



## ePACES - Building and Submitting Claim Batches

### Overview

A completed claim is saved as *Finished* and validated for correctness of all data fields. If no errors are found, the status of the claim changes to *Complete*. This status change is displayed in the *Entry Status* column of the subsequent screens as a completed claim is processed for batching. Once claims attain a *Complete* status, they are ready to be compiled for batch submission to the eMedNY system for processing. The following is an annotated version of the screens Providers/Callers will see on the actual ePACES application when working creating claim batches in ePACES. For more detailed information, please see the Help Documentation available on the eMEDNY website:

[http://www.emedny.org/selfhelp/ePACES/ePACES\\_Help.pdf](http://www.emedny.org/selfhelp/ePACES/ePACES_Help.pdf).

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### **Building a Batch**

The web address for the Home Page is <http://www.emedny.org/epaces>.

The Submitter may create a claim batch by clicking on the *Build Claim Batch* option on the left-side menu bar of the main screen.

The screenshot shows the eMedNY ePACES application interface. At the top, the header includes the eMedNY logo, 'ePACES', and links for 'Help' and 'Log Out'. Below the header, the provider ID '111111111' is displayed. The main content area features a large 'welcome to ePACES' message with the New York State seal in the background. A paragraph of text explains the application's purpose: 'The New York State Department of Health invites you to use the ePACES application to request and receive a variety of HIPAA-compliant Medicaid transactions. Using the links in the menu-bar on the left and the Help link on the top right of each page, you will be able to easily navigate through all the available functionality. If you do not see the necessary links in the menu at the left, please contact your Primary Administrator.' Below this, a note states: 'Please make sure your Provider Name is displayed at the top of the page before continuing. If your Provider Name is incorrect or not available in the "Change Provider" drop-down box at the top of the page, please contact the CSC HelpDesk at 800-343-9000.' At the bottom of the main content, it says: 'For further information, please visit these sites: [eMedNY](#) [DOH](#)'. On the left side, there is a navigation menu with the following sections: 'Claims' (with links for New Claim, Find Claims, Real Time Responses, Build Claim Batch, Submit Claim Batches, Status Inquiry, Status Responses), 'Eligibility' (Request, Responses), 'PA/DVS' (Initial Request, Responses, Image Upload, PA Roster, PA Roster Downloads), 'Support Files' (Provider, Other Payer, Submitter), 'User Admin' (Add/Edit Users), and 'Certificate Admin' (Certificate Request). A red arrow points to the 'Build Claim Batch' link in the Claims menu.



## ePACES - Building and Submitting Claim Batches

### Build Claim Batch Page

To add a claim to a batch, click in the same line as the claim under the left-most column titled *Add to Batch*. A checkmark will appear in that column next to the claim. As before, to batch claims created by a specific User, select the User ID from the drop down list. **Note:** Only Administrators or Supervisors may batch claims generated by all Users. General Users may only batch the claims that they entered.

Click in this column to select claims to add to a batch.

Selects Claims by Provider and User ID.

Change Provider: MEDICAL CTR HOSPITAL - 1234567890

### Build Claim Batch

Claim(s) by User ID:

Select which claim(s) you want to batch and build the batch.

All claims with a status of *Draft*, *Errors* or *Complete* are displayed. Only claims with a status of *Complete* have a box to be checked in order to add them to a batch.

| <a href="#">UnCheck All</a><br><a href="#">Check All</a><br>Add to Batch | Patient Control # | Entry Status | Client ID | Client Name | Type of Claim | Total Charges |
|--|-------------------|--------------|-----------|-------------|---------------|---------------|
| <input type="checkbox"/>   | 001               | Draft        | LL12345X  | DOE, JANE   | Professional  |               |
| <input type="checkbox"/>   | TEST1             | Errors       | LL12345X  | DOE, JANE   | Professional  |               |
| <a href="#">UnCheck All</a><br><a href="#">Check All</a><br>Add to Batch | Patient Control # | Entry Status | Client ID | Client Name | Type of Claim | Total Charges |

Once the *Complete* claim(s) ready to be sent for processing have been added to the batch list, click on the *Build Batch* button to create the batch. A confirmation page will display.

### Claim Batch Built

TSN:

| Claim Type   | Batch Number            | Total Claims | Total Batch Charges |
|--------------|-------------------------|--------------|---------------------|
| Professional | <a href="#">0000055</a> | 2            | \$2308              |

The Claim Batch Built section shows the number of claims and total charges in the batch.

