service or DD or Medicaid] eligibility Web Service not available: [additional technical information]</i>	<p>eXPRS is having troubles connecting with the other DHS information systems via the Web Services interface. There is a problem with the interface process.</p> <p>This error could occur with any service CPA when submitted or being updated.</p>	<p>This is a systems issue not related to eXPRS, but part of the other systems that eXPRS talks to, to retrieve client eligibility information.</p> <p>You may wait and try again later, to see if the interface issue has corrected itself, or contact the DHS Service Desk at 503-945-5623 and report the problem. They will likely ask you to repeat the entire error message you received.</p>
ERROR MESSAGE:	WHAT IT MEANS:	HOW TO FIX IT:
<i>Client Prior Auth Submit failed: No valid Case Management enrollment for this client found within this CPA effective date range.</i>	<p>There is no accepted SE48-TCM CPA with your Brokerage designated in the system for client that covers the entire date range of the SE148-PA service CPA you're trying to submit.</p>	<p>Work with the respective CDDP(s) to make sure there is a SE48-TCM CPA with your Brokerage designated in "ACCEPTED" status that covers <b><u>the entire date range</u></b> for the SE148-PA service CPA you're attempting to submit.</p> <p>Again, this can be a combination of multiple SE48-</p>

	<p>A SE48-TCM CPA with your Brokerage designated is required to be in “<b>ACCPETED</b>” status in the system before your SE148-PA service CPA can be submitted successfully. The accepted SE48-TCM CPA(s) must cover <b>THE ENTIRE DATE RANGE</b> of the SE148-PA service CPA you’re attempting to submit.</p> <p>This can be from multiple CDDPs, as long as designation of your Brokerage and the dates are continuous.</p>	<p>TCM CPAs, even from multiple CDDPs, as long as the date ranges in those SE48 CPAs are chronologically consecutive without date gaps. You may need to communicate and coordinate with other CDDPs to get this completed/fixd.</p> <p>Once the SE48-TCM CPA(s) are in place and in accepted status, resubmit your SE148-PA service CPA.</p>
<b>ERROR MESSAGE:</b>	<b>WHAT IT MEANS:</b>	<b>HOW TO FIX IT:</b>
<p><i>Client Prior Auth Submit failed: Personal Agent enrollments must be enrolled to the same brokerage as assigned by their Case Management enrollment</i></p>	<p>The CDDP has listed a different brokerage (other than yours) on their SE48-TCM CPA.</p> <p>Most likely to occur when a client transferred brokerages, but not CDDPs, and the CDDP has not ended the old SE48-TCM CPA with the old brokerage designation and started a new</p>	<p>Contact the CDDP in question and work with them to get their SE48-TCM CPAs corrected.</p> <p>Once completed, re-submit your SE148 CPA</p>

	<p>SE48-TCM CPA with the new (your) brokerage designation.</p> <p>Could also mean that the CDDP needs an SPD exception to assign a Brokerage outside of their normal service area. They will need to work with their SPD Staley Representative to complete this.</p>	
<b>ERROR MESSAGE:</b>	<b>WHAT IT MEANS:</b>	<b>HOW TO FIX IT:</b>
<p><i>Client Prior Auth Submit failed: Client currently has an accepted CPA for this service element under [X] Brokerage and [X] (Case Mgmt Prov)</i></p> <p><i>X = name of the other Brokerage</i></p>	<p>There is already a SE148-PA service CPA in accepted status with another Brokerage for this client, for this date range. If even just one day is overlapping, the 2<sup>nd</sup> CPA (yours) will fail with this error message.</p> <p>Most likely to occur when a client transfers between Brokerages.</p>	<p>Contact the other Brokerage in question and work with them to get their SE148-PA CPA ended. In some cases, this may take some cross-CDDP or cross-contract/agency communication and coordination, as a SE48-TCM with your Brokerage designated from the CDDP may also need to be created.</p> <p>Once completed, re-submit your SE148-PA services CPA.</p>
<b>ERROR MESSAGE:</b>	<b>WHAT IT MEANS:</b>	<b>HOW TO FIX IT:</b>

<p><b><i>Client Prior Auth Submit failed: Client is not DD Eligible</i></b></p>	<p>There is an invalid or missing case code on the client’s case file.</p>	<p>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 steps on the “<b><i>How to View Client Information in eXPRS</i></b>” document on the <b>HELP</b> tab in eXPRS to do this.</p> <p>If the necessary case code is missing or incorrect, contact the client’s CDDP and verify that the CDDP has submitted a current DHS-0337 form and/or TXIX Waiver form to the DDPTAU for the client listing their enrollment status with your Brokerage.</p> <p>You may also need to assist the client to apply for Medicaid medical benefits, if they have not already done so.</p> <p>The DHS-0337 form may be in process, so you might want to check the client’s profile every few days or so. Once the correct code has been applied to the client’s profile, resubmit the CPA.</p>
<p><b>ERROR MESSAGE:</b></p>	<p><b>WHAT IT MEANS:</b></p>	<p><b>HOW TO FIX IT:</b></p>
<p><b><i>Client Prior Auth Submit failed: Client is not eligible for Case Management. Please call</i></b></p>	<p>There is no SE48 CPA in “accepted” status for the client at all. The system sees the client as not eligible or enrolled in DD</p>	<p>Contact the CDDP in question and work with them to confirm the client is eligible and enrolled in DD Case Mgmt services (SE48). The CDDP should confirm the DHS-0337 &amp; TXIX forms have been</p>

<i>or e-mail your DDPTAU representative.</i>	Case Mgmt services.	completed & submitted to the DDPTAU, and that their SE48 CPA has your Brokerage designated.  Once all those steps are completed, re-submit your SE148 CPA
<b>ERROR MESSAGE:</b>	<b>WHAT IT MEANS:</b>	<b>HOW TO FIX IT:</b>
<i>Client Prior Auth Submit failed: Client is not eligible for Brokerage Services. Please call or e-mail your DDPTAU representative</i>	There is no SE48 with assigned Brokerage <b>and/or</b> no case coding on the client’s profile that shows Brokerage service eligibility.	Contact the CDDP in question and work with them to confirm the client is eligible and enrolled in DD Case Mgmt services (SE48). The CDDP should confirm updated DHS-0337 & TXIX forms have been completed & submitted to the DDPTAU listing Brokerage enrollment, and that their SE48 CPA has your Brokerage designated.  Once all those steps are completed, re-submit your SE148 CPA
<b>ERROR MESSAGE:</b>	<b>WHAT IT MEANS:</b>	<b>HOW TO FIX IT:</b>
<i>Client Prior Authorization save failed: Invalid Provider Service location</i>  <b>OR</b> <i>Client Prior</i>	The service area location for the Brokerage in Section 3 of the CPA is either missing from the CPA, or is not valid (incorrect).  For Brokerages, the service area is the location of the Brokerage office the Personal Agent for the	Edit the existing DRAFT CPA, to add the correct service area information. See the “ <b>How to Edit a CPA</b> ” guide on the <b>HELP</b> tab in eXPRS for instructions on how to edit a CPA.

<i>Authorization submit failed: Invalid Provider Service location</i>	individual works from. In some cases, the Brokerage may only have one option available in this field.	
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If you are still unable to determine why the CPA is getting an error message, call the **DHS SERVICE DESK – 503-945-5623** and report the issue. A service ticket will be generated & someone will work with you to correct the problem. But please, try and see if you can resolve the issue yourself before calling the DHS Service Desk.