



## ePACES - Enhanced PA Inquiry for Transportation Rosters

Providers can search for Prior Approval (PA) rosters through ePACES for **Transportation rosters ONLY**. If your facility is set up to enter transactions for multiple providers, be sure that the Provider Name and NPI or MMIS displayed above the left-hand menu is correct.

Clicking **PA Roster** located under the 'PA/DVS' section in the left-hand menu, will allow you to begin the PA roster search.

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.

### Prior Approval Roster

\*Include PA where I am the

Billing/Requesting Provider       Ordering/Prescribing Provider

PA Number:	<input type="text"/>	Submitted Date From:	<input type="text"/>
Client ID:	<input type="text"/>	Range:	<input type="text"/>
PA Type:	Transportation	To:	<input type="text"/>
Status (Header):	<input type="text"/>	Effective Dates: From:	<input type="text"/>
Item/Procedure Code:	<input type="text"/>	To:	<input type="text"/>
NDC Code:	<input type="text"/>	Provider Number:	<input type="text"/>
Rate Code:	<input type="text"/>	License Number:	<input type="text"/>
		Sort Field:	<input type="text"/>



## ePACES - Enhanced PA Inquiry for Transportation Rosters

**Include PA where I am the:** Select the appropriate radio button to choose whether you are the 'Billing/Requesting Provider' or 'Ordering/Prescribing Provider'.

**NOTE:** It is not necessary to complete all of the following fields, however, the 'Submitted Date Range' must be entered. If known, you may enter specific information to narrow the results returned. To obtain the broadest range of results, submit a minimum number of the search criteria.

**PA Number:** Enter the 11-digit PA number, if known.

**Client ID:** Enter the client ID in the format of **two letters, five numbers and one letter** (e.g. AA11111A), if known.

**PA Type:** Select 'Transportation' using the drop down arrow or leave the default to 'All'.

**Status (Header):** Select the PA status (e.g. Approved, Partially Approved, etc.) you are searching for using the drop down arrow or leave the default to 'All'.

**Item/Procedure Code:** Enter the procedure code in the format of **one letter and four numbers** (e.g. X1111), if known.

**Submitted Date Range:** The 'From' and 'To' dates are automatically defaulted to the previous and current dates, respectively. The dates can be changed by manually entering them or by clicking on a date in the calendars. Once a date is chosen, it will populate in the appropriate field automatically. **Note:** The span between the 'From' and 'To' cannot be greater than 120 days.

**Effective Dates:** Enter the effective 'From' and 'To' dates of the PA, if known.

**Provider Number:** If known, if you are the billing/requesting provider, you will enter the Provider Number of the ordering/prescribing provider, or vice versa.

**License Number:** If known, if you are the Billing/Requesting Provider, you will enter the license number of the Ordering/Prescribing Provider, or vice versa. There is no need to enter a profession code, only enter the six-digit license number preceded by two zeroes (00).

**Sort Field:** Select the order by which you would like the search results displayed (PA Number, Client ID, Effective Dates, etc.).



Clicking **Search** will transmit the PA Roster request and the results, if any, will display below.

### Results Section

Client ID	PA Number ▲	Billing/ Requesting	Ordering/ Prescribing	PA Type	Header Status	Submit Date	Effective Date
AA00000Z	11111111111	00000001	00000002 1234567890	Transportation	Approved	12/01/2019	12/01/2019

[Download Roster](#)



## ePACES - Enhanced PA Inquiry for Transportation Rosters

**Client ID:** Click on the 'Client ID', which will open a new link, if you want to view the specific PA roster for that member.

**Note:** There will be no link to view a PA with a Pended or Suspended status.

This is an example of the window that will display when you click on the 'Client ID' to view a copy of the roster for that member.