**Note:** Claim batches only contain claims of a single type (i.e. Dental, Institutional and Professional) with the same location code or zip +4. For example, if a provider had professional claims for two different location codes or zip + 4 sites, two professional claim batches are produced, one for each location code or zip + 4 site.



## ePACES - Building and Submitting Claim Batches

### Reviewing Batch Details

#### Batch # 1500001151

TSN:

Batch Date: 5/6/2011

| Patient Control#     | Client ID | Client Name | Type Of Claim | Total Charges              | Initial Claim Status/Response | Error Text |
|----------------------|-----------|-------------|---------------|----------------------------|-------------------------------|------------|
| <a href="#">TEST</a> | LL12345X  | DOE, JANE   | Dental        | \$ 100.00                  | <a href="#">Details</a>       |            |
| Patient Control#     | Client ID | Client Name | Type Of Claim | Total Charges              | Initial Claim Status/Response | Error Text |
|                      |           |             |               | <b>Total Batch Charges</b> | <b>\$ 100.00</b>              |            |

Once a batch is built, it may be necessary to view claims that are contained in a specific batch. Additionally, if a claim with a *Batched* status needs to be edited or deleted, the batches may be reviewed to determine in which batch the claim to be corrected or deleted is. Click on the *Patient Control #* hyperlink to view the claim information. The Initial Claim Status/Response and the Error Text columns will not be hyperlinked or populated until the batch has been sent and received for processing.

### Submitting a Batch

Select Submit Claim Batches from the left-hand menu bar.

The screenshot displays the ePACES application interface. At the top, the eMedNY logo and 'ePACES' are visible, along with 'Help | Log Out' links. The provider ID '1111111111' is shown. A navigation menu on the left includes sections for Claims, Eligibility, PA/DVS, Support Files, User Admin, and Certificate Admin. The 'Submit Claim Batches' option under the Claims section is highlighted with a red arrow. The main content area features a large 'ePACES' logo and a welcome message from the New York State Department of Health, along with instructions and contact information for the CSC HelpDesk.



## ePACES - Building and Submitting Claim Batches

A page with all claim batches ready for submission to eMedNY for processing is displayed. Some or all of the batches displayed on this list may be submitted. **Note:** Only Administrators or Supervisors may submit claim batches generated by all Users. General Users may only submit the claims that they entered and batched.

Claim(s) by User ID:

[View Previously Submitted Batches](#)

| <a href="#">Check All</a><br><a href="#">Submit</a><br><a href="#">UnCheck</a><br><a href="#">All</a> | Batch Number         | Batch Date | Type Of Claim | Total Claims | Total Batch Charges | Remove |
|---|----------------------|------------|---------------|--------------|---------------------|--------|
| <input checked="" type="checkbox"/>   | <a href="#">5334</a> | 08/05/2008 | Professional  | 2            | \$ 350.00           |        |
| <a href="#">Check All</a><br><a href="#">Submit</a><br><a href="#">UnCheck</a><br><a href="#">All</a> | Batch Number         | Batch Date | Type Of Claim | Total Claims | Total Batch Charges | Remove |

Click on check box for batch(s) to be submitted.

Click on the Submit All Selected Batches button to submit selected batches.

Click on *Remove* to remove a batch from the submission process.

### Confirmation of Current Submission

A confirmation page is displayed containing the details of the batches just submitted. Clicking on *View Previously Submitted Batches* to display a table of all the batches submitted within the last 120 days. Batches are listed with the most recent claim first.

### •• Claim Batches Submitted

Claim(s) by User ID:

Total Rejected column displays how many claims were rejected in that batch.

The following table lists all claim batches that you have submitted:

| Batch Number               | Submit Date | Type Of Claim | Total Claims | Total Batch Charges | Total Rejected |
|----------------------------|-------------|---------------|--------------|---------------------|----------------|
| <a href="#">1100000058</a> | 05/16/2008  | Professional  | 1            | \$ 659.33           | 0              |
| <a href="#">1100000057</a> | 05/16/2008  | Professional  | 1            | \$ 2234.75          | 1              |
| <a href="#">1100000056</a> | 05/16/2008  | Professional  | 1            | \$ 2234.75          | 0              |
| <a href="#">1100000055</a> | 05/16/2008  | Professional  | 1            | \$ 396.50           |                |
| Batch Number               | Submit Date | Type Of Claim | Total Claims | Total Batch Charges | Total Rejected |



## ePACES - Building and Submitting Claim Batches

### Total Rejected Functionality

If there are any rejected claims, clicking on the batch number will allow you to locate what claim has the rejection and what the rejection reason is.

