

Document Number FOD - 4011



ePACES Application – Support Files Provider, Other Payer and Submitter



Overview

The Support Files available in ePACES allow the Administrator to create, edit or review database files for an ePACES account associated with a TSN*. Click on one of Support File subheading hyperlinks on the bottom of the left-hand menu bar: *Provider*, *Other Payer* and *Submitter* to access these files. The Provider and Other Payer files may be edited, but the Submitter file is display only.

* TSN = Transmitter Supplier Number. **Note:** TSN will be replaced by the HIPAA term ETIN, Electronic Transmitter Identification Number, in the future.

For more detailed information, please see the Help Documentation available on the eMedNY website:
http://www.emedny.org/selfhelp/ePACES/ePACES_Help.pdf .

Click on one of the subheadings to access the Support Files.



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A. Provider Support File Administration

Clicking on *Provider* under the *Support File* heading displays a list of all Providers that the Administrator added to the *Support* file. The Administrator added these Providers using either the *Add New Provider* function or the *Add New Non-Medicaid Provider* function available on both claims and MEVS transactions. The Providers listed in the *Support* file may be selected on a claim's Physician Information Tab or on MEVS transactions as Referring Providers, Ordering Providers, etc. The list may be sorted by clicking on the green arrows in the column headers for Name, License Number or Provider type.

There are two types of Providers, Medicaid and Non-Medicaid. Medicaid Providers are enrolled with New York State Department of Health (NYSDOH) and their information is drawn from the master file on the Medicaid Management Information System (MMIS), based on the information a Provider supplies to the NYSDOH. Non-Medicaid Providers are licensed professionals that may refer or order medically related services for a Medicaid Recipient, but are not enrolled in the NYS Medicaid program. The Administrator has the ability to add Non-Medicaid Provider information to the local Support File, accessed through the Provider hyperlink under the Support files found near the bottom of the left menu bar. Medicaid Providers may be added to or deleted from the Support file view but the information may not be altered.

Change Provider: Go

•• Provider Support File

[Add New Provider](#)

Click here to add a new Provider.

Click here to view additional pages of information.

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Name ▼	License No. ▼	Provider Type ▼	Contact Info	Edit	Delete
COLVER, MATHAIS	00725622				
COLDBERG, NATHANIEL MD	00855732	046 PHYSICIAN	221 EASTWEST ST. NEW YORK, NY 00115		
GRANTLEY, THOMAS MD	09276591	046 PHYSICIAN	37 SOUTH LAKE ST. OSWEGO, NY 14720		
HENSEN, KERMIT	.00009899				

Edit allows the Administrator to review and make changes to the information for Non-Medicaid Providers. A Medicaid Provider's information cannot be changed through ePACES.

Delete allows the Administrator to delete Non-Medicaid Providers from the local support file. Medicaid Providers may be deleted from the local support file view, but not the master eMedNY file.



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Adding a New Provider

Both Medicaid and non-Medicaid Providers may be added to the local support file. These Providers are then available for selection in the claim entry process from the drop down lists on the Physician’s Tab.

Adding a Medicaid Provider

Clicking on the *Add New Provider* button brings up a screen that allows the Administrator to add either a Medicaid or Non-Medicaid Provider. The screen shot below shows the *Add an existing Medicaid Provider* portion of the screen.

•• Provider Support File

* Indicates required field(s)

Add an existing Medicaid Provider

Last Name: OR

Provider Number:

To execute a refined search that will limit the number of responses returned in a search, enter a Last Name and First Name with a space between them (ex: Smith Adam) or a *Provider Number*. Click on *Go* to initiate the search.

The Search for a Medicaid Provider will yield a list of Providers who match the search criteria entered. The screen shot below displays the results of a search on the last name: Zone. A search by Provider Number will be more precise and only return the specific Provider associated with that number.

•• Provider Support File

Add Provider Click on the radio button to select a Provider(s) to add to your local support file.

Records 1-5 of 5 |

Select	Name	License No.	Provider Type	Contact Information
<input checked="" type="radio"/>	ZONE, CALEB MD	PA 017290	046 PHYSICIAN	717 EASTWEST ST. NEW YORK, NY 10115 212-555-6789
<input type="radio"/>	ZONE, ALANA DDS	00005678	020 DENTIST	3456 NORTH BEND ST. BUFFALO, NY 17810 716-555-8297
<input type="radio"/>	ZONEN, RACHEL	00005274	050 PODIATRIST	25 ELM AVENUE N CHITTENANGO, NY 15320 315-555-1234
<input type="radio"/>	ZONENZIA, ALEXANDER MD	00356781	046 PHYSICIAN	400 LAKEVIEW ROAD CROTON, NY 10122 714-555-9876
<input type="radio"/>	ZONERIST, TREVOR MD	00009228	046 PHYSICIAN	432 MAPLE DRIVE, NEW HYDE PARK, NY 11042 217-555-1634

Select Name License No. Provider Type Contact Information

← Click on Submit to add the selected Provider(s) to your local support file.