### Transportation Roster for Billing Provider

REPORT:	NEW YORK STATE DEPARTMENT OF HEALTH EMEDNY				PROCESS DATE: 01/13/2025
PROVIDER:	AS OF: 01/12/2025				PROCESS TIME: 00:01:07
	TRANSPORTATION - ROSTER FOR BILLING PROVIDER				PAGE: 1
CLIENT ID/NAME	DATE OF BIRTH	SEX	M	CNTY	FISC RESP 21
ORDERING PROV NUM	PROC CODE A0100	MOD	PA NUMBER	DETERMINATION/RSN APPROVED/	
APPROVED - QUANTITY	2.0	TIMES 001	AMOUNT 18.52	PERIOD OF SERVICE FROM/TO 01/07/2025 01/07/2025	
RENDERED - QUANTITY	2.0	TIMES 001	AMOUNT	BILLING PROV NPI	
ORDERING PROV NUM	PROC CODE S0215	MOD	PA NUMBER	DETERMINATION/RSN APPROVED/	
APPROVED - QUANTITY	6.8	TIMES 001	AMOUNT 13.74	PERIOD OF SERVICE FROM/TO 01/07/2025 01/07/2025	
RENDERED - QUANTITY	6.8	TIMES 001	AMOUNT	BILLING PROV NPI	

### Transportation Roster for Ordering Provider

REPORT:	NEW YORK STATE DEPARTMENT OF HEALTH EMEDNY				PROCESS DATE: 01/13/2025				
PROVIDER:	TRANSPORTATION - ROSTER FOR ORDERING PROVIDER				PROCESS TIME: 16:41:51				
CLIENT ID	CLIENT NAME	DATE OF BIRTH	S PRIOR E APPROVAL X NUMBER	CNTY FISC RESP	APPRVD PERIOD OF SERVICE FROM: TO:	BILLING PROV ID	APPROVED QTY	LINED AMNT	DETER DETER RSN
			F	99	01/07/2025 01/07/2025		120	000 0.00	APPROVED
TOTAL NUMBER OF ENTRIES ON THIS ROSTER : 1									

**PA Number:** The PA number, if available, will be displayed here.

**Billing/Requesting:** The billing/requesting provider number will be displayed here.

**Ordering/Prescribing:** The ordering/prescribing number will be displayed here.

**PA Type:** 'Transportation' will always be displayed.

**Header Status:** The status of the PA will be displayed here. (e.g. Approved, Partially Approved, Rejected, etc.)

**Submit Date:** The date displayed will be the date the PA was requested via Medical Answering Services, LLC (MAS)

**Effective Date:** This field will display the earliest date the PA is effective.



## ePACES - Enhanced PA Inquiry for Transportation Rosters

### Roster Downloads

In addition to viewing the roster results on the ePACES screen, you may also choose to use the 'Download Roster' function to create and save a .CSV spreadsheet of PA Roster information.

Client ID	PA Number ▲	Billing/ Requesting	Ordering/ Prescribing	PA Type	Header Status	Submit Date	Effective Date
AA00000Z	1111111111	00000001	00000002 1234567890	Transportation	Approved	12/01/2019	12/01/2019

[Download Roster](#)

Clicking **Download Roster** is the first step in the download process.

**After clicking 'Download Roster', you MUST click on PA Roster Downloads** located under the 'PA/DVS' section in the left-hand menu to continue the downloading process.

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.

The PA Roster Downloads Status screen will display.

**PA Roster Downloads Status**

Download Request(s) by User ID:  [Go](#)

Records 1- 1 of 1

Request ID	Status	Request Date	Reset Priority	Cancel Request
<a href="#">11111111</a>	Download	07/20/22		

Records 1- 1 of 1

[Update Selected Requests](#)

**Status:** This displays the status of the download (e.g. Pending, Download or Retry). **Note:** A status of 'Retry' means there was something wrong with the data submitted to obtain the PA Roster and you must start the process over again to get the roster(s).

**Request Date:** This will display the date when 'Download Roster' was clicked.

**Reset Priority:** The provider can click on this button and then click "Update Selected Requests" to move a prior approval request to the beginning of their list. This button can only be used when the status of the download is "Pending." A user has 5 days to download their roster on this screen. If the user does not download within 5 days, they will have to start this process from the beginning. Once the roster has been downloaded, it will be purged from this screen after 5 days.