**Batch # 1500001151**

TSN:

Batch Date: 5/6/2011

| Patient Control#     | Client ID | Client Name | Type Of Claim | Total Charges | Initial Claim Status/Response | Error Text       |
|----------------------|-----------|-------------|---------------|---------------|-------------------------------|------------------|
| <a href="#">TEST</a> | LL12345X  | DOE, JANE   | Dental        | \$ 100.00     | <a href="#">Details</a>       |                  |
| Patient Control#     | Client ID | Client Name | Type Of Claim | Total Charges | Initial Claim Status/Response | Error Text       |
|                      |           |             |               |               | <b>Total Batch Charges</b>    | <b>\$ 100.00</b> |

Error Text will give a brief explanation of why the claim rejected.

The screen on the next page will display when the Details hyperlink is clicked.

### Claim Status Response Details

**Client Information**

Client ID: LL12345X      Name: Jane Doe

**Claim Level Status**

(A7) - Acknowledgement/Rejected for Invalid Information - The claim/encounter has invalid information as specified in the Status details and has been rejected (New as of 10/02) - (725)

Bill Type:

Patient Control #: TEST

Pharmacy Control #:

| Payer Claim Control # | Total Claim Charge Amount | Paid Amount | Dates of Service     | Status Effective Date |
|-----------------------|---------------------------|-------------|----------------------|-----------------------|
| 1113900000206930      | 1132.00                   | 0.00        | 4/1/2011 - 4/15/2011 | 5/19/2011             |

**Line Level Status**

| Line | Status | Service Line Dates | Proc/NDC Code & Mod | Line Charge Amount | Paid Amount | Units | Status Date |
|------|--------|--------------------|---------------------|--------------------|-------------|-------|-------------|
|      |        |                    |                     |                    |             |       |             |

[Close](#)   [Worked](#)

If there is Pre-adjudication editing at the Claim Level it will display here

If there is Pre-adjudication editing at the Line Level it will display here

A Payer Claim Control Number will be assigned even though the claim contains an initial rejection and did not process as paid/pended/denied.





## ePACES - Building and Submitting Claim Batches

This will return any initial response for front-end edits. If there is no initial rejection, the screen will display a message of: **No Responses Found, Please Submit a Status Inquiry**. This means that normal processing time should be allowed before checking status inquiry/status response for the claim(s). If there was an initial rejection, the fields on this screen will be populated. You will need to click on Details for each claim within the batch in order to see if there was a front-end edit for any of the claims.

### Deleting a Batch

A batch may need to be deleted **prior** to submission because one or more of the claims within the batch contains erroneous information and must be edited or deleted. Deleting a batch does NOT delete the claims contained within it. Deletion reverses the batching process and returns all claims within the batch to an individual claim state. To delete a batch follow these steps:

1. Click on the *Submit Claim Batches* hyperlink on the left-hand menu of the Home page.
2. If you know the batch number to be deleted skip to step 6, otherwise continue to step 3.
3. If you are looking for a batch containing a specific claim, use the Claim Type and the approximate date on which the claim may have been batched to determine the Batch Number.
4. Click on the *Batch Number* hyperlink to view the claims contained within the batch.
5. Determined the Batch Number to be deleted.
6. Click on the *Remove* icon for the batch to be deleted. The claims formerly in the batch may now be edited or deleted as needed.

**Note:** Once a batch is submitted to eMedNY for processing, you may not delete a batch in ePACES. You must replace or void the affected claims and resubmit to eMedNY for reprocessing.

Claim(s) by User ID:

[View Previously Submitted Batches](#)

| <a href="#">Check All</a><br><a href="#">Submit</a><br><a href="#">UnCheck</a><br><a href="#">All</a> | Batch Number         | Batch Date | Type Of Claim | Total Claims | Total Batch Charges | Remove |
|---|----------------------|------------|---------------|--------------|---------------------|--------|
| <input checked="" type="checkbox"/>   | <a href="#">5334</a> | 08/05/2008 | Professional  | 2            | \$ 350.00           |        |
| <a href="#">Check All</a><br><a href="#">Submit</a><br><a href="#">UnCheck</a><br><a href="#">All</a> | Batch Number         | Batch Date | Type Of Claim | Total Claims | Total Batch Charges | Remove |

Click on the Batch Number to view claims within a batch.

Click on the Remove icon to remove (delete) the claims associated with this batch from a "batched" status. This allows individual claims to be edited or deleted prior to submission for eMedNY processing.