



ePACES - Enhanced ePACES PA Inquiry for Transportation Rosters

Providers and third-party Billing Services can search for Prior Approval (PA) Rosters through ePACES **for Transportation rosters ONLY**. If your facility is set up to enter transactions for multiple Providers, be sure that the Provider Name and ID displayed above the left-hand menu is correct for the transaction for which you are searching.

PROVIDER NAME - MMIS Number or NPI Number

Change Provider: PROVIDER NAME - MMIS Number or NPI Number

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welcome to

ePACES

The New York State Department of Health invites you to use the ePACES application to request and receive a variety of HIPAA-compliant Medicaid transactions. Using the links in the menu-bar on the left and the Help link on the top right of each page, you will be able to easily navigate through all the available functionality. If you do not see the necessary links in the menu at the left, please contact your Primary Administrator.

Please make sure your Provider Name is displayed at the top of the page before continuing. If your Provider Name is incorrect or not available in the "Change Provider" drop-down box at the top of the page, please contact the eMedNY HelpDesk at 800-343-9000.

Department of Health

For further information, please visit these sites:
[eMedNY](#) [DOH](#)



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Click on 'PA Roster' under the PA/DVS section in the left-hand menu.

•• Prior Approval Roster

***Include PA where I am the**

Billing/Requesting Provider
 Ordering/Prescribing Provider

PA Number:	<input type="text"/>	Submitted Date Range:	From: <input type="text" value="01/23/2024"/> <small>(mm/dd/yyyy)</small>
Client ID:	<input type="text" value="AA00000Z"/>	To:	<input type="text" value="01/24/2024"/> <small>(mm/dd/yyyy)</small>
PA Type:	<input type="text" value="Transportation"/>	Effective Dates:	From: <input type="text"/> <small>(mm/dd/yyyy)</small>
Status (Header):	<input type="text" value="All"/>	To:	<input type="text"/> <small>(mm/dd/yyyy)</small>
Item/Procedure Code:	<input type="text"/>	Provider Number:	<input type="text"/>
NDC Code:	<input type="text"/>	License Number:	<input type="text"/>
Rate Code:	<input type="text"/>	Sort Field:	<input type="text" value="PA Number"/>

Choose whether you are Billing/Requesting Provider or Ordering/Prescribing Provider.

PA Number: Enter the PA Number, if known.

Client ID: Enter the Client ID to narrow your results.

PA Type: Choose the correct PA Type (Transportation).

Status (Header): Choose the status of the PA (i.e. approved, partially approved, rejected, etc.).

Item/Procedure Code: Enter the Procedure code.

Submitted Date Range: Enter the submitted date of the PA. **If these fields are left blank, the dates will automatically default to the current date and the previous date.** The From and To date have a maximum span of 120 days. For example, if the From date is January 1, 2024, the To date cannot be later than April 29, 2024.

Effective Dates: Enter the effective dates of the PA, if known.

Provider Number: If you are the billing/requesting provider, you will enter the Provider Number of the ordering/prescribing provider, or vice versa.



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License Number: If you are the billing/requesting provider, you will enter the License Number of the ordering/prescribing provider, or vice versa. There is no need to enter a profession code only the six-digit license number preceded by two zeroes (00).

Sort Field: This option lets you choose how you want the search results displayed once you click on the Search button (i.e., Client ID, PA Number, etc.).

Note: To obtain the broadest range of results, use the minimum number of search criteria fields to execute your search. Remember, if you leave the submitted date range blank, it will default to the current date and the previous day.

Search: Click this button to display your results.

Results Portion

Client ID	PA Number ▲	Billing/ Requesting	Ordering/ Prescribing	PA Type	Header Status	Submit Date	Effective Date
AA00000Z	11111111111	00000001	00000002 1234567890	Transportation	Approved	12/01/2019	12/01/2019

[Download Roster](#)

Client ID: Click on the Client ID to open a new link, which will produce the roster for that individual. (If the PA Status is pended or suspended, there will not be a link.)

PA Number: This is the PA number that has been assigned to this client.

Billing/Requesting: This is the number of the billing/requesting provider for the PA.

Ordering/Prescribing: This is number of the ordering/prescribing provider for the PA.

PA Type: This is the type of PA (Transportation).

Header Status: This tells the user the status of the PA (i.e. Approved, partially approved, rejected, etc.).

Submit Date: This is the date that the PA was submitted electronically. If the PA was a paper request, this will be the date that the request was received.

