



STATE OF NEW YORK DEPARTMENT OF HEALTH

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

Dennis P. Whalen
Executive Deputy Commissioner

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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. **The New York Medicaid program is discontinuing this PC software package, as it does not send HIPAA-compliant requests.** If you have not already done so, you may request a HIPAA Processing Exception to allow you to continue using this software for a brief period of time while you implement a replacement solution. However, you must fully comply with the HIPAA regulation by December 29, at which time the Eligibility Field Software will be retired.

If you need information about how to request a HIPAA Processing Exception, you may visit the HIPAA website at www.nyhipaadesk.com or call the CSC HIPAA Support Help line at 1-800-522-5518.

If you are seeking a replacement for the Eligibility Field Software, the Department strongly suggests that you visit the website at www.nyhipaadesk.com for a list of software vendors. Look under the "News & Resources" tab, select "Vendor Information", then "Vendor Listing".

Other solutions include the following:

- ePACES
- Omni 3750 POS terminal
- eMedNY eXchange
- FTP Batch Option

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

The Omni 3750 POS terminal is an easy and convenient device for submitting Medicaid eligibility inquiries and service authorization requests. This device has a built-in card reader for swiping the Medicaid client's benefit card. Other 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 eMedNY eXchange Option

eMedNY eXchange is available for submitting the following HIPAA-compliant electronic requests to Medicaid:

- 270/271 - Eligibility Benefit Inquiry and Response
- 278 - Service Authorization Request and Response

The eMedNY eXchange is as easy as email: users are assigned an "inbox" and they are able to send and receive transaction files in an email-like fashion. Transaction files are "attached" and sent to eMedNY for processing and the responses are delivered to the user's inbox so they can be "detached" and saved on the user's computer. For security reasons, the eMedNY eXchange will be accessible only through the eMedNY website (www.emedny.org).

If you are already enrolled in ePACES, you are also enrolled for eXchange, and can activate your Inbox by calling 1-800-343-9000. If you are not enrolled in ePACES, you must first enroll in ePACES/eXchange via <https://www.emedny.org/enroll/>. You will be issued a user ID and an initial password. Then call eMedNY Provider Services at 1-800-343-9000 to activate your Inbox.

Please note that eMedNY eXchange is a convenient method for sending your requests to NY Medicaid, and for receiving responses. However, you are responsible for formatting your requests into valid HIPAA-compliant transactions prior to sending them with eMedNY eXchange.

The FTP Batch alternative replaces the import/export function

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.

To find out more about the FTP Batch alternative visit the website www.emedny.org or call eMedNY Provider Services at 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 eMedNY eXchange or the FTP Batch option. You will need to seek a different alternative for DVS, such as ePACES, an Omni 3750, or a software vendor's solution.

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