

ePACES User System Requirements for Optimal Performance

As you know from recent correspondence and Medicaid Updates, Computer Sciences Corporation (CSC), on behalf of the New York State Department of Health (DOH), developed the Electronic Provider Assisted Claim Entry System (ePACES). ePACES is a web-based application that allows providers to request and receive HIPAA-compliant Claim (Professional, Institutional, and Dental), Eligibility, Claim Inquiry, Service Authorization, and Dispensing Validation System (DVS) transactions.

Some providers are experiencing slow ePACES response times, probably due to their own systems configurations. The recommended PC and network requirements to run the ePACES web-based application include a browser (minimum version: Netscape version 4.7 or Microsoft Internet Explorer version 4.01), and access to the Internet via a broadband connection (AOL Broadband, Road Runner, DSL Connection, etc) or dial-up connection (AOL dial-up, EarthLink, AT&T, Netzero dial-up, etc) at 56Kbps for optimal performance of ePACES. Providers are not constrained in their choice of operating system; they can run Microsoft Windows, Macintosh, or Linux. Providers will not need to install any customized software on their computer.

For assistance in determining if your system meets these requirements, please contact your computer vendor or the IT Department of your organization. Additional information on the ePACES software application may be found at

<http://www.emedny.org/HIPAA/SupportDocs/ePACES.html>.