

## How to Make Retroactive Updates to Plan Lines and Service Prior Authorizations

eXPRS allows users with the **Plan of Care (POC) Super User** role to make retroactive updates to a Plan Line or Service Prior Authorization (SPA)<sup>1</sup>. Case Management Entity (CME) staff with this role can:

- 1) Split Plan Lines or SPAs into smaller date ranges
- 2) Make updates to the **Units** on a Plan Line or SPA

Remember that each “How-to” example shown below gives basic factors to consider. In your specific circumstances, there may be other factors to consider. See Appendix A for more details about splitting Plan Lines/SPAs or Unit updates.

### How to Enter a Retroactive Update to Increase Units on the POC

- 1) Log into eXPRS and open the POC that needs to be edited. Review the Hours Limits **(A)** if it is applicable to the service being updated. Also review the Plan Line Unit Limit **(B)**, and each SPA’s Unit Limit **(C)**.

**Plan of Care**

Plan Id:	Plan Dates: 12/15/2023 - 10/31/2024
Client Name:	Client Prime:
Plan Status: Accepted	

Service Eligibility

Plan Overview

In Home Services

Residential

Supported Living

Community

Transportation

Ancillary

Legacy

**Monthly Assessed Attendant Care/Skills Training Hours**

Dates	Hour Limit <span style="color: red; font-weight: bold;">A</span>
12/15/2023 - 10/31/2024	57.00

**Plan Details**

Draft
  Pending
  Accepted
  Withdrawn
  Void

SE	Procedure	Modifi	Units <span style="color: red; font-weight: bold;">B</span>	Dates	Status
49	OR526 - Attendant Care - 1:1 Supports	NA	57.00 Hours per Month	12/15/2023 - 10/31/2024	Accepted

Auth Id	Provider	Dates	Units <span style="color: red; font-weight: bold;">C</span>	Pay To Provider	Review?	Status
83		12/15/2023 - 10/31/2024	57.00		No	Accepted

**TIP:** Remember that SPA Unit limits **(C)** reconcile to the Plan Line Unit Limits **(B)**, which reconcile to the Hour Limit **(A)**. In this example, neither **C** or **B** can be increased unless **A** is increased.

<sup>1</sup> **NOTE: All Rate Updates and Claim Corrections must be requested from ODDS.**

2) After increasing the **POC Hours Limit<sup>2</sup>**, select the **Edit** button on the Plan Line.

Service Eligibility | Plan Overview | **In Home Services** | Residential | Supported Living | Community | Transportation | Ancillary | Legacy

Monthly Assessed Attendant Care/Skills Training Hours

Dates: 12/15/2023 - 10/31/2024 | Hour Limit: 107.00

Plan Details:  Draft  Pending  Accepted  Withdrawn  Void

SE	Procedure Code	Modifier	Units	Dates	Status	
49	OR526 - Attendant Care - 1:1 Supports	NA	57.00 Hours per Month	12/15/2023 - 10/31/2024	Accepted	<b>Edit</b>

Auth Id	Provider	Dates	Units	Rate	Pay-To Provider	Review?	Status	
83		12/15/2023 - 10/31/2024	57.00	Fixed		No	Accepted	<input type="button" value="Edit"/> <input type="button" value="Void"/>

3) Enter in the increased **Plan Line Unit Limit** and select **Save**.

Service Eligibility | Plan Overview | **In Home Services** | Residential | Supported Living | Community | Transportation | Ancillary | Legacy

Monthly Assessed Attendant Care/Skills Training Hours

Dates: 12/15/2023 - 10/31/2024 | Hour Limit: 107.00

Plan Details:  Draft  Pending  Accepted  Withdrawn  Void

SE	Procedure Code	Modifier	*Units	*Dates	Status	
49	OR526 - Attendant Care - 1:1 Supports	NA	107 Hours per Month	12/15/2023 - 10/31/2024	Accepted	<b>Save</b> <input type="button" value="Split"/> <input type="button" value="Cancel"/>

Auth Id	Provider	Dates	Units	Rate	Pay-To Provider	Review?	Status	
83		12/15/2023 - 10/31/2024	57.00	Fixed		No	Accepted	

4) Select the **Edit** button on the SPA Line and enter the increased Unit Limit. Then select **Save**.