**Cancel Request:** If the provider wishes to cancel their request, they will check this box, click "Update Selected Request" and the request will be cancelled. You can only cancel a request if the status is "Pending."



## ePACES - Enhanced PA Inquiry for Transportation Rosters

Click the hyperlinked 'Request ID' number and the search criteria used to make the request will be displayed. This information is used to create the roster(s).

**Search Criteria**

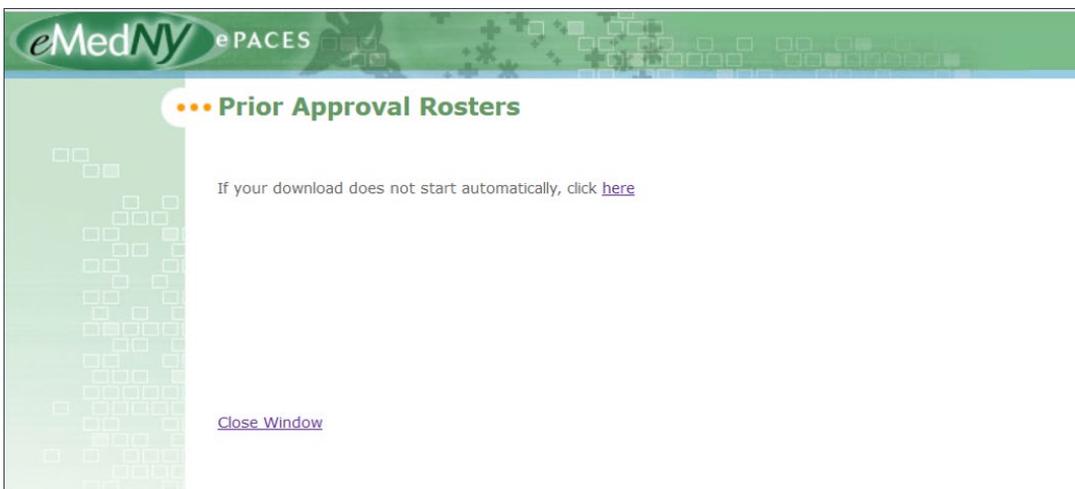
<b>Billing/Requesting Provider Number:</b>	NPI: MMIS:	<b>Ordering/Prescribing Provider Number:</b>
<b>PA Number:</b>	<b>Client ID:</b>	<b>Sort Field:</b>
<b>PA Type:</b>	<b>Status</b>	
<b>Item/Proc Code:</b>	<b>NDC Code:</b>	<b>Rate Code:</b>
<b>Submitted Date Range:</b>	<b>From:</b>	<b>To:</b>
<b>Effective Date Range:</b>	<b>From:</b>	<b>To:</b>

This following screen shows the results of the PA Roster(s) that can be downloaded based upon the search criteria entered.

**Results**

PA Type	Status	Downloaded By
Transportation	<a href="#">Download</a>	Someone

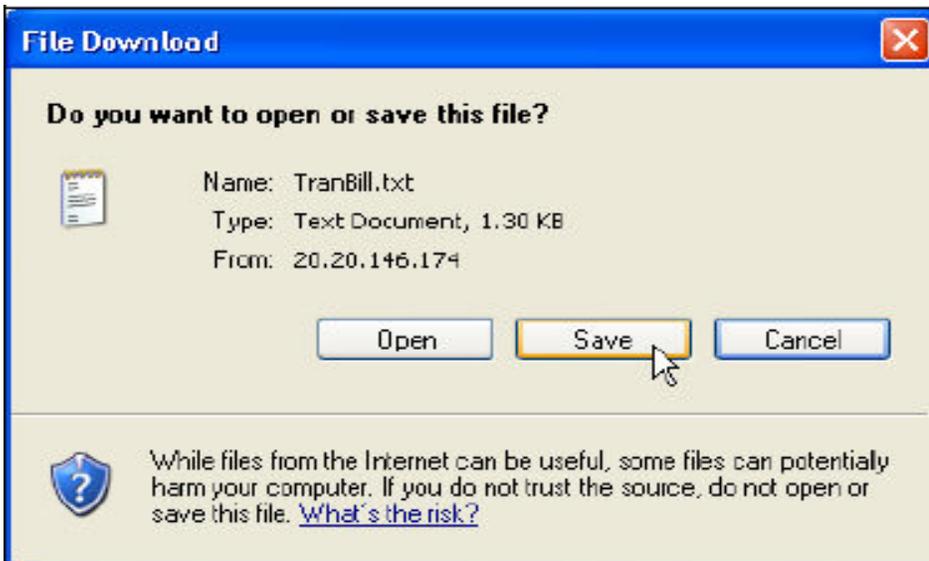
Clicking 'Download' will retrieve the roster. A new window will display. If the download dialogue box does not automatically appear, there is a link in the new window advising to click this link to start the process.



