ePACES - PA/DVS Revise or Cancel Function

Once a Dispensing Validation System (DVS) or Prior Approval (PA) has been requested, if necessary, you may be able to cancel or revise the request. **NOTE:** A PA, including those not originally requested in ePACES, may be revised or cancelled. A DVS may only be cancelled. Additionally, a DVS cancellation for medical/surgical supplies **must** be done within 24 hours of obtaining the authorization. A DVS for DME, prosthetics, orthotics, prescription footwear and hearing aids may be cancelled within 90 days.

The function of cancelling or revising can be performed through two different methods. The PA/DVS **Responses** link or the PA/DVS **Revise/Cancel Request** link.

Canceling a DVS using the 'Responses' link

Clicking **Responses** located under the 'PA/DVS' section in the left-hand menu, will display two 'Prior Approval Activity Worklist sections'. The top section is for 'Search Criteria', while the bottom portion is for the 'Requests/Responses'. See ePACES - DVS Request & Response for DME, Prosthetics, Orthotics, Orthopedic Footwear and Medical Supplies, if necessary, for 'Search Criteria; instructions.

To begin the DVS cancellation process, click on the hyperlinked 'Client ID'. **Note:** Only a DVS (Review ID Number) that is approved (Action code: A1) can be cancelled.

eMedNY   **ePACES - PA/DVS Revise or Cancel Function**

The following screen will be displayed and there will be a link at the top right allowing you to submit a 'Revise/Cancel Request'. Click on the link.

PA/DVS Response Details

View Original Request Information   Revise/Cancel Request

General Information   Prior Approval Items

Client Information
* Client ID: XX11111X
Patient Account #:
Name:
Gender:
DOB:

Transaction Type: Non Dental - DVS

The 'Revise/Cancel Request' screen will then be displayed and the 'Cancel Service Request' radio button will be automatically filled in. **Remember:** A DVS may only be cancelled.

Revise/Cancel Request

Return to Response Details

Review Authorization Number: **11111111111**

○ Revise Service Request   ⦿ Cancel Service Request

General Information
                                                  * Indicates required field(s)
Client Information
* Client ID: XX11111X
Patient Account #:
Name:
Gender:
DOB:

Transaction Type: Non Dental - DVS

[Submit]

Clicking '**Submit**' located at the bottom right of the 'Revise/Cancel Request' screen will cancel the DVS and you will see the message: Request Submitted.

You can see that the DVS has been cancelled if you click on **Responses**, once again, located under the 'PA/DVS' section in the left-hand menu.

Client ID	Name ▼	Date Sent ▼	Service Type ▼	Review ID Number ▼	Cert. Type	Action ▼	Response Descriptive Text	Image Upload
XX11111X	Someone's Name	1/23/2025 8:10:58 AM	12	11111111111	3	C	Cancelled	
XX11111X	Someone's Name	1/23/2025 7:59:05 AM	12	11111111111	I	A1	Certified in total	
Client ID	Name	Date Sent	Service Type	Review ID Number	Cert. Type	Action	Response Descriptive Text	Image Upload

ePACES - PA/DVS Revise or Cancel Function

Canceling a DVS using the 'Revise/Cancel Request' link

Clicking **Revise/Cancel Request** located under the 'PA/DVS' section in the left-hand menu, will display a screen where you will enter the DVS to be cancelled in the Review ID Number field.

After clicking 'Go' the 'Revise/Cancel Request' screen will then be displayed and the 'Cancel Service Request' radio button will be automatically filled in. **Remember:** A DVS may only be cancelled.

Clicking '**Submit**' located at the bottom right of the 'Revise/Cancel Request' screen will cancel the DVS and you will see the message: Request Submitted.

ePACES - PA/DVS Revise or Cancel Function

You can see that the DVS has been cancelled if you click on **Responses**, once again, located under the 'PA/DVS' section in the left-hand menu.

Client ID	Name	Date Sent ▼	Service Type ▼	Review ID Number ▼	Cert. Type	Action ▼	Response Descriptive Text	Image Upload
XX11111X	Someone's Name	1/23/2025 8:10:58 AM	12	11111111111	3	C	Cancelled	
XX11111X	Someone's Name	1/23/2025 7:59:05 AM	12	11111111111	I	A1	Certified in total	
Client ID	**Name**	**Date Sent**	**Service Type**	**Review ID Number**	**Cert. Type**	**Action**	**Response Descriptive Text**	**Image Upload**

Revising or Canceling a PA using the 'Responses' link

Clicking **Responses** located under the 'PA/DVS' section in the left-hand menu, will display two 'Prior Approval Activity Worklist sections'. The top section is for 'Search Criteria', while the bottom portion is for the 'Requests/Responses'. See ePACES - DVS Request & Response for DME, Prosthetics, Orthotics, Orthopedic Footwear and Medical Supplies, if necessary, for 'Search Criteria' instructions.

