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eMedNY

PTAR

PTAR Browser Requirements, Signature Devices, and Training Information for June 1st Implementation

PTAR
Public Transportation Automated Reimbursement System

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PTAR Browser Requirements, Signature Devices, and Training Information for June 1st Implementation

On June 1, 2015, the PTAR system will be upgraded to a more user-friendly and accessible format. To install the upgrade, the existing PTAR system will be unavailable. The scheduled system downtime is from 8:00 a.m. Sunday, May 31st, through 8:00 a.m. Monday, June 1st.

With the release of the upgraded PTAR application, all users will need to have installed Internet Explorer version 10 or greater, or any alternative browser including Google Chrome, Mozilla Firefox, or Apple Safari. Lesser versions of Internet Explorer will not be supported by the new PTAR application.

Additionally, the upgraded PTAR application will now support the Scriptel signature pad device, in addition to the Topaz devices historically supported by PTAR. Please understand that, while the Topaz devices will continue to be supported in PTAR under Internet Explorer versions 10 and 11, it is recommended that users move to a Scriptel device to ensure ongoing performance. The devices require no installation nor browser configuration, provide robust security, and work across all supported browsers. If you wish to pursue a Scriptel or Topaz device, please call Computime at (800) 423-8826, send an email to sales@ctstl.com, or visit their website at www.computimeonline.com.

If needed, on-site training on the upgraded system is available from LogistiCare Solutions. To schedule training, please call LogistiCare at (877) 564-5911 x2009.

Logisticare is also conducting a series of one hour webinars for facilities to explain the transition and provide training. The webinars are being held at 10am and 2pm every Monday, Wednesday and Friday from Monday, May 18 through Friday, May 29. To register or for more information on dates and times, send an email to Monique Robinson at Monique.Robinson@logisticare.com.

Please include for registration:

- Webinar date and time
- Name of the facility
- Your name, position and telephone number
- The names and email addresses of all employees attending

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