



## All Provider Types

### Current Eligibility Response Issue with ePACES



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If you are checking eligibility on ePACES and receive the following response "**Name not Available**," please check the client's eligibility by calling the ARU 1-800-997-1111.

For assistance with the ARU, please use this document:

[https://www.emedny.org/ProviderManuals/5010/MEVS%20Quick%20Reference%20Guides/5010\\_MEVs\\_Telephone\\_Quick\\_Reference\\_Guide.pdf](https://www.emedny.org/ProviderManuals/5010/MEVS%20Quick%20Reference%20Guides/5010_MEVs_Telephone_Quick_Reference_Guide.pdf)

We will provide an update when this issue has been resolved.  
Thank you.

**Contact Details:**

**1-800-343-9000**  
[emednyalert@csra.com](mailto:emednyalert@csra.com)

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