

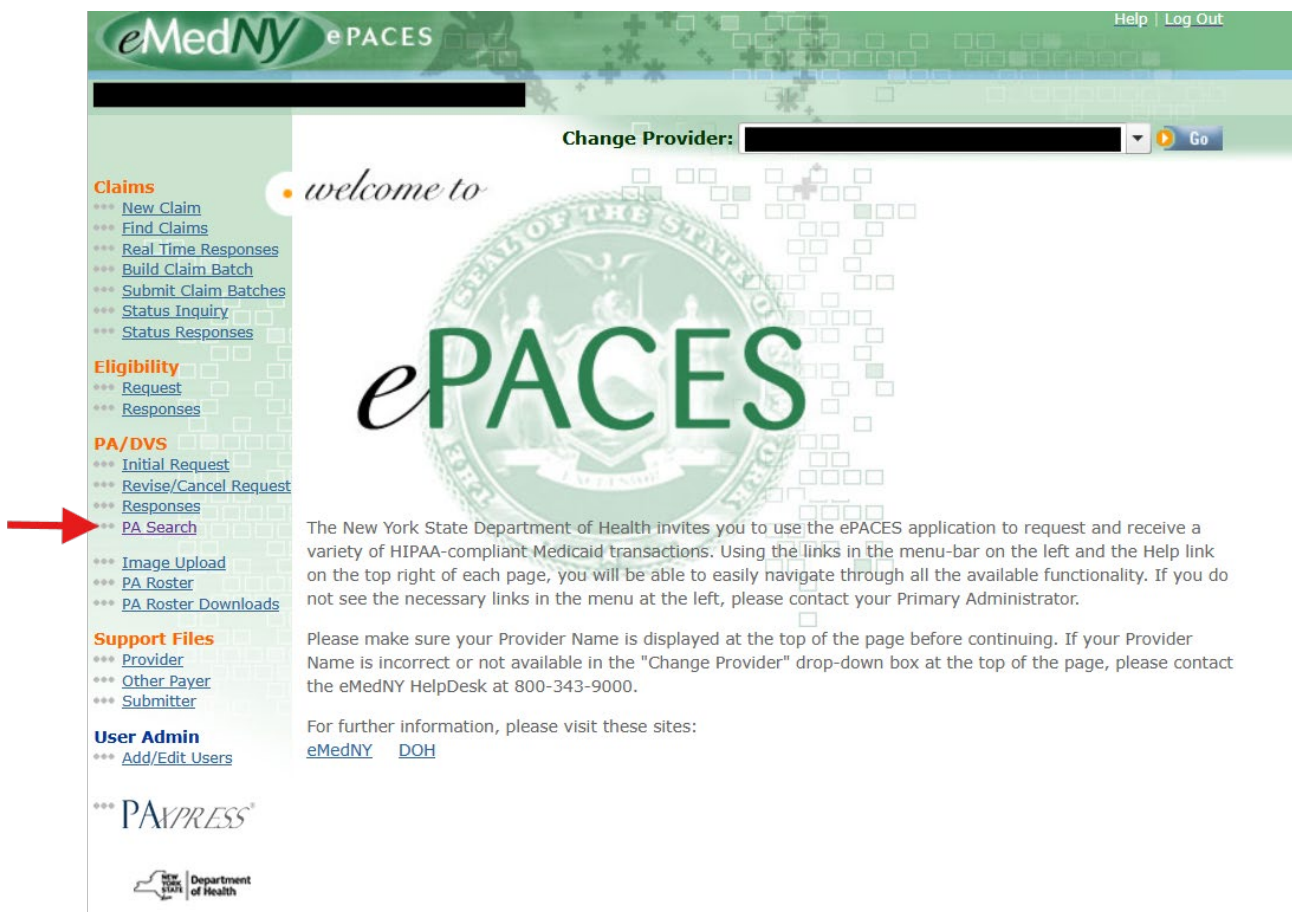
eMedNY ePACES – PA Search

PA Search feature provides an enhanced way for providers to look up the current status of a Prior Approval (PA). With **PA Search**, you can view any PA where you are listed as the billing/requesting or ordering/prescribing provider, regardless of how the PA was submitted (i.e. on paper or 278 transaction).

This feature expands on the existing PA Responses search tool. The PA Responses option is still available, but it only displays the status of PAs you submitted electronically through ePACES.

Please note: Transportation and PCA PAs cannot be viewed using the **PA Search** function.

To access **PA Search**, look for the **PA Search** link located on the left-hand side of the screen under the PA/DVS menu. This option is available to anyone who is an Admin or has been granted Prior Approval access by their ePACES Admin.



Using Search PA

After clicking on “PA Search” in the left column menu, a search form will appear:

Search Field Descriptions

Include PA Where I am the: Select either **Billing/Requesting** or **Ordering/Prescribing** provider. The system will default to **Billing/Requesting Provider**. This refers to the provider ID associated with your current login. You will see your NPI at the top left of the ePACES screen.

NOTE: If your ePACES account has multiple providers linked to the same ETIN, choose the appropriate provider from the Change Provider dropdown located in the top-right corner of the screen, then click Go.

PA Number: Enter the PA Number if you have it, and you want to search for that specific PA. Required if Client ID is not entered. The PA Number must be 11 characters in length.

Client ID: Enter the CIN if you do not have the PA Number. This field is required when the PA Number is not provided. The Client ID must contain exactly 8 characters, formatted as 2 letters, 5 numbers, and 1 letter (example: AB12345C).

NOTE: The PA Number and CIN fields cannot be used together in the same search. Only one may be entered at a time.