Client ID	Name	Date Sent ▼	Service Type ▼	Review ID Number ▼	Cert. Type	Action ▼	Response Descriptive Text	Image Upload
XX11111X	Someone's Name	1/24/2025 4:04:02 PM	12	11111111111	I	A4	Pended, 0U-Additional Patient Information required	

To begin the PA revision or cancellation process, click on the hyperlinked 'Client ID'. **Note:** Only a PA (Review ID Number) that is approved (Action code: A1) or pended (Action code: A4) can be revised or cancelled.

eMedNY   **ePACES - PA/DVS Revise or Cancel Function**

The following screen will be displayed and there will be a link at the top right allowing you to submit a 'Revise/Cancel Request'. Click on the link.

PA/DVS Response Details

View Original Request Information   Revise/Cancel Request

○ General Information

- **Client Information**
  - * **Client ID:**   XX11111X
  - **Patient Account #:**
  - **Name:**
  - **Gender:**
  - **DOB:**

- **Transaction Type:**   Non Dental - Non DVS

The 'Revise/Cancel Request' screen will then be displayed and the 'Revise Service Request' radio button will be automatically filled in. **Remember:** A PA may be revised or cancelled.

Revise/Cancel Request

Review Authorization Number: **11111111111**

● Revise Service Request ○ Cancel Service Request

○ General Information   ○ Prior Approval Items

                                                          * Indicates required field(s)

- **Client Information**
  - * **Enter a Client ID:** [   ] ● Go
  - **Patient Account #:** [   ]
  - **Name:**
  - **Gender:**
  - **DOB:**

- **Transaction Type:**   [Non Dental - Non DVS   ⌄]

If you are cancelling the entire request, click on the 'Cancel Service Request' radio button. Clicking '**Submit'** located at the bottom right of the 'Revise/Cancel Request' screen will cancel the PA and you will see the message: Request Submitted.

eMedNY   **ePACES - PA/DVS Revise or Cancel Function**

If you want to revise your PA request, keep the 'Revise Service Request' radio button filled in. If necessary, change the applicable information (the fields will be open and editable) on the General Information tab. **Note**: The 'Transaction Type' field cannot be changed.

Once you have finished the necessary changes on this screen, click on 'Next' located at the bottom right of the 'Revise/Cancel Request' screen. The 'Prior Approval Items' screen will then be displayed.

The Revise/Cancel column on the right allows for a specific line to be revised or cancelled.

Add: Click on 'Add' to add a line that was not originally on the PA.

Revise: Click on 'Revise' to make the fields changeable allowing you to revise a line originally entered on the PA.

Cancel: Click on 'Cancel' to cancel a line that was originally on the PA.

Clicking '**Submit**' located at the bottom right of the 'Revise/Cancel Request' screen will revise the PA and you will see the message: Request Submitted.

