



## ePACES - Setting Up User Accounts

### Overview

The Submitter, designated by the Provider in the initial enrollment process, is the Primary Administrator for the ePACES account. ePACES Accounts are associated with the ETIN(s) of the Submitter. All the Providers who have chosen the Submitter to administer their ePACES account are recorded on the Provider's Master file. Associated Providers are displayed in a dropdown list near the top of the page titled Change Provider. If Providers need to access the ePACES account associated with their Submitter, they must contact the Submitter's Primary Administrator to obtain a User ID, initial password and set up their User Access privileges. **Note:** Adding Providers to the Provider's Master file will take some time. Please be patient with your Submitter. For more detailed information, please see the Help Documentation available on the eMedNY website: [https://www.emedny.org/selfhelp/ePACES/ePACES\\_Help.pdf](https://www.emedny.org/selfhelp/ePACES/ePACES_Help.pdf)

There are 3 types of Users: Administrator, Supervisor and General.

- **Administrator:** Has full access to all functions on the ePACES account including User Administration, Claims, MEVS transactions and Support File maintenance.
- **Supervisor:** Has access to all functions on the ePACES account except User Administration (Add/Edit Users).
- **General:** Has either full or no access to specific functions under Claims and MEVS transactions as determined by the Primary Administrator.

**Note:** If a General User does not have access to a specific function, the associated menu options will not be displayed on the left-hand menu bar.

### Included in this document:

#### [User Administration](#)

[Add/Edit Users](#)

#### [Adding a New User](#)

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### A. User Administration

To administer User accounts, click on the Add/Edit Users hyperlink on the bottom of the left-hand menu bar.

The screenshot shows the eMedNY ePACES application interface. The top navigation bar includes the eMedNY logo, 'ePACES', and links for 'Help' and 'Log Out'. Below the navigation bar, there is a 'PROVIDER NAME - NPI' field and a 'Change Provider' dropdown menu with a 'Go' button. The main content area features a 'welcome to ePACES' message and a large 'ePACES' logo. The left-hand menu bar lists various categories and their sub-items:
 

- Claims:** New Claim, Find Claims, Real Time Responses, Build Claim Batch, Submit Claim, Batches, Status Inquiry, Status Responses
- Eligibility:** Request, Responses
- PA/DVS:** Initial Request, Revise/Cancel Request, Responses, Image Upload, PA Roster, PA Roster Downloads
- Support Files:** Provider, Other Payer, Submitter
- User Admin:** Add/Edit Users

 The main content area contains the following text:
 

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](#)



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### ADD/EDIT USERS

Clicking on the *Add/Edit Users* hyperlink will display the following:

**Add/Edit Users**

[Add New User](#)
[Update Provider List](#)

User ID	Name
<a href="#">KABBOTT</a>	ABBOTT, K
<a href="#">VACANT1</a>	ACANT1, V
<a href="#">VACANT2</a>	ACANT2, V
<a href="#">VACANT3</a>	ACANT3, V
<a href="#">VACANT4</a>	ACANT4, V
<a href="#">VACANT5</a>	ACANT5, V
<a href="#">VACANT6</a>	ACANT6, V
<a href="#">VACANT7</a>	ACANT7, V
<a href="#">VACANT8</a>	ACANT8, V
<a href="#">VACANT9</a>	ACANT9, V

The Administrator may add a new user to an account by clicking on the Add New User button. (See Step 1 below.)

Associating recently added Providers with Submitter's ETIN is done under the Support Files section by clicking on Provider then clicking on the Update Provider List button. The newly associated Providers will now be displayed in the Provider dropdown list at the top of the page. After updating the Provider list, the Administrator may edit current User's access to include the ability to perform functions for the new Provider(s) or add new Users associated with the new Provider(s).

**IMPORTANT:** It is **strongly** advised that the Administrator set up a backup Administrator for the ePACES account in case of absence or forgetting his or her own password.

### B. Adding a New User

**Step 1:** To set up a new User's Account and privileges, complete the following screen:

**Step 1:** Enter the user's information

\* Indicates required field(s)

\* **Last Name:**

\* **First Name:**

\* **Email Address:**

\* **Retype Email Address:**

[Next](#)



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After clicking on Next on the Add New User screen, a screen with the User's ID and password is displayed. Notify the new User of his or her User ID. The password is case-sensitive. The new User will be prompted to change his/her password when they first login to the ePACES application. Determination of the access rights for the new User is initiated from this screen.

