



STATE OF NEW YORK DEPARTMENT OF HEALTH

Corning Tower The Governor Nelson A. Rockefeller Empire State Plaza Albany, New York 12237

Antonia C. Novello, M.D., M.P.H., Dr.P.H.
Commissioner

Dennis P. Whalen
Executive Deputy Commissioner

July 22, 2004

Dear Medicaid Provider:

You are receiving this letter because you have been identified as a user of the New York State Medicaid Eligibility Field Software. **This PC software package does not send HIPAA-compliant requests, therefore New York Medicaid will not accept transactions from this software after the October 6, 2004 HIPAA deadline.**

The impact of this is the following -

- **The NYS Medicaid Eligibility Field Software cannot be used after 10/6/2004.**
- **The import/export, create file function is not being replaced.**
- **DVS cannot be entered with the FTP Batch Option.**

You will be required to begin using another method for accessing NY Medicaid Eligibility and for submitting Service Authorizations by October 6, 2004. Your choices are as follows:

- ePACES
- Omni 3750 POS terminal
- FTP Batch Option
- Explore vendors that provide solutions
- Develop your own solution in-house

Note: Providers using clearinghouses or Service Bureaus

If you are using clearinghouse or service bureau please check with them to see if they are using the Eligibility Field Software to submit your MEVS transactions to NY Medicaid. If so, pass the information in this letter on to your service provider.

The ePACES alternative

Many of the Eligibility Field Software users are planning to use ePACES as a replacement. ePACES is free, easy to use, and readily available. If you are not currently enrolled in ePACES, contact CSC's Call Center at 1-800-522-5518 or (518) 447-9860.

Providers can access the ePACES application on the Internet from their PCs using any operating system (Microsoft Windows, Macintosh, or Linux). For optimal performance of ePACES, providers will need the following:

- A browser (minimum version: Netscape version 4.7 or Microsoft Internet Explorer version 4.01)
- Access to the Internet via a broadband (AOL Broadband, Road Runner, DSL connection, etc.), or a dial-up connection at a minimum of 56Kbps.

The Omni 3750 alternative

New York Medicaid does not mandate ePACES as a replacement for the Eligibility Field Software. Users may elect to convert to any other HIPAA-compliant method of access to submit MEVS transactions. For example, the Omni 3750 POS terminal is an easy and convenient device for submitting Medicaid eligibility inquiries and service authorization requests. Specific features include a large LCD screen, ATM style buttons, and a built-in printer. This device is easy to use with a minimum of training time. Ordering information can be found at www.emedny.org, or for additional information call 1-800-343-9000 and choose option 1.

The FTP Batch alternative replaces the import/export function

If you have been using the import/export function of the Eligibility Field Software, or if you have been using this software to send files of multiple requests to Medicaid, **be advised that ePACES does not have similar features**. Instead, you will need to use another method, such as our FTP Batch facility. FTP Batch allows you to submit a file of Medicaid Eligibility and Service Authorization transactions in a "batch mode". Once you have formatted a file of HIPAA-compliant transactions, you can submit your requests by utilizing a standard PC modem. Responses to your requests can usually be retrieved within 2 hours.

If you plan to use the FTP Batch option as a replacement for the Eligibility Field Software, you, or your software vendor, are required to enroll as a user on www.nyhipaadesk.com. Important information can be found at this site in the NYSDOH Companion Guides for formatting the 270 Eligibility Inquiries and 278 Service Requests. Please note that any party submitting transactions in your behalf must be enrolled as a New York Medicaid Provider.

Once you have formatted your HIPAA-compliant requests, you will need to log on to www.nyhipaadesk.com to begin testing. The site has many features that allow you to test, submit any type of HIPAA inquiry regarding all aspects of NYSDOH HIPAA processing, and to prepare your transactions for eventual FTP Batch Option submission. For more information on the FTP Batch process please call 1-800-343-9000.

Special Considerations for DVS requests

If you are currently using the Eligibility Field Software to obtain Dispensing Validation Numbers (DVS), you should be aware that DVS is not available using the FTP Batch option. You will need to seek a different alternative for DVS, such as ePACES or an Omni 3750.

Support

If you have any questions relating to Medicaid's HIPAA requirements or need technical clarification, please use the following contact information:

- Visit the website www.emedny.org for information related to the various processing alternatives being offered to you.
- Contact the CSC Call Center at 1-800-522-5518 or (518) 447-9860.
- Visit the website www.nyhipaadesk.com to complete enrollment for testing (prior to using the live FTP Batch Option). You may contact the HIPAA Systems Development Support Helpdesk at 1-518-447-9550, or email nyhipaadesk@csc.com if you have any questions.

Sincerely,

Provider Services