



## ePACES – Electronic Attachments for Prior Approvals

### Overview

Submitters have the ability to upload JPEG, GIF, PNG, PDF and TIF attachments to Prior Approvals (PA) created through ePACES. Images submitted can help speed up the review process of a prior approval. Users can submit the images that will support the need of a prior approval. This may stop a Missing Information letter being mailed out by the Prior approval office during the review process. If additional information is required after images are uploaded, the prior approval office will send a letter.

### Attaching images to a Prior Approval done via ePACES



After a Prior Approval has been entered, the submitter **clicks** on PA responses from the left-hand menu to access the Prior Approval Activity Worklist. The submitter will search for the PA using the search criteria. Matching prior approvals will show up in a table. An Image Upload button located to right in the table will only be available to those Prior Approvals that ARE NOT in finalized status (i.e. Approved or Rejected).

### •• Prior Approval Activity Worklist

**Search Criteria**

Requested within the last  days

Client Last Name:

Client ID:

Service Type:

Review Identification #:

Date Sent: (mm/dd/yyyy)

Action:

Show  all transactions for this provider  just my transactions

Search Clear

Record 1 of 1

Client ID	Name	Date Sent	Service Type	Review ID Number	Cert. Type	Action	Response Descriptive Text	Image Upload
<a href="#">AA00000A</a>	SMITH, JOAN	5/2/2022 3:35:42 PM	74	12345678901		A4	Pended, 0V-Requires Medical Review	
Client ID	Name	Date Sent	Service Type	Review ID Number	Cert. Type	Action	Response Descriptive Text	Image Upload

Record 1 of 1

Next, the user will **Click** on the Image upload Button next to respective PA they would like to upload images for. The Image Upload application will open in a new window to upload an attachment.

On the image upload pop up screen, the following fields will display:

**PA Number:** The PA number of the PA that an image will be attached to.

**Image Type:** Choose what type of Image you will be uploading (i.e. MR-MRI, PH-Photo, or XR-Xray)

**File Type:** Choose the image file format (i.e. gif, jpg, pdf, png, or tif)

**File Upload:** Click on “BROWSE” and choose a file from your computer to upload.

**NOTE:** The Image Uploaded must match the file type or the submitter will receive an error message. For example, if the user selects GIF for their FILE TYPE but the FILE UPLOADED is a TIF, an error message appears indicating that the FILE TYPE and FILE UPLOADED do not match. If the file contains a virus, an error message will appear.

Once the submitter has selected the correct Image Type, File Type and chosen a file, they can **click** on Upload to upload the file.

The Image Activity List will keep track of images that were attached to the PA.

User	Local Image Name	Document Name	Sent Date	Status	Source	Image Type
ASMITH	12345678901.pdf	ASMITH.12345678901.pdf	May 2 2022 3:30PM	2-Uploaded	5-278 APPR	PH-PHC



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The activity list will display the following details:

**User:** The user that submitted the file.

**Local Image Name:** This field is composed of the user ID, Date/Time Stamp, PA number, Image Type, the number 5, and the file type separated by periods.

For example: USERID.100728091732.12345678901.MR.5.JPEG

**Sent Date:** The Date the image was uploaded.

**Status:** A value of 2 in this field means that the image was uploaded. A value of 4 in this field means that the image has been received and has been successfully attached to the PA in the eMedNY system. A value of 3 means that a virus was found in the image.

**Source:** Will always be a 5 for ePACES.

**Image Type:** The type of image that was uploaded (i.e. MR-MRI, PH-Photo, or XR-Xray)

### Phone Contact

eMedNY Call Center: (800) 343-9000

Hours of Operation:

**For provider inquiries pertaining to non-pharmacy billing or claims, or provider enrollment:**

Monday through Friday: 7:30 a.m. - 6:00 p.m., Eastern Time (excluding holidays)

**For provider inquiries pertaining to eligibility and pharmacy claims:**

Monday through Friday: 7:00 a.m. - 10:00 p.m., Eastern Time (excluding holidays)

Weekends and Holidays: 8:30 a.m. - 5:30 p.m., Eastern Time