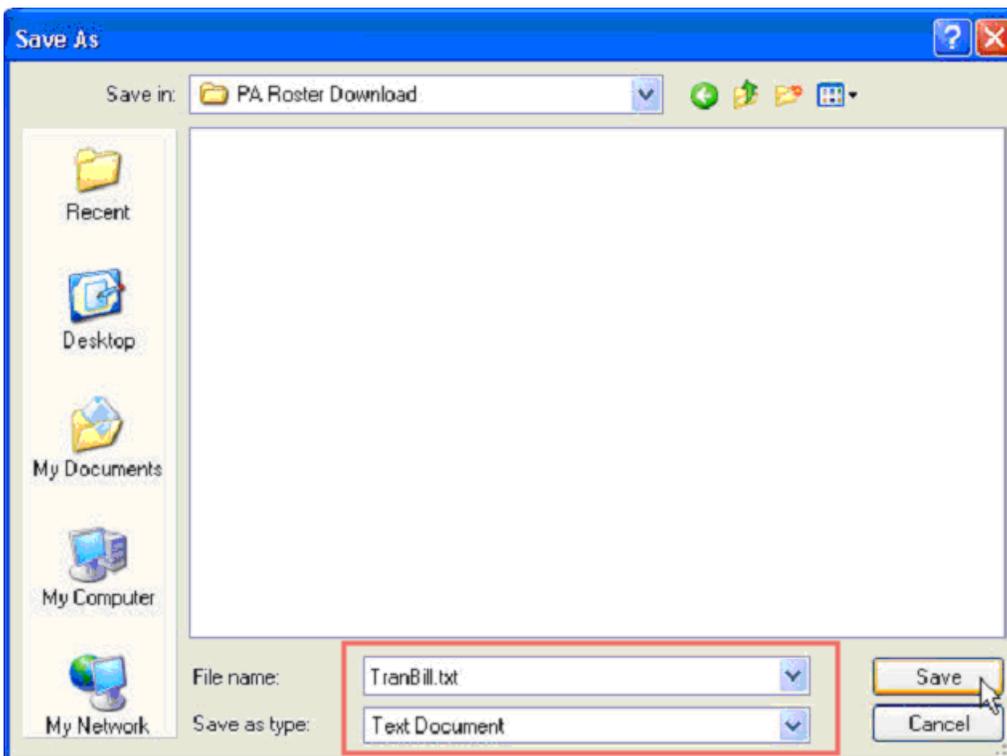


## ePACES - Enhanced PA Inquiry for Transportation Rosters

A dialog box, similar to what is shown below, will appear prompting you to download the roster. This will be a .txt file. Click on the 'Save' button to save the file on your computer.



You will need to change the .txt to .csv using the "Save as type" drop down arrow and selecting .csv. This permits the file to open up in an Excel spreadsheet. Click on 'Save'.



**NOTE:** If Notepad is used to download the file, the drop down arrow may not be available. In that case, you may need to overwrite the .txt with .csv.



## ePACES - Enhanced PA Inquiry for Transportation Rosters

---

### **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 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