Please note this password as it will be removed from the screen when you leave it.

User Information:

Last Name:	KORZATKOWSKI
First Name:	TIFFANY
UserID:	TKorz
Password:	yoSwm1Bs

Please provide this User ID and Password to the user. When they first log in, they will be prompted to change their password.

Step 2: Should this user have Administrator Privileges?

Yes
  No

Answering Yes will provide full access to the Claims, Prior Approval, MEVS, Support Files and Administrator (Add/Edit Users) routines for all Providers associated with your TSN.

If the User will have full access to all functions and be an Administrator, (see list of functions on the screen above), click on the Yes button. Go to Step 2a.

To limit the functions a User may perform, click on the No button to define the User's access rights. Go to Step 2b.

**Step 2a:** After clicking on the Yes Button to add a new Administrator, the following screen is displayed. No further action to set up the User's Administrator account is necessary.

**New User Added**

The new user has been created. Please provide them with their User ID and Password. When they first log in, they will be prompted to change their password.

[Back to Add / Edit Users](#)



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**Step 2b:** Clicking on the *No* button when adding a new User allows the Administrator to define functions for the User depending on their role.

**User Information:**

Last Name: KORZATKOWSKI  
 First Name: TIFFANY  
 User ID: TKORZ

This screen shows the list of Providers associated with the Submitter's ETIN and ePACES account. The newly added User may need to have access privileges for some or all of the associated Providers. Access defaults to No Access. To add access for the User, Click on the Add/Edit Access Privileges icon associated with a Provider ID.

**Step 3:**

For each Provider Number the user is associated with add a set of Access Privileges.

Provider Number	Provider Type	Name	Access Group	Add/Edit Access Privileges
9999999999	003 BILLING SERVICE GROUP	EMEVS	General	
8888888888	003 BILLING SERVICE GROUP	EMEVS	General	

Finish

**Step 3:** Clicking on the Add/Edit Access Privileges icon produces the following screen.

**User Information:**

Last Name: KORZATKOWSKI  
 First Name: TIFFANY  
 User ID: TKORZ

This screen shows the list of Access Groups (functions) to which the User may be given access.

A Supervisor User has full access to everything except User Administration (i.e., the Add/Edit User function).

Provider Number 01234567 Provider Type: 003 BILLING SERVICE GROUP Provider Name: EMEVS

Access Group	Supervisor	General User
	<input type="radio"/>	<input type="radio"/>
Enter Claims, Build Claim Batches	Full Access	No Access
Claim Status Inquiries	Full Access	No Access
Support Files	Full Access	No Access
Submit Claim Batches	Full Access	No Access
MEVS	Full Access	No Access
Prior Approval	Full Access	No Access
PA Roster	Full Access	No Access
MEIPASS	Full Access	No Access
User Administration	No Access	No Access

The Administrator needs to set up the General User's Access Privileges. A General User may have Full Access or No Access to specific functions or Access Groups.

Click on the drop down list to select access type for the General User.

**Note:** Click on the Submit button when finished setting up the User's access.



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### C. Edit User Account Information

To edit a User's account access rights, the Administrator will click on the Add/Edit Users hyperlink on the bottom of the left-hand menu bar.

#### •• Add/Edit Users

[Add New User](#)

[Update Provider List](#)

User ID	Name
<a href="#">KABBOTT</a>	ABBOTT, K
<a href="#">VACANT1</a>	ACANT1, V
<a href="#">VACANT2</a>	ACANT2, V
<a href="#">VACANT3</a>	ACANT3, V
<a href="#">VACANT4</a>	ACANT4, V
<a href="#">VACANT5</a>	ACANT5, V

Click on the User ID in the list to select which User to Edit.



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### EDIT CURRENT USERS SCREEN

The Edit Current Users screen allows the Administrator to perform these functions for a User ID: Change Password, Inactivate User, Unlock User and Add/Edit Access Privileges.