Service Eligibility | Plan Overview | **In Home Services** | Residential | Supported Living | Community | Transportation | Ancillary | Legacy

Monthly Assessed Attendant Care/Skills Training Hours

Dates: 12/15/2023 - 10/31/2024 | Hour Limit: 107.00

Plan Details:  Draft  Pending  Accepted  Withdrawn  Void

SE	Procedure Code	Modifier	Units	Dates	Status	
49	OR526 - Attendant Care - 1:1 Supports	NA	107.00 Hours per Month	12/15/2023 - 10/31/2024	Accepted	

Auth Id	*Provider	*Dates	*Units	Rate	Pay-To Provider	Review?	Status	
83		12/15/2023 - 10/31/2024	107	Fixed		No	Accepted	<b>Save</b> <input type="button" value="Split"/> <input type="button" value="Cancel"/>

The POC Hours Limit, the Plan Line Hours Limit, and the SPA Hours Limit now reflects the increased amount.

<sup>2</sup> For information on increasing POC Hours Limits (A), see the guide: **How to Enter and Update an Individual's Monthly Assessed Attendant Care Hours in the Plan of Care.**

## How to Enter a Retroactive update to Decrease Units on a POC:

Units on a Plan Line or SPA cannot be decreased to a value lower than what has already been billed & claimed. This means that decreasing units requires some analysis to determine if the new, lower Unit Amount will work. In this example, we will decrease the units for the SPA below.

- 1) Open the POC and select the blue **Auth ID** hyperlink for the SPA that needs to be edited.

SE	Procedure	Modifier	Units	Dates	Status
9	OR004 - Comm Transp, Mileage	WE - Community	400.00 Miles per Month	7/1/2023 - 6/30/2024	Accepted

  

Auth Id	Provider	Dates	Units	Rate	Pay To Provider	Review?	Status
066		7/1/2023 - 12/31/2023	400.00	Fixed		No	Accepted

- 2) Expand the **Service Delivered** section to show SDs that have been billed against this SPA. In the example below, the highest number of miles billed for this SPA in a single month is 380 miles, so the unit limit cannot be reduced below 380. If a reduction is needed that is lower than 380, some Service Delivered billings need to be voided first.

SPA ID	Service Begin	Service End	Units	Amount	Status
066	07/03/2023 12:00 AM PDT	07/04/2023 12:00 AM PDT	163.0	\$0.00	Approved 2023
066	07/05/2023 12:00 AM PDT	07/06/2023 12:00 AM PDT	13.0	\$0.00	Approved 2023
066	07/06/2023 12:00 AM PDT	07/07/2023 12:00 AM PDT	16.0	\$0.00	Approved 2023
066	07/07/2023 12:00 AM PDT	07/08/2023 12:00 AM PDT	12.0	\$0.00	Approved 2023
066	07/10/2023 12:00 AM PDT	07/11/2023 12:00 AM PDT	11.0	\$0.00	Approved 2023
066	07/11/2023 12:00 AM PDT	07/12/2023 12:00 AM PDT	9.0	\$0.00	Approved 2023
066	07/12/2023 12:00 AM PDT	07/13/2023 12:00 AM PDT	4.0	\$0.00	Approved 2023
066	07/17/2023 12:00 AM PDT	07/18/2023 12:00 AM PDT	7.0	\$0.00	Approved 2023
066	07/19/2023 12:00 AM PDT	07/20/2023 12:00 AM PDT	99.0	\$0.00	Approved 2023
066	07/24/2023 12:00 AM PDT	07/25/2023 12:00 AM PDT	24.0	\$0.00	Approved 2023
066	07/26/2023 12:00 AM PDT	07/27/2023 12:00 AM PDT	13.0	\$0.00	Approved 2023
066	07/31/2023 12:00 AM PDT	08/01/2023 12:00 AM PDT	9.0	\$0.00	Approved 2023
066	08/01/2023 12:00 AM PDT	08/02/2023 12:00 AM PDT	6.0	\$0.00	Approved 2023
066	08/02/2023 12:00 AM PDT	08/03/2023 12:00 AM PDT	15.0	\$0.00	Approved 2023
066	08/03/2023 12:00 AM PDT	08/04/2023 12:00 AM PDT	7.0	\$0.00	Approved 2023
066	08/04/2023 12:00 AM PDT	08/05/2023 12:00 AM PDT	12.0	\$0.00	Approved 2023
066	08/06/2023 12:00 AM PDT	08/07/2023 12:00 AM PDT	51.0	\$0.00	Approved 2023
066	08/07/2023 12:00 AM PDT	08/08/2023 12:00 AM PDT	11.0	\$0.00	Approved 2023
066	08/08/2023 12:00 AM PDT	08/09/2023 12:00 AM PDT	4.0	\$0.00	Approved 2023
066	08/09/2023 12:00 AM PDT	08/10/2023 12:00 AM PDT	9.0	\$0.00	Approved 2023
066	08/10/2023 12:00 AM PDT	08/11/2023 12:00 AM PDT	29.0	\$0.00	Approved 2023
066	08/11/2023 12:00 AM PDT	08/12/2023 12:00 AM PDT	8.0	\$0.00	Approved 2023
066	08/13/2023 12:00 AM PDT	08/14/2023 12:00 AM PDT	57.0	\$0.00	Approved 2023
066	08/14/2023 12:00 AM PDT	08/15/2023 12:00 AM PDT	14.0	\$0.00	Approved 2023
066	08/16/2023 12:00 AM PDT	08/17/2023 12:00 AM PDT	2.0	\$0.00	Approved 2023
066	08/18/2023 12:00 AM PDT	08/19/2023 12:00 AM PDT	14.0	\$0.00	Approved 2023
066	08/21/2023 12:00 AM PDT	08/22/2023 12:00 AM PDT	23.0	\$0.00	Approved 2023
066	08/25/2023 12:00 AM PDT	08/26/2023 12:00 AM PDT	26.0	\$0.00	Approved 2023
066	08/28/2023 12:00 AM PDT	08/29/2023 12:00 AM PDT	34.0	\$0.00	Approved 2023
066	08/30/2023 12:00 AM PDT	08/31/2023 12:00 AM PDT	96.0	\$0.00	Denied