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Adding Non-Medicaid Providers

Adding Non-Medicaid Providers to the local support file requires more information be entered about the Provider to make the addition, as it cannot be pulled from an existing database.

Add a new Non-Medicaid Provider

Person Non-Person Entity

* Last Name:

First Name:

Middle Initial:

* EIN or SSN: EIN SSN

Note: EIN = Employee Identification Number
SSN = Social Security Number

* NPI #:

AND/OR

State License:

Optional Information:

Provider Type:

Address Line 1:

Address Line 2:

City, State, Zip: NY

Telephone:

Required fields.

The *Optional Information* fields may be completed if desired for the Administrator's purposes.

The *Provider Type* may be selected from the drop down list.

Click on *Go* to complete the addition of this Provider to the local support files.

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[General Claim Information](#) |
 [Professional Claim Information](#) |
 Physician Information |
 [Diagnosis](#) |
 [Other Payers](#) |
 [Service Line\(s\)](#)

* Indicates required field(s) if entering information for a provider type

Rendering Provider

Use an Existing Provider

* Select a Name:

OR Search for a Medicaid Provider:

Last Name:

Provider Number:

OR

Enter a New Non-Medicaid Provider

Person Non-Person Entity

* Last Name:

First Name:

Middle Initial:

* EIN or SSN: EIN SSN

NPI #:

* AND/OR

State License #:

Once new Providers, whether Medicaid or Non-Medicaid, are added to the local support files, they are available in the drop down list of Rendering, Ordering, Referring, or other types of Providers on the Physician Tab when entering claims, obtaining a Service Authorization (SA) or Dispensing Validation System (DVS) authorization.

B. Other Payer Support Files

The Other Payer Support File contains a listing of all payers currently on file in the ePACES system. Information displayed includes the *Other Payer ID Number*, the *Other Payer Name*, and the *Claim Filing Indicator* for that Other Payer. You may navigate through the list of Other Payers using the links above and below the table. Clicking on the green triangle in the heading of a particular column will sort the Payers by that information. On this page, you may also select to *Edit* or *Delete* an existing payer, or *Add a New Payer*, if you are unable to find the payer you are looking for.

•• Other Payer Support File

Records 1 - 9 of 9 |

Other Payer ID ▼	Other Payer Name ▼	Claim Filing Indicator ▼	Edit	Delete
1000000002	MEDICARE PART A	Medicare Part A		
1000000003	MEDICARE PART B	Medicare Part B		
1000000004	COMMERCIALINS	Commercial Insurance Co.		
1000000005	OXFORD HEALTH CARE	Commercial Insurance Co.		
1000000006	WELLCARE	Health Maintenance Organization (HMO) Medicare Risk		
1000000007	CIGNA	Commercial Insurance Co.		
1000000008	NYC FAMILY HEALTH SERVICES	Health Maintenance Organization (HMO) Medicare Risk		
1000000009	MEDICARE	Medicare Part A		
1100000000	XYZ HEALTH CENTER INS	Health Maintenance Organization (HMO) Medicare Risk		
Other Payer ID	Other Payer Name	Claim Filing Indicator	Edit	Delete

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Adding a New Payer

Clicking on the *Add New Payer* button brings up this screen. Enter the Other Payer's Name. Click on the drop down list to select the Claim Filing Indicator associated with this Payer.

The newly added Other Payer will be available on the drop down list for Other Payers on the Other Payer Tab of a claim.

Newly added Other Payer will appear on drop down list in alphabetical order.



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C. Submitter Support File

The Submitter Support File screen is read-only and displays the TSN/ETIN associated with the Submitter. A valid TSN/ETIN is required for the submission of claim batches.

TSN/ETIN: The Tape Supplier Number (TSN) or Electronic Transmitter Identification Number (ETIN) for the submitter.

Change Provider:

•• Submitter Support File

Submitter Information	
Transmission Supplier Number (TSN):	888

Phone Contact

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