

## Enhanced ePACES Prior Approval (PA) Inquiry

A new feature has been added to ePACES that allows providers to inquire on the status of their PA requests. To access your prior approvals, click on the “PA Roster” link on the ePACES Welcome Page.

Providers can search for their outstanding prior approvals, regardless of how they were entered into eMedNY (not just those entered using ePACES), based on a wide range of criteria, including the following:

- Client ID
- Procedure Code
- Submitted Date Range
- Effective Dates

You may also specify the order that you want your items listed. Prior approvals meeting the criteria will be listed. By clicking on an individual PA on the list, you can get detailed information about that PA.

You can also request that the selected prior approvals be downloaded to your computer (PC). The downloaded file will be a comma delimited (.CSV) file that can be loaded directly into Microsoft Excel or your own program for further processing.

If you want instructions on how to use this new function to be faxed to you, please dial CSC’s **Fax on Demand (FOD)** at **1-800-370-5809** and choose document **4024**.

You will continue to receive your regular prior approval rosters by mail or electronically. ePACES Providers may receive their prior approval rosters electronically in their eXchange mailbox by submitting an Electronic Prior Approval Request Form, which is available at [www.emedny.org](http://www.emedny.org). The form may be found by clicking on “Provider Enrollment Forms” under the featured links section of the homepage. If you are not currently using your eXchange mailbox, you can have it activated by calling the eMedNY Call Center at the number below.

If you have questions about this new feature or if you would like to enroll in ePACES, please call the eMedNY Call Center at 1-800-343-9000.