**TIP:** You can export the SDs to an Excel Document to make calculations easier if needed. SDs in **Approved, Pending** and **Suspended** status must be included in this calculation. In the example, trying to reduce the units to 370 is lower than what has already been billed, which is 380. As a result, an error message appears.

**Plan of Care**

Your request could not be completed because: Existing Service Delivered units (380.000) exceeds new service units (370.00).

- 3) After determining the correct lower amount, select the **Edit** button. Then enter the lower amount in the Units field and select **Save**.

SE	Procedure Code	Modifier	Units	Dates	Status
49	OR004 - Comm Transp, Mileage	WE - Community	400.0 Miles per Month	7/1/2023 - 6/30/2024	Accepted

  

Auth Id	*Provider	*Dates	*Units	Rate	Pay-To Provider	Review?	Save	Split	Cancel
066		7/1/2023 - 12/31/2023	380	Fixed		No			

After saving, the SPA Hours Limit now reflects the decreased amount.

**How to Complete a Retroactive Date Split on Plan Line or SPA:**

Date splits will divide a Plan Line or SPA into smaller date range segments. This allows unit updates to be made to a specific date range instead of the entire Plan Line or SPA.

- 1) Decide if you are splitting a Plan Line or a SPA, and determine the date you want to complete the split. In this example we will split a Plan Line.
- 2) Verify if the split date aligns with a date break in any claims against SPAs beneath the Plan Line by selecting each blue **Auth ID** hyperlink<sup>3</sup>.

SE	Procedure	Modifier	Units	Dates	Status
9	OR526 - Attendant Care - 1:1 Supports	NA	50.00 Hours per Month	7/1/2023 - 6/30/2024	Accepted

  

Auth Id	Provider	Dates	Units	Rate	Pay To Provider	Review?	Status
068		7/1/2023 - 6/30/2024	50.00	Fixed		No	Accepted

<sup>3</sup> Users can also find this information by accessing the **Claims > View Claims** page and then searching by Authorization ID.

- 3) Expand the **Service Delivered** section to view the **Claim ICN** column. This column shows which SDs are associated to which Claim ICN #. Shown below, there is Claim Date which has an end date of 07/17/2023.

Export options: CSV | Excel | PDF | RTF

SPA ID	Service Begin	Service End	Units	Amount	SD	Status	Claim ICN
068	07/03/2023 01:33 PM PDT	07/03/2023 06:47 PM PDT	5.14	\$0.00	Approved	399001	
068	07/05/2023 01:34 PM PDT	07/05/2023 05:19 PM PDT	3.45	\$0.00	Approved	399001	
068	07/06/2023 10:15 AM PDT	07/06/2023 03:02 PM PDT	4.47	\$0.00	Approved	399001	
068	07/07/2023 01:28 PM PDT	07/07/2023 04:49 PM PDT	3.21	\$0.00	Approved	399001	
068	07/10/2023 01:30 PM PDT	07/10/2023 05:39 PM PDT	4.09	\$0.00	Approved	399001	
068	07/11/2023 02:30 PM PDT	07/11/2023 05:30 PM PDT	3.00	\$0.00	Approved	399001	
068	07/12/2023 01:25 PM PDT	07/12/2023 04:30 PM PDT	3.05	\$0.00	Approved	399001	
068	07/17/2023 01:28 PM PDT	07/17/2023 04:36 PM PDT	3.08	\$0.00	Approved	399001	
068	07/19/2023 12:49 PM PDT	07/19/2023 05:02 PM PDT	4.13	\$0.00	Approved	301001	

This Claim contains SDs from 07/03/2023 to 07/17/2023. This means the Plan Line Split will be successful with a date of 07/17/2023

**TIP:** For our example above, we are doing research into the claim history. However, Date Splits at the end of a calendar month will always work. The system breaks claims by these dates automatically<sup>4</sup>.

