



ePACES Enrollment Removing and Adding an ETIN (Submitter)

Overview

At some point in time, a Provider may need to remove an association with an ETIN (Submitter) they designated during their ePACES Enrollment process. ETIN stands for Electronic Transmitter Identification Number, which may also be known as the Transmission Supplier Number (TSN). The reason for removing an association with an ETIN would be if a Provider decides to change to a different Submitter than the one currently designated in the ePACES Enrollment system.

Note: Providers may be associated with several different ETINs in ePACES at a time.

Removing an ETIN (Submitter)

Step 1: The Provider must log in to the ePACES Enrollment system at www.emedny.org/enroll

ePACES Activation

Welcome to the ePACES Activation website. First time users please enter your provider number and token. After you receive your user ID and password, please use these to access this system.

If any of this information is unavailable please contact Provider Services at 1-800-343-9000.

*Provider Number: **OR** User ID:

Token: Password:

I have read and I agree to the Medicaid Confidentiality Regulations.
[View Medicaid Confidentiality Regulations.](#)

*Enter either your NPI or MMIS ID



On the right hand side of the ePACES Activation screen, enter his/her **Provider User ID** (displayed on screen to the Provider by the ePACES Enrollment system during the first phase of enrollment), and the **password** sent to him/her by e-mail at the end of the first phase of the original enrollment process. The password e-mailed to the Provider **DOES NOT** change for the Enrollment system.

Note: If you no longer have the Provider User ID, the call center may provide this. The call center can NOT provide the password but may resend the password email. If the password email is resent, the provider will need to reply to the email with the Token in the subject line only to acknowledge the password. They may not log in until they do that.

Step 2: The Provider will enter the ETIN of the Submitter that needs to be removed, and then **click** on the blue *Find TSN button*.

•• ePACES Submitter Registration

Submitter Information:

TSN/ETIN:  

NOTE: If you will be submitting claims through the ePACES system please use the existing TSN/ETIN for your submitter. If your submitter does not have a TSN/ETIN please contact Provider Services at 1-800-343-9000.

The Find TSN button will retrieve information for an existing TSN/ETIN. The Generate MEVS Only TSN button will create a TSN/ETIN. A MEVS Only TSN will not be able to submit claims. If you wish to submit claim transactions via ePACES, you may begin the registration process for a permanent TSN while using a MEVS Only TSN. Once you receive a Permanent TSN, you must return to this page to register your Permanent TSN and remove the MEVS Only relationship.

Step 3: The Submitter's ETIN and associated information are then displayed. The Provider will **click** on the blue *Remove TSN* button at the bottom of the page. This will remove the association of this Submitter to the Provider.

This submitter information has already been entered. If you do not believe this information is correct please contact your submitter or Provider Services at 1-800-343-9000.



Re-adding an ETIN (Submitter)

Step 4: The Provider will then enter the ETIN of the Submitter that the Provider will use in the future and click on *Find TSN* again. Depending on the situation, the Provider may do one of the following:

- A. If the original Submitter did not respond to the final e-mail from the ePACES Enrollment system and needs the e-mail regenerated, the Provider will enter the same ETIN that was just removed.
- B. If the Provider needs to designate a different Submitter from the one on record, the ETIN associated with the new Submitter is entered.

If the screen doesn't allow the ETIN to be added, try logging out and then back into the Enrollment system to complete the process. This concludes the Provider's role in the Submitter designation process unless the Provider is also the Submitter, in which case, the Provider would then proceed to Step 5.

Step 5: The ePACES Enrollment system will send an e-mail to the new Submitter with the newly designated Submitter's User ID. The Submitter may login to the ePACES Application at [ePACES Login](#) with the Submitter's User ID and the Provider Number of the Provider that designated him/her as a Submitter for the initial password. The ePACES Application will prompt the Submitter to change his/her password before granting access to the application to add Users, enter claims or request eligibility verification.

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