Oregon Department of Human Services
Express Payment & Reporting System (eXPRS)

How to Create a Client Prior Authorization (CPA)

The Client Prior Authorization (CPA) is used to authorize a provider to deliver services for an individual. The CPA is created and submitted by the Case Management Entity (CME) and must reach **Accepted** status before a provider can submit claims for payment.

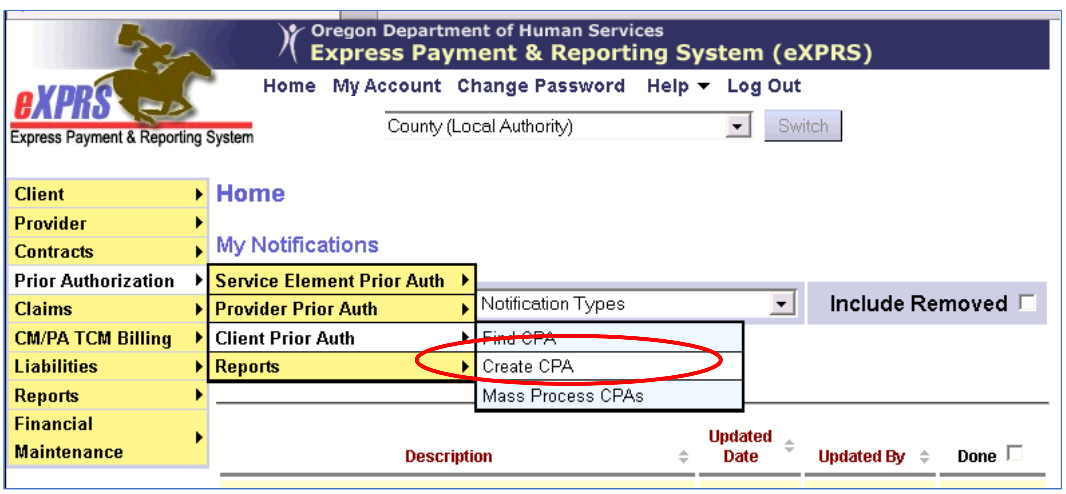
Users must have one of the following roles to complete this work:

- **CPA Manager**
- **CPA Preparer**

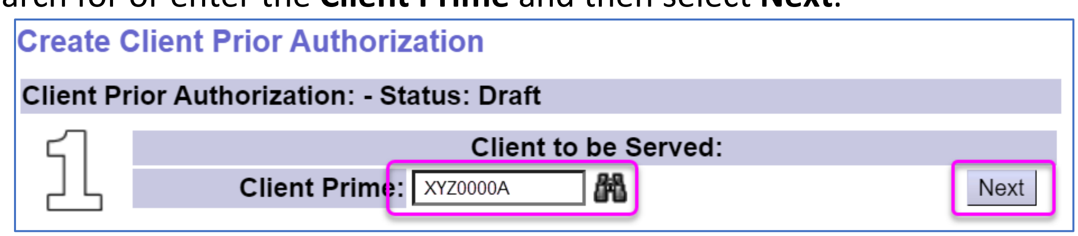
To create a CPA in eXPRS:

1. Login to eXPRS. If you have multiple **Organization/Program Areas**, use the appropriate role for the work you are doing.

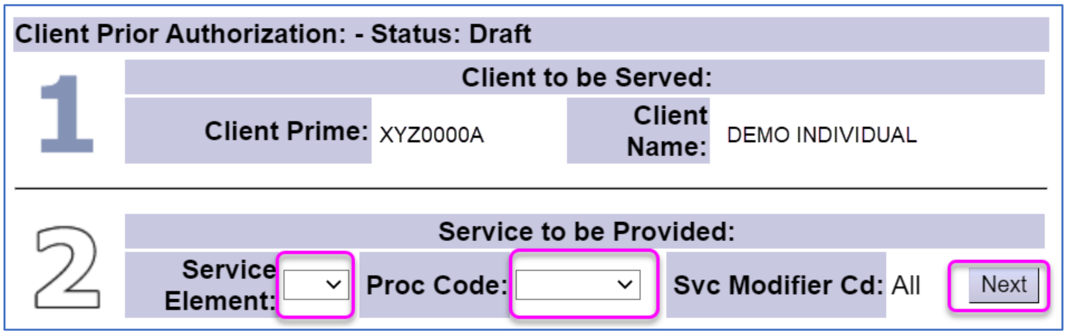
2. Select **Prior Authorization > Client Prior Auth > Create CPA**.



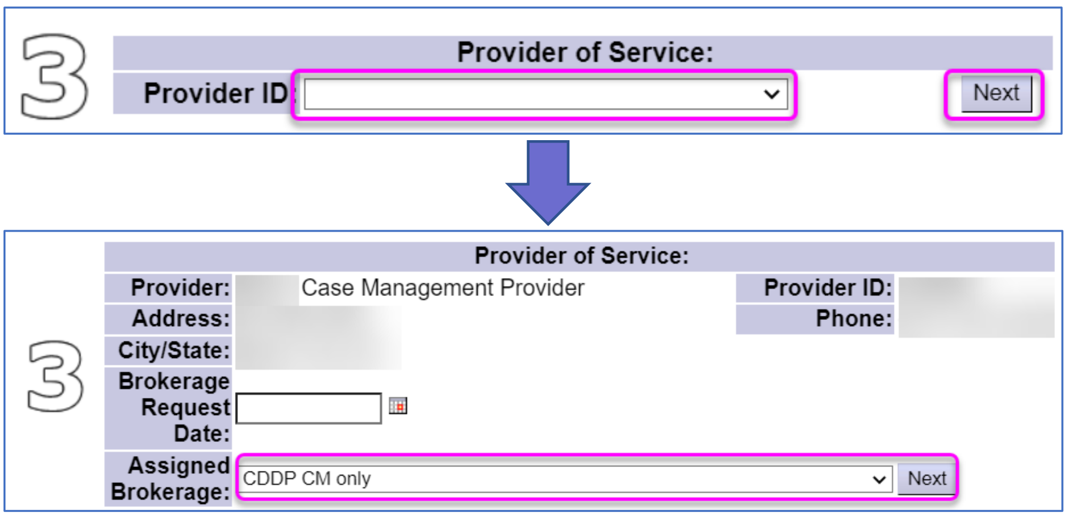
3. The **Create Client Prior Authorization** page has five sections. In Section 1 search for or enter the **Client Prime** and then select **Next**.