Effective Date: This is the first date that the PA is effective.

Download Roster: Click this button to download your roster. After you click this button, **you MUST click on 'Pa Roster Downloads' in your left-hand menu to continue the downloading process.**



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This is the window that will open up when you click on the Client ID to see a copy of the roster for that prior approval. It will give you the roster only.

Transportation (Billing)

REPORT: AM07020-R0602 NEW YORK STATE DEPARTMENT OF HEALTH PROCESS DATE: 06/06/2008
EHEDNY PROCESS TIME: 16:40:24
 PROVIDER: [REDACTED]
TRANSPORTATION - ROSTER FOR BILLING PROVIDER12345678 [REDACTED] ECONOMY DRUG INC
3021456789

CLIENT ID/NAME	[REDACTED]	DATE OF BIRTH	[REDACTED]	SEX M	CNTY FISC	RESP 66
ORDERING PROVIDER ID	PROCEDURE CODE	PRIOR APPROVAL NUMBER	0263316600X	DETERMINATION/RSN	APPROVED/	
APPROVED - QUANTITY	120.000	TIMES 0	AMOUNT 0.00	PERIOD OF SERVICE FROM/TO 04/21/2004 10/28/2004		
RENDERED - QUANTITY	120.000	TIMES 0	AMOUNT 0.00			

TOTAL NUMBER OF ENTRIES ON THIS ROSTER : 2

Transportation (Ordering)

REPORT: AM07030-R0603 NEW YORK STATE DEPARTMENT OF HEALTH PROCESS DATE: 06/06/2008
EHEDNY PROCESS TIME: 16:41:51
 PROVIDER:
TRANSPORTATION - ROSTER FOR ORDERING PROVIDER

CLIENT ID	CLIENT NAME	DATE OF BIRTH	S P R I O R E A P P R O V A L X N U M B E R	P R O C C O D E	C N T Y F I S C R E S P	A P P R V D P E R I O D O F S E R V I C E F R O M : T O :	B I L L I N G P R O V I D	A P P R O V E D Q T Y T I M E S	L I N E D A M N T D E T E R	D E T E R R S N
[REDACTED]	[REDACTED]	[REDACTED]	M 0263316600X		66	04/21/2004 10/28/2004	[REDACTED]	120 000	0.00	APPROVED

TOTAL NUMBER OF ENTRIES ON THIS ROSTER : 1



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PA Roster Download Page

If you are an administrator, you will have the ability to access any of the previously downloaded request(s) for any of your users. Click on the drop down, select the user and click "GO". This will display all the PAs that this user downloaded. Request ID: This is the number assigned to the PA Roster(s) as requested by the user.

Download Request(s) by User ID: ROSENTHA Go

Records 21- 30 of 43 | [<< Previous](#) | [Next >>](#)

Request ID	Status	Request Date	Reset Priority	Cancel Request
50000120	Download	07/17/07		
50000121	Download	07/17/07		
50000122	Download	07/17/07		
50000123	Download	07/17/07		
50000124	Download	07/17/07		
50000125	Download	07/17/07		
50000126	Download	07/17/07		
50000128	Pending	07/20/07	<input checked="" type="radio"/>	<input type="checkbox"/>
50000129	Pending	07/20/07	<input type="radio"/>	<input type="checkbox"/>
50000130	Pending	07/20/07	<input type="radio"/>	<input type="checkbox"/>
Request ID	Status	Request Date	Reset Priority	Cancel Request

Records 21- 30 of 43 | [<< Previous](#) | [Next >>](#)

▶ Update Selected Requests

Status: This gives the user the status of the download (i.e. Pending, Downloaded or Retry). If the user gets the status of Retry, there was something wrong with the data submitted to obtain the PA Roster and the user must start the process over again to get the roster(s).

Request Date: This is the date the user clicked on "Download Roster" on the prior approval roster page.

Reset Priority: The provider can click on this button and then click "Update Selected Requests" to move a prior approval request to the beginning of their list. This button can only be used when the status of the download is "Pending." A user has 5 days to download their roster on this screen. If the user does not download within 5 days, they will have to start this process from the beginning. Once the roster has been downloaded, it will be purged from this screen after 5 days.

Cancel Request: If the provider wishes to cancel their request, they will check this box, click "Update Selected Request" and the request will be cancelled. You can only cancel a request if the status is "Pending."