- 4) After determining that the Plan Line can be split as of 07/17/2023, we select the **Edit** button for the Plan Line.

Draft  Pending  Accepted  Withdrawn  Void

SE	Procedure Code	Modifier	Units	Dates	Status
49	OR526 - Attendant Care - 1:1 Supports	NA	50.00 Hours per Month	7/1/2023 - 6/30/2024	Accepted <input type="button" value="Edit"/>

Auth Id	Provider	Dates	Units	Rate	Pay-To Provider	Review?	Status
068		7/1/2023 - 6/30/2024	50.00	Fixed		No	Accepted <input type="button" value="Edit"/> <input type="button" value="Void"/>

- 5) Enter the new **End Date** that applies to that SPA, and then select **Split**. In this example, the new date is 07/17/2023, which aligns with the Claim End Date.

Draft  Pending  Accepted  Withdrawn  Void

SE	Procedure Code	Modifier	Units	Dates	Status
49	OR526 - Attendant Care - 1:1 Supports	NA	50.00 Hours per Month	7/1/2023 - 07/17/2023	Accepted <input type="button" value="Save"/> <input type="button" value="Split"/> <input type="button" value="Cancel"/>

Auth Id	Provider	Dates	Units	Rate	Pay-To Provider	Review?	Status
		7/1/2023 - 6/30/2024	50.00	Fixed		No	Accepted

**TIP:** Splitting a Plan Line will also split the SPAs under that Plan Line on the same date. The Line and SPAs will start one day after the split, and any SDs or claims after that date break will be moved under the new SPAs created.

When the process completes, users will see the new Plan Lines and SPAs in the same status as the originals.

<sup>4</sup> If a specific Split date is needed and there is a single claim crossing the desired split date, a request to ODDS must be made to correct that claim before the split can be made.

Plan Details							<input checked="" type="checkbox"/> Draft	<input checked="" type="checkbox"/> Pending	<input checked="" type="checkbox"/> Accepted	<input type="checkbox"/> Withdrawn	<input type="checkbox"/> Void	Select
Original Plan Line and SPA	SE	Procedure Code	Modifier	Units	Dates		Status					
	49	OR526 - Attendant Care - 1:1 Supports	NA	50.00 Hours per Month	7/1/2023 - 7/17/2023		Accepted					
	Auth Id	Provider	Dates	Units	Rate	Pay-To Provider	Review?	Status				
	068			50.00	Fixed		No	Accepted	Edit	Void		
Add Provider												
New Plan Line and SPA	SE	Procedure Code	Modifier	Units	Dates		Status					
	49	OR526 - Attendant Care - 1:1 Supports	NA	50.00 Hours per Month	7/18/2023 - 8/30/2024		Accepted					
	Auth Id	Provider	Dates	Units	Rate	Pay-To Provider	Review?	Status				
	568			50.00	Fixed		No	Accepted	Edit	Void		

If Unit updates are needed after a Plan Line or SPA split (either before or after the date split), users can edit these limits following the instructions above.

## Appendix A: Key Points When Making Retroactive Updates

### Unit Updates

- 1) Units on a SPA or Plan Line can only be increased to an amount that is within the limits of the Plan of Care.
  - For example, a SPA cannot be updated from 100 units to 200 units if the Plan Line it is under has a limit of 150 units.
- 2) Units on a SPA or Plan Line cannot be decreased to an amount lower than what has already been billed against the authorization.
  - For example, a SPA cannot be updated from 100 units down to 50 units if a provider has already billed 75 units against it.

### Date Range Changes

- 1) Plan Lines and/or SPA date splits must align with the End Date of any approved claims that have already been created against the SPA (A.K.A. Claim Date Breaks).
  - For example, if the most recent claim for a SPA has an effective date of 01/01/2024–01/15/2024, then any user changing the SPA or Plan Line End Date must set 01/15/2024 as the End Date.
  - Date splits at the end of a calendar month will always work. The system breaks claims by month automatically.
  - For PSWs, date splits that align with PSW pay periods (15<sup>th</sup>/16<sup>th</sup>) will always work.
- 2) Splitting a Plan Line will also split all the SPAs under that Plan Line on the same date.
  - SPAs under a Plan Line can be split, and each SPA can have a different date split as needed.
- 3) If you need to Split a SPA and update units the date split should be completed first, and then the Unit update can be completed.