



## ePACES - Building and Submitting Claim Batches

### Overview

When a claim is saved as Finished, it is validated for correctness of all data fields and 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 Build Claim Batch screen. Once claims attain a Complete status, they are ready to be compiled for a batch submission to the eMedNY system for processing.

### ***Included in this document***

Overview .....	1
Included in this document .....	1
Building a Batch .....	2
Build Claim Batch Page .....	2
Reviewing Batch Details .....	5
Submitting a Batch .....	6
Confirmation of Current Submission.....	7
Total Rejected Functionality .....	8
Individual Claim Rejection: .....	8
Fully Batch Rejection: .....	9
Deleting a Batch .....	10
Phone Contact .....	10



## ePACES - Building and Submitting Claim Batches

### 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 displays the ePACES web application interface. At the top, the eMedNY logo and 'ePACES' text are visible. Below this, the user's provider information is shown as 'DUE SOUTH MEDICAL INC - 0123456789'. A 'Change Provider' dropdown menu is set to the same provider, with a 'Go' button next to it. On the left side, there is a navigation menu with the following categories and links:

- Claims**
  - New Claim
  - Find Claims
  - Real-Time Responses
  - Build Claim Batch (highlighted with a red arrow)
  - Submit Claim Batches
  - Status Inquiry
  - Status Responses
- Eligibility**
  - Request
  - Responses
- PA/DVS**
  - Initial Request
  - Revise/Cancel Request
  - Responses
- Support Files**
  - Image Upload
  - PA Roster
  - PA Roster Downloads
- User Admin**
  - Add/Edit Users

The main content area features a 'welcome to' message, the ePACES logo, and a 'Change Provider' dropdown menu. Below the logo, there is a welcome message from the New York State Department of Health and instructions on how to use the application. The message states: '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, there is a note: '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, there is a link to 'For further information, please visit these sites: eMedNY DOH'.

### BUILD CLAIM BATCH PAGE

To add a claim to a batch, Click the box 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. 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.



## ePACES - Building and Submitting Claim Batches

Claims can have a status of *Draft*, *Errors*, or *Complete*.

Change Provider: MEDICAL CTR HOSPITAL - 1234567890 

### •• Build Claim Batch

Claim(s) by User ID: BBURKE 

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

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

Only claims with a status of *Complete* have a box to be checked in order to add them to a batch.

Change Provider: MONTEFIORE MEDICAL CENTER - 1952476988 

### •• Build Claim Batch

Claim(s) by User ID: MBERNSTE 

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

<a href="#">UnCheck All</a> <a href="#">Check All</a> Add to Batch	Patient Control #	Entry Status	Client ID	Client Name	Type of Claim	Total Charges
<input checked="" type="checkbox"/>	<a href="#">CHAA TEST</a>	Complete	LL12345X	DOE, JANE	Institutional	\$1.00
<input checked="" type="checkbox"/>	<a href="#">CHAA TEST</a>	Complete	LL12345X	DOE, JANE	Institutional	\$100.00
<input type="checkbox"/>	<a href="#">CHAA TEST</a>	Complete	LL12345X	DOE, JANE	Institutional	\$840.00
<a href="#">UnCheck All</a> <a href="#">Check All</a> Add to Batch	Patient Control #	Entry Status	Client ID	Client Name	Type of Claim	Total Charges



Once the Complete claim(s) have been added to the batch list, click on the Build Batch button to create the batch.



## ePACES - Building and Submitting Claim Batches

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

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.

Select Submit claim Batch on the left-hand side of the screen and click on the Batch Number hyperlink you need to review.

Claim(s) by User ID:

[View Previously Submitted Batches](#)

<a href="#">Check All</a> <a href="#">Submit</a> <a href="#">UnCheck</a> <a href="#">All</a>	Batch Number	Batch Date	Type Of Claim	Total Claims	Total Batch Charges	Remove
<input checked="" type="checkbox"/>	<a href="#">1600002944</a>	11/6/2024	Institutional	2	\$ 101.00	
<a href="#">Check All</a> <a href="#">Submit</a> <a href="#">UnCheck</a> <a href="#">All</a>	Batch Number	Batch Date	Type Of Claim	Total Claims	Total Batch Charges	Remove

Next, 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.