#### User Information:

Last Name: WASHINGTON  
 First Name: DANIEL  
 User ID: DWASHIN6

Click on the *Change Password* button or link to modify a User's password. This might be required if the User forgot his or her password.

Click on the Inactivate User button or link to deactivate a User's access to the ePACES application. This might be required if the User leaves the position and should no longer have access to the application.

[Change Password](#)      [Inactivate User](#)      [Unlock User](#)

User Access Privileges:					
Provider Number	Provider Type	Name	Access Group	Add/Edit Access Privileges	
1234567890	046 PHYSICIAN	DANIEL G WEST    PHYSICIAN PC	General	Inactivated	
1098765432	028 HOSPITAL	MEDICAL CTR HOSPITAL	General		
1010101010	028 HOSPITAL	MEDICAL CTR HOSPITAL	General		
1987654321	028 HOSPITAL	MEDICAL CTR HOSPITAL	General		
1223344556	028 HOSPITAL	MEDICAL CTR HOSPITAL	General		
1998877665	028 HOSPITAL	MEDICAL CTR HOSPITAL	General		

Click on *Unlock User* button or link to unlock a User account. This may happen if a User has attempted to login unsuccessfully too many times. A password reset (change) may also be required.

Click on the *Add/Edit Access Privileges* icon to modify a User's access rights.

### CHANGE PASSWORD SCREEN

#### •• Change Password

The Change Password screen allows the Administrator to enter a new password for the specified User ID. Password requirements are detailed below.

#### User Information:

Last Name: ACANT2  
 First Name: V  
 User ID: VACANT2

Click on Yes to proceed with the password change.

Please enter a password of 8 - 16 characters in length with at least one number, one lowercase letter and one uppercase letter.

New Password:   
 Retype New Password:

Are you sure you want to change this password?

Yes     No



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### •• Change Password

#### User Information:

Last Name: ACANT2  
 First Name: V  
 User ID: VACANT2

The next screen shows that the User's password was changed. The Administrator must notify the User of the new password. ePACES will prompt the User to change their password the next time they login.

Password successfully changed. Please provide the new password to the user. When they first log in, they will be prompted to change it.

Close

### INACTIVATING A USER

### •• Inactivate User

#### User Information:

Last Name: WASHINGTON  
 First Name: DENZEL  
 User ID: **DWASHIN7**

When the Administrator clicks on the Inactivate User link or button, this screen appears. Clicking on Yes will inactivate the User and prevent any access to the ePACES application for this User. The inactive User ID will remain on the User list in an inactive state indefinitely. Currently, there isn't any way to delete inactive Users off the User file.

The user you are inactivating may be using Exchange to receive financial remittances for your organization. Are you sure you want to inactivate this user?

#### User Access Privileges

Provider Number	Provider Type	Name	Access Group
1234567890	046 PHYSICIAN	MURRAY JAN MD	General
1010101010	046 PHYSICIAN	DANIELLE GREEN PHYSICIAN PC	General
1223344556	028 HOSPITAL	MEDICAL CTR HOSPITAL	General
1998877665	028 HOSPITAL	MEDICAL CTR HOSPITAL	General
1212121212	028 HOSPITAL	MEDICAL CTR HOSPITAL	General



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### UNLOCKING A USER

#### •• Edit Current Users

##### User Information:

Last Name: WASHINGTON  
 First Name: DENZEL  
 User ID: **DWASHIN7**

Do you want to Unlock this user?

Yes  No

[Change Password](#)

[Inactivate User](#)

[Unlock User](#)

Clicking on the Unlock User button or link will display this screen. The Administrator may unlock a User's account if he/she tried to login unsuccessfully multiple times and locked their User account. Locking the User account after too many unsuccessful attempts is a security measure to prevent unauthorized use.

Click on Yes to unlock the account. **Note:** The User's password may also need to be changed if the User has forgotten it.

User Access Privileges:				
Provider Number	Provider Type	Name	Access Group	Add/Edit Access Privileges
1234567890	046 PHYSICIAN	JAN MURRAY MD	General	
1665533221	046 PHYSICIAN	DANIELLE HARPER MD	General	Inactivated
1212121212	028 HOSPITAL	MEDICAL CTR HOSPITAL	General	
1991177111	028 HOSPITAL	MEDICAL CTR HOSPITAL	General	

### 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