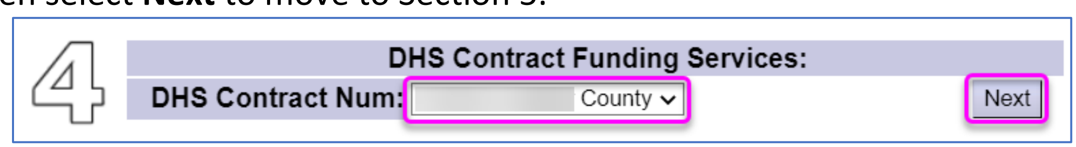
4. In Section 2, select the **Service Element, Proc Code** and **Svc Modifier Code** for the service needed, then select **Next**.



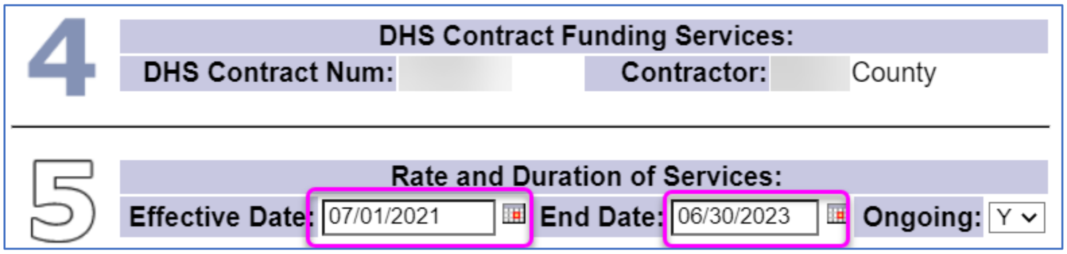
5. In Section 3, Select the **Provider ID** for the provider of the service, then select the **Next** button to access more fields that apply to the service. Complete these fields (which may vary depending on the service), and select the **Next** button to move to Section 4.



6. In Section 4, select the **DHS Contract Number** that applies for the service, and then select **Next** to move to Section 5.



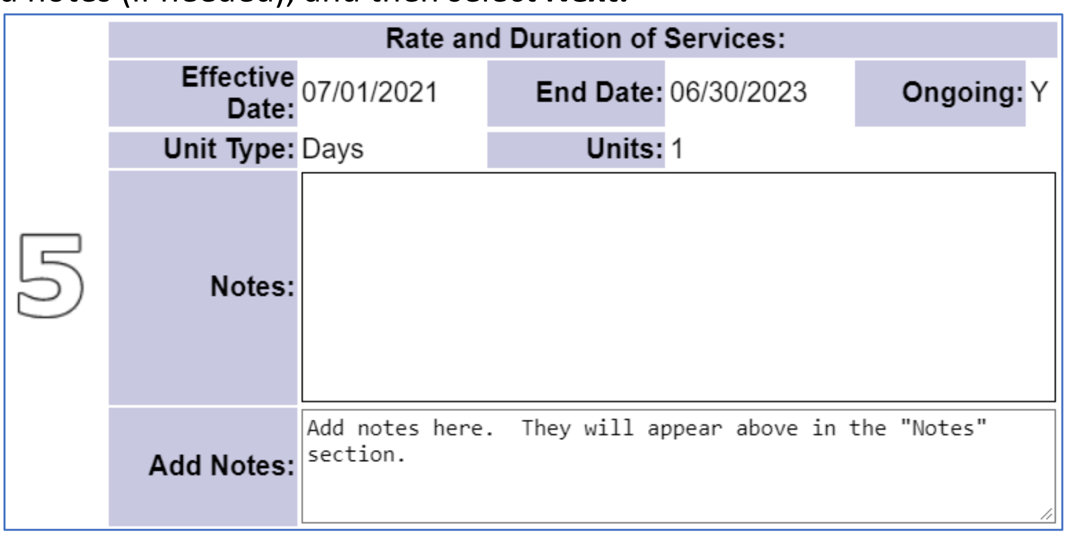
7. In Section 5, enter the **Effective Date** (the first date of service authorization) and the **End Date** (the last date of the service authorization) for the individual's service, then select **Next.**



Tip: If the service is expected to be ongoing, enter the last day of the biennium in the **End Date** field and select **"Y"** in the **Ongoing:** field. If not, select the appropriate **End Date** and **"N"**.

8. Enter information into the **Unit Type**, **Units**, and **Rate** for the service (this may auto-fill depending on the service).

9. Add notes (if needed), and then select **Next.**



10. Select the **Save** button. If you are a **CPA Manager** role, you may select **Submit** to activate the CPA in the system.

11. Review the status of the CPA (if needed).
    a. **Accepted –** The CPA is active, and no further action is needed.
    b. **Pending –** The CPA requires review & acceptance by ODDS State.
    c. **Draft –** The CPA did not submit and may require troubleshooting. Refer to the Brokerage or CDDP CPA Problem Solving Matrix guide for help.