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When the user clicks "Request ID", the search criteria used to make the request are displayed. This information is used to create the roster(s).

Search Criteria

Billing/Requesting Provider Number:	NPI: 1234567891 MMIS: 87654321	Ordering/Prescribing Provider Number:
PA Number:	Client ID:	Sort Field: PA Number
PA Type:	Status: All	
Item/Proc Code:	NDC Code:	Rate Code:
Submitted Date Range:	From: 01/01/2005	To: 01/15/2005
Effective Date Range:	From:	To:

This screen shows you results of the PA Roster(s) that can be downloaded based upon the search criteria entered.

Results		
PA Type	Status	Downloaded By
Transportation	Download	Someone

PA TYPE: This is the type of PA.

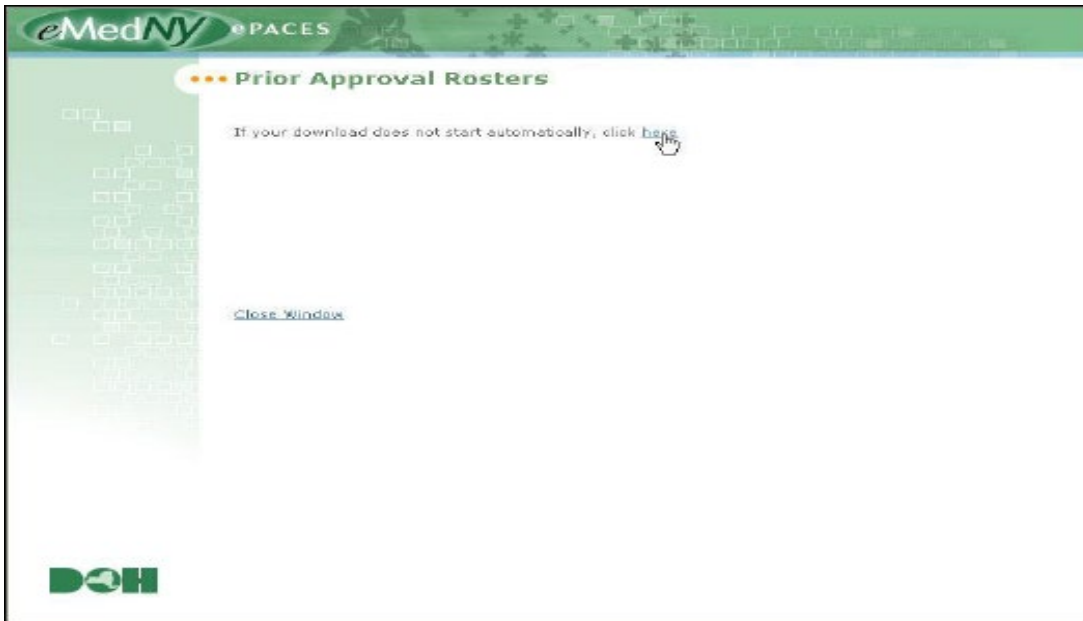
Status: Click this link to download the roster.

Downloaded By: If the roster was downloaded, this indicates which User ID downloaded this roster.

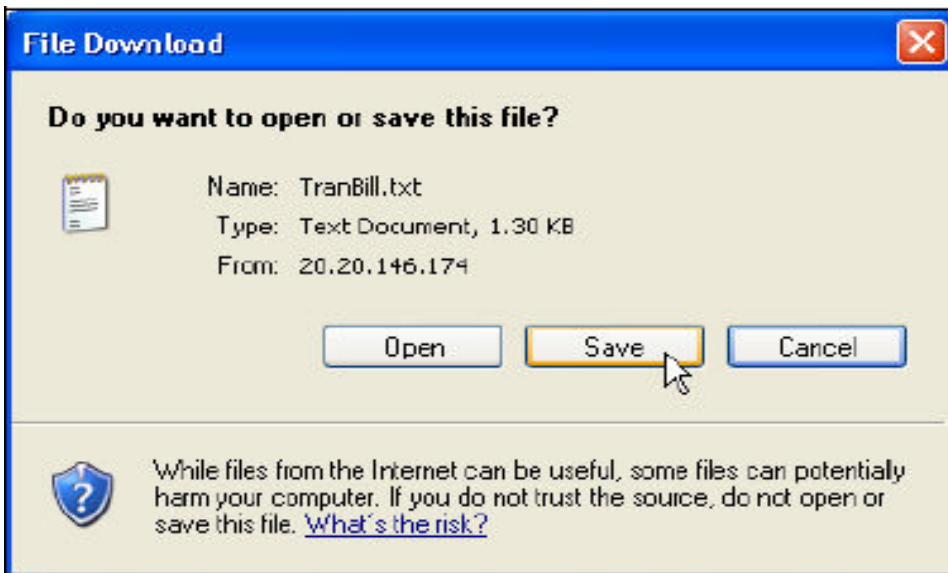
When the user clicks the download link, a new window will open. If the download dialogue box does not automatically appear, there is a link in the new window advising the user to click this link to start the process.



