



All Provider Types

Get Ready for the new ePACES Feature That's Coming Next Week!



Get Ready for the new ePACES Feature That's Coming Next Week!

Next week, eMedNY is installing a new feature that will impact all ePACES users - CAPTCHA. Commonly used in banking sites, it distinguishes whether the user attempting to sign-on is a human or a computer.

Effective June 1, 2016, CAPTCHA will have the following impacts:

- **INTERNET BROWSERS**

All users can only use Internet Explorer (IE) version 10 (and higher) or alternative browsers including Google Chrome, Mozilla Firefox, or Apple Safari to access ePACES.

ePACES access will be denied using IE versions 9 and below on and after 6/1. To prevent interruption of claim submission and checking eligibility, coordinate with your IT department to upgrade your internet browser, if necessary.

- **ADDITIONAL LOG-ON STEPS:** Before clicking Agree/Login, users must:
 1. Enter their Username, password
 2. Agree to Medicaid Confidentiality Regulations
 3. Successfully verify that he/she is a person and not a computer by selecting specific images. If incorrect images are selected, the user will be asked to verify another set of images correctly before being allowed access to ePACES.

Contact Details:
1-800-343-9000
emednyalert@csgov.com

Message Sent 05/25/2016

To familiarize yourself with CAPTCHA, go to
<https://www.google.com/recaptcha/api2/demo>.

Question about ePACES can be directed to the eMedNY Call
Center at 800-343-9000.

If you are having problems viewing content within this newsletter, please email emednyalert@csgov.com for further assistance.

The Department has attempted to ensure that the information contained in these notifications is as accurate as possible. However, no e-mail transmittals or materials provided are intended to constitute legal or medical advice.