



# ePACES – Replicating a Claim

Submitters have the ability to replicate a claim and change information on the claim as needed. The Replicate feature allows the submitter to create a new claim for the same client or for a different client. If a claim is in a Sent or Complete status, the user can replicate the claim. The provider clicks on FIND CLAIMS from their left-hand menu and finds the claim that they want to replicate.

To find and view claims entered by a specific User, select the User ID from the 'Claim(s) by User ID' option in the drop down list, then click 'Go'. Note: Only Administrators or Supervisors may view all claims. General Users may only view the claims they entered. Claims may be searched by any one of the values shown below.

## •• Find Claims

Claim(s) by User ID:

Records 1 - 25 of 27 | [Next Page>>](#)

Find Claim By: <input type="text"/> <input type="button" value="Go"/>					
Patient Control #	Entry Status	Client ID	Client Name	Type of Claim	Begin Date
<a href="#">1234</a>	Sent	LL12345X	DOE, JANE	Institutional	
<a href="#">JTD07022008</a>	Draft	LL12345X	DOE, JANE	RT-Professional	
<a href="#">0000000000000000000000</a>	Draft	LL12345X	DOE, JANE	Institutional	
<a href="#">123</a>	Draft	LL12345X	DOE, JANE	Professional	



## ePACES – Replicating a Claim

Once the user clicks on the claim, they will see the 'General Claim Information' tab with a box next to the client ID that states "Replicate Claim For New Client". Note: Though the button indicates 'For New Client', this function can be used to replicate a claim for the same client.

The screenshot displays the 'General Claim Information' tab of the ePACES interface. At the top, there are navigation tabs: 'General Claim Information' (selected), 'Dental Claim Information', 'Provider Information', 'Diagnosis', 'Other Payers', and 'Service Line(s)'. A note indicates that an asterisk (\*) denotes a required field. The form contains the following fields and values:

- Submission Reason:** Original
- NPI Number:** [Empty text box]
- \* Patient Control Number:** TEST1
- Location Information:**
  - Address Line 1: [Empty text box]
  - Address Line 2: [Empty text box]
  - City: [Empty text box]
  - State: NY
  - Zip Code: 12065 - 1234
- \* Client Information:**
  - \* Enter a Client ID:** LL12345X
  - Replicate Claim For New Client** (button highlighted with a red box)
  - FRED FLINSTONE  
1 DINO WAY  
BEDROCK, NY  
12123
  - \* DOB:** 01/01/0001
  - \* Gender:** M
- \* Type of Claim:** Dental

At the bottom right of the form is a 'Next' button. At the very bottom of the page are four navigation buttons: 'Delete Claim', 'Finish', 'Save As Draft', and 'Cancel'.



## ePACES – Replicating a Claim

After the submitter clicks on the Replicate button, the option to update information on the replicated claim will be available.

**General Claim Information** | Dental Claim Information | Provider Information | Diagnosis | Other Payers | Service Line(s)

\* Indicates required field(s)

Submission Reason: Original      NPI Number:

\* Patient Control Number:

**Location Information**

Address Line 1:  
Address Line 2:  
City:  
State: NY  
Zip Code: 12065 - 1234

**Client Information**

\* Enter a Client ID:

BARNEY RUBBLE  
3 DINO WAY  
BEDROCK, NY  
12123

\* DOB:

\* Gender:

\* Type of Claim: Dental

The submitter will need to enter a Client ID Number (CIN) and click “GO” next to the CIN. Change the patient control number if applicable. The submitter then has the ability to click on the rest of tabs to make any other changes needed on their claim. After the submitter is satisfied with the changes in the claim, they may submit the claim just as they did with the original claim.

### 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, DVS, 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