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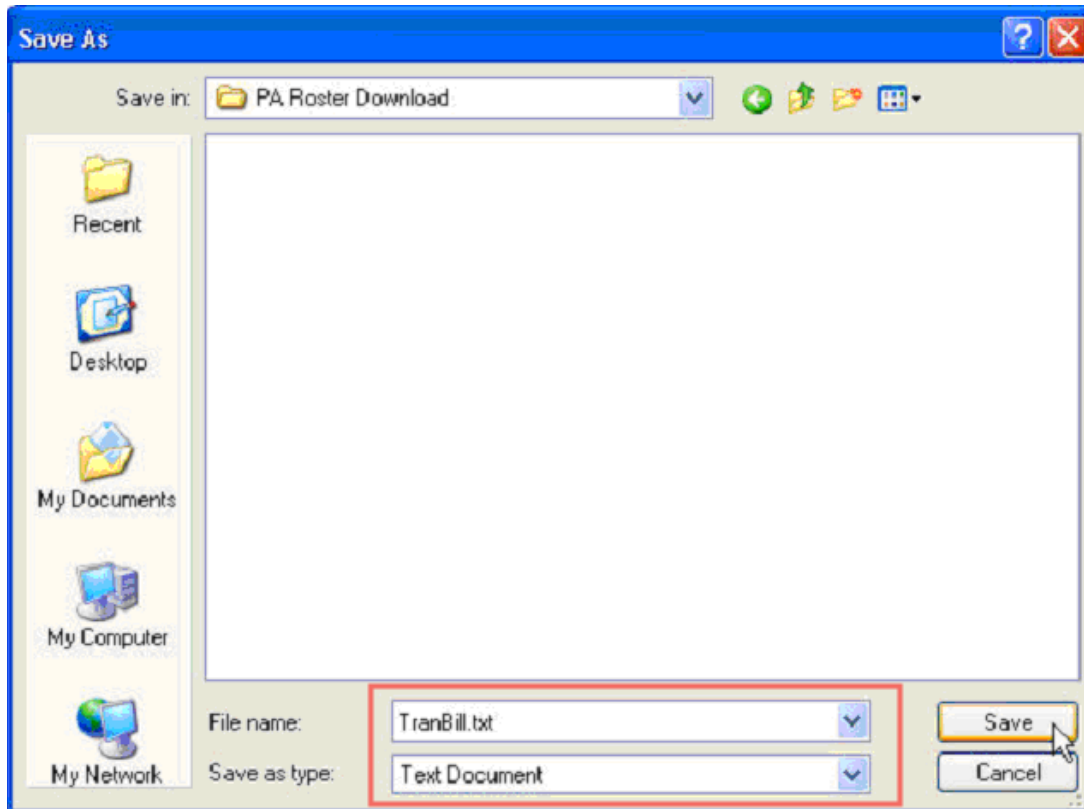
This dialog box appears prompting the user to download the roster. This will be a .txt file. The user will click on “Save” to save the file on their computer.



The user needs to change the .txt to .csv using the “Save as type” drop down arrow and selecting .csv. This permits the file to open up in an Excel spreadsheet. Click on “Save”.



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NOTE: If Notepad is used to download the file, the drop down arrow may not be available. In that case, you may need to overtype the .txt with .csv.

Phone Contact

eMedNY Call Center: (800) 343-9000

Hours of Operation:

For provider inquiries pertaining to non-pharmacy billing or claims, or provider enrollment: Monday through Friday: 7:30 a.m. - 6:00 p.m., Eastern Time (excluding holidays)

For provider inquiries pertaining to eligibility, DVS, and pharmacy claims: Monday through Friday: 7:00 a.m. - 10:00 p.m., Eastern Time (excluding holidays) Weekends and Holidays: 8:30 a.m. - 5:30 p.m., Eastern Time