### 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
					Total Batch Charges	\$ 100.00



## ePACES - Building and Submitting Claim Batches

### Submitting a Batch

Once a batch is built, it needs to be submitted. Select Submit Claim Batches from the left-hand menu bar.

A page with all claim batches ready for submission to eMedNY for processing is displayed. Some or all of the batches displayed may be selected for submission. **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> <a href="#">Submit</a> <a href="#">UnCheck</a> <a href="#">All</a>	Batch Number	Batch Date	Type Of Claim	Total Claims	Total Batch Charges	Remove
<input checked="" type="checkbox"/>	5334	08/05/2008	Professional	2	\$ 350.00	
<a href="#">Check All</a> <a href="#">Submit</a> <a href="#">UnCheck</a> <a href="#">All</a>	Batch Number	Batch Date	Type Of Claim	Total Claims	Total Batch Charges	Remove

Click on Remove to delete a batch from the submission process.

Click on check box for batch(s) to be submitted and then select the Submit All Selected Batches button to submit selected batches.



## ePACES - Building and Submitting Claim Batches

### 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:

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

Total Rejected column Shows Possible Rejections.

Blank = The batch is not finished processing.

0 = The batch did not fully reject but the individual claims may have

1(2, 3, etc.) = The full batch rejected



## ePACES - Building and Submitting Claim Batches

### Total Rejected Functionality

#### INDIVIDUAL CLAIM REJECTION:

If a status inquiry is submitted and there are no claims found, the claim may have rejected on the front end. To check to see if there is a rejection Select Submit Claim Batch on the Left-hand side of the screen, and click View Previously Submitted Batches.

#### •• Submit Claim Batches

Claim(s) by User ID:

[View Previously Submitted Batches](#)

<a href="#">Check All</a> <a href="#">Submit</a> <a href="#">UnCheck</a> <a href="#">All</a>	Batch Number	Batch Date	Type Of Claim	Total Claims	Total Batch Charges	Remove
(No Batches Found)						
<a href="#">Check All</a> <a href="#">Submit</a> <a href="#">UnCheck</a> <a href="#">All</a>	Batch Number	Batch Date	Type Of Claim	Total Claims	Total Batch Charges	Remove

Next, Click on the batch number the claim in question was submitted in. If more than one claim is submitted in the batch, look for the correct Patient Control # for the claim in question and select the details hyperlink.

#### ••• 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
					Total Batch Charges	\$ 100.00

If there is a rejection, the screen on the next page will display.



## ePACES - Building and Submitting Claim Batches

### 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

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

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).

### FULL BATCH REJECTION:

If the total rejected column shows 1 (2, 3, etc.), this means that the entire batch rejected. No errors will be provided back to the submitter. The claim(s) within the batch will need to be reviewed to see what caused the error.

### Claim Batches Submitted

Claim(s) by User ID:

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="#">1100000057</a>	05/16/2008	Professional	1	\$ 2234.75	1
Batch Number	Submit Date	Type Of Claim	Total Claims	Total Batch Charges	Total Rejected





## ePACES - Building and Submitting Claim Batches

### 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. If the claim processes and pays, 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> <a href="#">Submit</a> <a href="#">UnCheck</a> <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> <a href="#">Submit</a> <a href="#">UnCheck</a> <a href="#">All</a>	Batch Number	Batch Date	Type Of Claim	Total Claims	Total Batch Charges	Remove

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.

### Phone Contact

eMedNY Call Center: (800) 343-9000

Hours of Operation:

**For provider inquiries pertaining to non-pharmacy billing, claims or provider enrollment:** 7:30 a.m. - 6:00 p.m. Eastern Time, Monday through Friday (excluding holidays)

**For provider inquiries pertaining to eligibility, DVS or pharmacy claims:** 7:00 a.m. - 10:00 p.m. Eastern Time Monday through Friday (excluding holidays). 8:30 a.m. - 5:30 p.m. Eastern Time, Weekends and Holidays