PA Type: Select the applicable PA Type from the dropdown. Available options include:

- 01 – Physician
- 02 – Pharmacy
- 03 – Dental

- 04 – RHC (Residential Health Care)
- 06 – DME (Durable Medical Equipment)
- 07 – Eye Care
- 08 – Hearing Aid
- 10 – PDN (Private Duty Nursing)
- 11 – OOS Hospital (Out of State Hospital)
- 12 – Radiology

Code: Enter a Procedure Code, Drug Generic Code Number (GCN), or National Drug Code (NDC), and select the appropriate code type using the radio button next to the field.

- Procedure Code: 5 characters
- GCN: 5 characters
- NDC: Between 9 to 11 characters

Submitted Date From / To: Use the date picker or enter dates in mm/dd/yyyy format.

- “From” date must be earlier than or equal to the “To” date.
- Submitted dates cannot be greater than today’s date.

Effective Date From / To: Use the date picker or enter dates in mm/dd/yyyy format.

- “From” date must be earlier than or equal to the “To” date.

Line Determination Date From / To: Use the date picker or enter dates in mm/dd/yyyy format.

- “From” date must be earlier than or equal to the “To” date.
- Line Determination Dates cannot be greater than today’s date.

The Search Results

After you run a PA search, the system displays a results table containing a subset of the available PA data:

PA NUMBER	CLIENT ID	BILLING / REQUESTING	ORDERING / PRESCRIBING	TYPE	SUBMIT DATE	CODE	DECISION	EFFECTIVE DATE	EXPIRATION DATE	MEDIUM SOURCE CODE
██████	██████	██████	██████	03 - Dental	09/27/2025	D7210	R - Rejected			5 - 278 Prior Approval Request
██████	██████	██████	██████	03 - Dental	09/27/2025	D7210	R - Rejected			5 - 278 Prior Approval Request
██████	██████	██████	██████	03 - Dental	09/27/2025	D7210	R - Rejected			5 - 278 Prior Approval Request

This table provides a high-level summary and includes the following fields: PA Number, Client Id, Billing/Requesting NPI or MMIS ID, Ordering/Prescribing NPI or MMIS ID, Type, Submit Date, Code, Decision, Effective Date, Expiration Date and Medium Source Code.

Note: Effective Date and Expiration Date will display only if the status is “A - Approved” or “C - Approved as Modified”.

When a row is hovered over, it will be highlighted and a user can click on that row to bring up a Detailed Page for that PA.

PA Detailed Page

When you click on a row in the search results table, the system will open the PA Detailed Page for the selected Prior Approval. This page provides the complete set of information and details associated with that PA, including all fields, history, and any available actions.

eMedNY ePACES Help | Log Out

Change Provider: [Dropdown] Go

... Prior Authorization/Approval (PA) Search

[Back to Search](#)

Prior Authorization/Approval (PA) Number: 0123456789

Client ID: **AA12345C**
Client Name: **John Smith**
Date of Birth: **12/31/1970**
Gender: **M - Male**

Billing/Requesting Provider NPI: **1122334455**
Ordering/Prescribing Provider NPI: **6677889900**

PA Edit: **0119 - CLIENT ID NOT ON FILE**
PA Reason: **RJP - Rejd Pend**
Reviewer Comments: **some pa comments goes here.**

PA Type: **01 - Physician**
PA Medium Source Code: **9 - Paper**
PA Submit Date: **10/31/2025**
PA Determination Date: **12/1/2025**
PA Line Determination/Decision: **R - REJECTED**
PA Line Effective Date: **12/1/2025**
PA Line Expiration Date: **12/31/2030**

for Dental and Medical PA types only

Procedure Code: **A1234** Procedure Modifiers: **01, 02**
Procedure Description: **INJECTION UP TO 5 MG**

for Dental PA type only

Dental Oral Cavity: **R** Tooth Code: **A2** Tooth Surface Codes: **B, C**

for Pharmacy PA type only

National Drug Code (NDC): **00002298060** Drug Generic Code Number (GCN): **RXBRAND** Drug Name: **RETEVMO 80 MG CAPSULE**

Approved Quantity/Units:	10	Rendered Quantity/Units:	5
Approved Times Count: (for Non-Pharmacy PA types only)	2	Rendered Times Count: (for Non-Pharmacy PA types only)	1
Approved Amount:	\$500	Rendered Amount:	\$100
Excess PA Indicator:	Y	Rental Indicator: (for DME PA type only)	
Hourly Fee: (for PDN PA type only)	\$50		

Note: screenshot shows placeholder text – not all fields would have a value.

This detail page shows both PA Header details, Client details, as well as Line level details.

Client Info:

- Client ID
- Client Name
- Date of Birth
- Gender

Provider Info:

- Billing/Requesting Provider NPI or MMIS ID
- Ordering/Prescribing Provider NPI or MMIS ID

PA Header and Line Info:

- PA Edit
- PA Reason
- PA Reviewer Comments
- PA Type
- PA Medium Source Code
- PA Submit Date
- PA Line Determination Date
- PA Line Determination/Decision
- PA Line Effective Date
- PA Line Expiration Date

Dental and Medical PA:

- Procedure Code
- Procedure Description:
- Procedure Modifiers

Dental only:

- Dental Oral Cavity
- Tooth Code
- Tooth Surface Codes

Pharmacy only:

- National Drug Code (NDC):
- Drug Generic Code Number (GCN):
- Drug Name

Line Level Details:

- Approved Quantity/Units
- Rendered Quantity/Units
- Approved Times Count (*for Non-Pharmacy PA types only*)
- Rendered Times Count (*for Non-Pharmacy PA types only*)
- Approved Amount
- Rendered Amount
- Excess PA Indicator
- Rental Indicator (*for DME PA type only*)
- Hourly Fee (*for PDN PA type only*)

User can return to the search results by clicking on the “Back to Search” link on the top right side of the page.

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