



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.

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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 ePACES application interface. At the top, there's a green header bar with the eMedNY logo, the word "ePACES", and links for "Help" and "Log Out". Below the header, the provider information "DUE SOUTH MEDICAL INC - 0123456789" is displayed, along with a "Change Provider" dropdown and a "Go" button. The main content area features a large "ePACES" logo with a circular emblem containing a figure. To the left of the logo is a sidebar menu with several categories and their sub-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**:
 - Provider
 - Other Payer
 - Submitter
- User Admin**:
 - Add/Edit Users

Below the sidebar, there's a welcome message and some informational text about the New York State Department of Health's invitation to use the ePACES application for Medicaid transactions. It also provides instructions for providers to ensure their name is correct in the provider dropdown and to contact the CSC HelpDesk if needed. At the bottom, there are links to "eMedNY" and "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.



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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.

UnCheck All Check All Add to Batch	Patient Control #	Entry Status	Client ID	Client Name	Type of Claim	Total Charges
	001	Draft	LL12345X	DOE, JANE	Professional	
	TEST1	Errors	LL12345X	DOE, JANE	Professional	
UnCheck All Check All 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.

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

Build Batch

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



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A confirmation page will display.

Claim Batch Built

TSN:

Claim Type	Batch Number	Total Claims	Total Batch Charges
Professional	0000055	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.



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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: MBERNSTE

[View Previously Submitted Batches](#)

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

[Submit All Selected Batches](#)

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
TEST	LL12345X	DOE, JANE	Dental	\$ 100.00	Details	
Patient Control #	Client ID	Client Name	Type Of Claim	Total Charges	Initial Claim Status/Response	Error Text
Total Batch Charges					\$ 100.00	



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Submitting a Batch

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

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.

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.

For further information, please visit these sites:
[eMedNY](#) [DOH](#)

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](#)

<input type="checkbox"/> Check All Submit UnCheck All	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	
<input type="checkbox"/> Check All Submit UnCheck All	Batch Number	Batch Date	Type Of Claim	Total Claims	Total Batch Charges	Remove

[Submit All Selected Batches](#)

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

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



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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: Go

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
1100000058	05/16/2008	Professional	1	\$ 659.33	0
1100000057	05/16/2008	Professional	1	\$ 2234.75	1
1100000056	05/16/2008	Professional	1	\$ 2234.75	0
1100000055	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



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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:		<input style="width: 150px;" type="text" value="MBERNSTE"/> 					
View Previously Submitted Batches							
Check All	Submit	Batch Number	Batch Date	Type Of Claim	Total Claims	Total Batch Charges	Remove
(No Batches Found)							
Check All	Submit	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
TEST	LL12345X	DOE, JANE	Dental	\$ 100.00	Details	
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.



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Claim Status Response Details

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

Client Information

Client ID:	LL12345X	Name:	Jane Doe
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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

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: Go

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
1100000057	05/16/2008	Professional	1	\$ 2234.75	1
Batch Number	Submit Date	Type Of Claim	Total Claims	Total Batch Charges	Total Rejected



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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. Determine 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: BBURKE Go						
View Previously Submitted Batches						
Check All Submit UnCheck All	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	
Check All Submit UnCheck All	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