



All Provider Types

Important Information For Users Accessing ePACES on/after June 1, 2016



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As previously communicated, on June 1st, 2016, eMedNY is installing a new feature - CAPTCHA - that impacts all ePACES users.

INTERNET BROWSERS CHANGES ON/AFTER June 1st:

- To access ePACES on and after June 1st, use Internet Explorer (IE) version 10 (and higher) or alternative browsers including Google Chrome, Mozilla Firefox, or Apple Safari to access ePACES.
- **If you are using IE versions 9 and below, the following error will appear "Cannot contact reCAPTCHA. Check your connection and try again." and access to ePACES will be denied.**
- To prevent any interruption of checking eligibility and claims submission, coordinate with your IT department to upgrade your internet browser, if necessary.

Contact Details:

1-800-343-9000

emednyalert@csgov.com

ADDITIONAL LOG-ON STEPS ON JUNE 1st AND BEYOND:

Before clicking Agree/Login, users must:

1. Enter your Username and password.
2. Agree to Medicaid Confidentiality Regulations.
3. Successfully verify that he/she is a person and not a computer by selecting specific images. If incorrect images are selected, the user will be asked to verify another set of images correctly before being allowed access to ePACES.

To familiarize yourself with CAPTCHA, go to <https://www.google.com/recaptcha/api2/demo>

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Questions about ePACES can be directed to the eMedNY Call Center at 800-343-9000.

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