

ePACES Beats Paper Claiming Hands Down

If you are sending paper claims to eMedNY, you may want to consider the convenience of billing using ePACES. ePACES edits your claim information as you enter it allowing you to correct some invalid data before you submit your claims to eMedNY for processing. After submitting your claims to eMedNY, they are usually processed within 24-48 hours, **and you can view your results right on ePACES!** This means that you can know the status of your claims submitted via ePACES before eMedNY could have received your paper claims. Electronic claims on the average have a 10% better approval rate than paper claims. And keep in mind that DOH provides ePACES free of charge through eMedNY!

Providers submitting Professional claims can take advantage of ePACES' real-time option. When you select the real-time option, your claim will be processed as soon as it is received by eMedNY, and the status of your claim (including payment amount) will be available for viewing in ePACES within seconds. The actual payment will be subject to the regular Medicaid disbursement cycle. When using the real-time option, a maximum of four lines can be included on a claim.

ePACES is also a convenient way to enter your requests for **prior approval**. A reference number will be returned to your ePACES screen, which can be later used to check the approval status on ePACES.

To find out more about how to sign up for ePACES, visit our website at www.emedny.org. Click on the HIPAADESK tab, then on HIPAA Quick Reference at the lower left of the screen, and finally, click on ePACES Enrollment in the center of the screen.

If you are printing paper claim forms using a computer, you can still take advantage of electronic claim submission. Contact your software vendor and ask them for an option to create an electronic HIPAA compliant file in lieu of printing paper forms. If your vendor needs information about how to create a HIPAA compliant file, have him/her visit www.emedny.org and download the appropriate Companion Guides. If your vendor still has questions after reviewing the Companion Guides, have their representative call the eMedNY Call Center at 1-800-343-9000, and identify themselves as a vendor working on HIPAA compliance. We will put a technical support individual in touch with the vendor to answer any questions they may have.

Once you have created a HIPAA compliant file of claims, you can send your claims over the Internet to eMedNY using the eXchange option. Signing up for ePACES will also give you access to eMedNY eXchange.

If you do not have access to the Internet or prefer to use a dial-up option, you can send your claim batches to eMedNY using dial-up ftp. For information on how to sign up and use eMedNY dial-up ftp, visit www.emedny.org.

If you have questions, please contact the eMedNY Call Center at 1-800-343-9000.