eMedNY   **ePACES - PA/DVS Revise or Cancel Function**

Revising or Canceling a PA using the 'Revise/Cancel Request' link

Clicking **Revise/Cancel Request** located under the 'PA/DVS' section in the left-hand menu, will display a screen where you will enter the PA to be revised or cancelled, in the Review ID Number field.
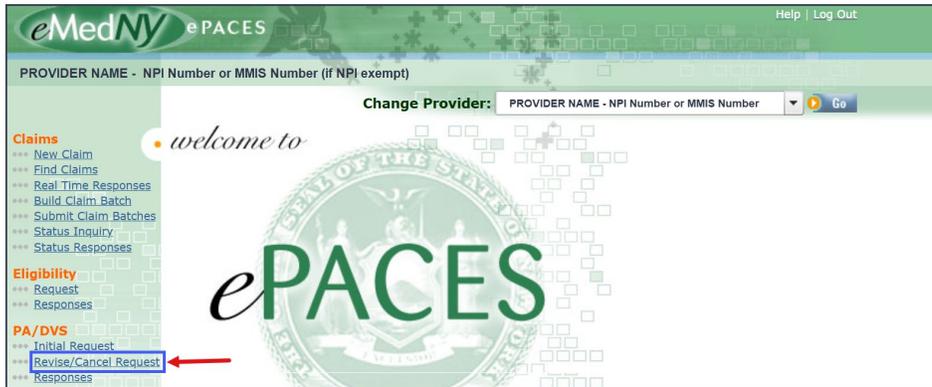
After clicking 'Go' the 'Revise/Cancel Request' screen will then be displayed and the 'Revise Service Request' radio button will be automatically filled in. **Remember:** A PA may be revised or cancelled.
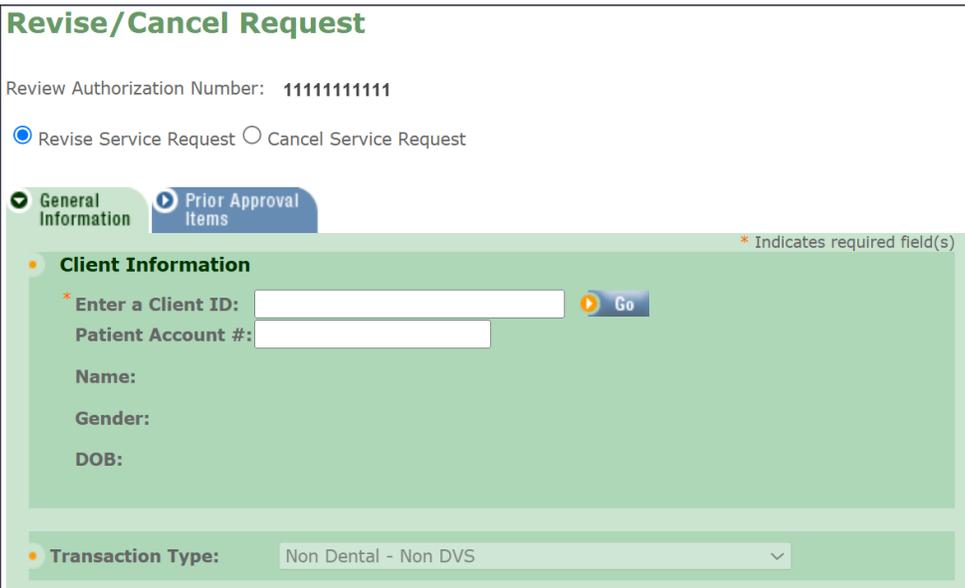
ePACES - PA/DVS Revise or Cancel Function

If you are cancelling the entire request, click on the 'Cancel Service Request' radio button. Clicking '**Submit**' located at the bottom right of the 'Revise/Cancel Request' screen will cancel the PA and you will see the message: Request Submitted.

If you want to revise your PA request, keep the 'Revise Service Request' radio button filled in. If necessary, change the applicable information (the fields will be open and editable) on the General Information tab. **Note**: The 'Transaction Type' field cannot be changed.
IMPORTANT: If the PA was not originally requested in ePACES, you will need to enter **all** the applicable information.

Once you have finished the necessary changes on this screen, click on '**Next**' located at the bottom right of the 'Revise/Cancel Request' screen. The 'Prior Approval Items' screen will then be displayed.

IMPORTANT: If the PA was not originally requested in ePACES, you will need to enter **all** the information on the 'Prior Approval Items' screen. For a multiple line PA, it is very important to enter the lines in the order as they originally appeared on the PA.

The Revise/Cancel column on the right allows for a specific line to be revised or cancelled.

eMedNY   **ePACES - PA/DVS Revise or Cancel Function**

Add: Click on 'Add' to add a line that was not originally on the PA. Adding a line should be done after all other applicable lines originally on the request were entered

Revise: Click on 'Revise' to make the fields changeable allowing you to revise a line originally entered on the PA. If you have a line that you are not revising, but need to enter it on the PA to keep it on the request, click 'Revise' and enter the line exactly as it was on the original.

Cancel: Click on 'Cancel' to cancel a line that was originally on the PA. You can either leave all fields blank, or enter them as they were entered on the original request to cancel the line

Once you click on Add, Revise or Cancel; a line will appear to enter all applicable information, if necessary. It is important to enter the appropriate line number that corresponds to the information you are entering. The last column will indicate whether you have clicked on Add, Revise or Cancel.

Clicking '**Submit**' located at the bottom right of the 'Revise/Cancel Request' screen will complete the process and you will see the message: Request Submitted.

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