

Changing your Phone Service?

If you are using a Point of Service device, please read this!

If you are considering changing your telephone service and are currently using a Point of Service (POS) terminal to verify client eligibility or to request service authorizations, you should be aware that **the New York State Medicaid Terminal may not function on a digital telephone line, such as an internet-based telephone service that uses Voice-over-IP. (NOTE: Throughout the remainder of this document, the New York State Medicaid Terminal will be referred to as POS terminal.)**

Some providers have reported that their POS terminal doesn't work on their new telephone service. You should be aware that neither CSC nor the Department of Health can provide any assurance that a particular telephone vendor can support your POS device at your location. **It is the provider's responsibility to verify that their new phone service will support their POS terminal.** You should check with your new vendor prior to changing phone services.

In some cases, the telephone vendor will assure you that the POS terminal will work fine. In other cases, the vendor may recommend a converter or suggest that you keep an **analog telephone line** available to continue to utilize the POS terminal. Again, this is a matter that must be resolved with your new telephone vendor. Neither CSC nor the Department of Health (DOH) can make any assurance that the recommended solution will work.

(Please note that providers who are required by DOH to use the POS terminal to swipe the client's card, are responsible for verifying that the POS terminal will work on their phone service.)

Alternative Options for Verifying Eligibility

If you have access to the internet, you may wish to consider using the ePACES system, unless you are a provider required by DOH to use the POS terminal.

ePACES is free and can perform the same functions as the POS terminals, plus much more. ePACES is a web-based program that allows enrolled providers to submit the following transactions:

- Claims
- Eligibility Verifications
- Utilization Threshold Service Authorizations
- Claim Status Requests
- Prior Approval Requests
- Post & Clear Transactions

If you are interested in ordering a new POS terminal or enrolling in ePACES, please visit our web site <http://www.emedny.org>, click on "Self Help" then "Frequently Asked Questions" for either the POS Device or ePACES.

Questions regarding why your POS terminal does not work on your new phone service should be directed to your new telephone vendor. Other questions about the POS terminals or ePACES should be directed to the eMedNY Call Center at: (800) 343-9000.