



Document Number FOD - 4000**General ePACES Information**

Overview

This document contains information about ePACES, a web-based application for creating and submitting Medicaid claims, Eligibility, Service Authorization, Prior Approvals and Dispensing Validation System transactions in HIPAA format.

A. *What is ePACES?*

- ePACES is the acronym for the Electronic Provider Assisted Claim Entry System, a web-based application which will allow Providers to create and submit claims in HIPAA format. Computer Sciences Corporation (CSC) developed this application on behalf of the NYS Department of Health. ePACES combines some of the functionality of the now discontinued MEVS (Medicaid Eligibility Verification Software) and the PACES (Provider Assisted Claim Entry System) applications.

B. *Who should consider using ePACES?*

- Any Provider previously using PACES or MEVS, with access to the Internet, may consider ePACES as an alternative to submit their claims.
- Any Provider that currently bills on paper and would like to move to an electronic format may consider ePACES for submitting claims.
- Any Small Provider looking for a user-friendly, low/no cost option for submitting claims electronically may consider ePACES as an alternative to their current claim submission method.

C. *Who cannot use ePACES?*

- ePACES does not support Pharmacy transactions at this time.
- Providers who do not have access to the Internet will not be able to take advantage of this claim submission system.

D. *Where can I find additional information about ePACES?*

- Visit <http://www.emedny.org> for further information.

E. *What are the hardware/software requirements for ePACES?*

- The only requirements for ePACES are a computer with access to the Internet, an e-mail address and a web browser capable of 128-bit encryption set to allow cookies. The minimum browser versions required to support ePACES are Netscape 4.7 or Microsoft Internet Explorer 4.01.
- Most Personal Computer operating systems support ePACES functionality if they support the aforementioned browsers.
- No specialized hardware or software is necessary.

F. *How do I enroll in ePACES?*

- You may call Computer Science Corporations eMedNY Provider Services at (800) 343-9000 to enroll. Please have your NY Medicaid Provider Identification Number and a valid e-mail address available when you call. You may also visit <http://www.emedny.org> for further information.

G. *I was previously enrolled in PACES (NY Medicaid supplied software) and/or MEVS. Will I automatically be enrolled in ePACES?*

- No, you must enroll in ePACES separately.
- Please note: PACES and MEVS were discontinued and can no longer be used to submit transactions to NYS Medicaid.



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H. Is the information I submit over the Internet secure?

- Yes, ePACES uses 128-bit encryption, a highly secure method of transmitting data over the Internet, to safeguard your information.

I. When is ePACES available?

- You may submit claims at any time convenient for you. The ePACES application is available for your use 7 days/week 24 hours a day.

J. What transaction types are available in ePACES?

- ePACES supports claims in HIPAA format (Professional, Dental, Institutional), Eligibility, Claim Status Inquiry, Service Authorization, Prior Approvals and Dispensing Validation System transactions. ePACES combines some of the functionality of the previous MEVS application with the PACES application in a web-based format.

K. How long will it take to receive responses back from transactions I enter manually?

- Claims (Professional, Dental and Institutional) and Claim Inquiries are processed as a batch and will not receive an immediate response. Only claims entered as Real-Time Professional will receive a real-time response.
- Prior Approvals will not receive an immediate response. All requests will pend until documentation is received, and review by NYSDOH.
- Eligibility, Service Authorizations and Dispensing Validation System transactions will receive a real-time response.

L. Where do I obtain a manual for ePACES?

- No manual is necessary. Assistance will be provided through extensive on-line help. Context-specific pop-up boxes will assist in quick and accurate entry of codes, specific to each field of the claim. You may also print off the PDF version of the help documentation, available on the eMedNY website, <http://www.emedny.org>.

M. What will happen to the claims I submitted through PACES?

- Records of claims submitted through PACES are stored on your PC for 120 days. You may make inquiries about the status of these claims using ePACES.

N. For further information visit the following websites:

- <http://www.emedny.org> (ePACES information)
- <http://www.health.state.ny.us/nysdoh/manicare/omm/main.htm> (NYS DOH Medicaid Newsletters)

O. Phone Contacts

- CSC 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, service authorizations, 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