Medicaid Provider Services Portal PSP

NY PSP Known Issues and Important Updates

Updated on 11/04/2026 | NY Provider Services Management

The **Known Issues List** provides information about current NY PSP issues that may affect provider enrollment and other provider transactions, including new enrollment, revalidation, reinstatement, and modifications.

The list includes issues reported or identified in recent months, along with the latest available status, updates, and resolution of information to help providers understand potential impacts on their transactions.

The list is divided into two sections:

- **Known Issues:** Review this section for identified system issues, processing delays, defects, or recurring problems that may affect provider transactions.
- **Important Updates:** Review this section for announcements, helpful information, system updates, planned maintenance, and guidance related to provider enrollment.

New and updated items are highlighted in **bold** and marked with the Apple icon, so providers can easily identify the latest information.

Known NY PSP Issues

ID	Steps / Process	Issue Description and Impact	Additional Information / Available Workaround	Date Added to List	Current Status / Resolution Update	Date Resolved
NY OPS 1303	Revalidation, Registration, Reinstatement	Some providers submitting a Modification Request receive an error message displaying “text” and are unable to proceed with their revalidation modification.	A system update is scheduled for 11/06/26. If the issue continues after the update, contact eMedNY Call Center at 1-800-343-9000. Provide the NPI and reference Known Issue NYOPS 1303. Users with urgent enrollment or revalidation concerns should contact eMedNY Call Center for assistance.	11/02/2026	Pending – A system update is anticipated 11/06/26.	
NY OPS 540	Registration, Revalidation, Reinstatement	Some providers submitting their registration within the NY PSM solution or attempting a revalidation modification request are being prompted to provide licenses, such as CLIA and PPAC, or certifications that may not be required. This usually occurs when a previous specialty (no longer active) on the provider’s file requires a license and/or certification. This may also occur for providers who are attempting to reinstate.	From 11/02/26 through 12/10/26, call eMedNY Call Center at 1-800-343-9000. Provide the NPI, explain that your registration or revalidation modification is affected by Known Issue NYOPS 540, and request a manual correction.	11/02/2026	Pending – A system update is anticipated 12/11/26.	
NY OPS 1238	Registration, Revalidation, Reinstatement	Some providers completing registration, revalidation, or reinstatement in the NY PSM solution are being asked to provide new information for other service locations when they attempt to end-date a service location. Currently, the system requires information for service	This is under review. Please check this listing weekly for updates.	11/02/2026	Open – The issue is under analysis. Updates will be posted as they become available	

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		locations the provider is no longer using when the end-date change is included in the same modification request as the registration or revalidation update.				
NY OPS 917	Registration, Revalidation, Reinstatement	During registration or revalidation, some providers submit all required licenses and certifications, and the Requirements List shows that the documents have been provided. However, they still receive the message, “Please add all required Licenses/Certifications.” This issue has been observed primarily with out-of-state licenses and certifications. This may also occur for reinstatements.	From 11/02/26 through 12/10/26, call eMedNY Call Center at 1-800-343-9000. Provide the NPI, explain that your transaction is affected by Known issue NYOPS 917, and request a manual correction.	11/02/2026	Pending – A system update is anticipated 12/11/26.	
NY OPS 974	Registration, Revalidation, Reinstatement, Other Modification Requests	Some Individual Practitioners are experiencing incorrect EFT requirements. This most commonly happens when they update their response to the Group/ Private Practice question under Basic Information or update their Specialty information.	A system update is anticipated 11/06/26. If the issue continues after the update, contact eMedNY Call Center at 1-800-343-9000. Provide the NPI and reference Known Issue NYOPS 974.	11/02/2026	Pending – A system update is anticipated 11/06/26.	

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NYOPS-1231	Registration, Revalidation, Other Modification Requests	This issue impacts providers who end a record by selecting a past date in the Portal. If the modification request is not signed on that day, the unapproved (In-Review) record may no longer appear/ seems to disappear. If the provider tries to update the same information again, they may receive an error message stating that an in-review record exists.	From 11/02/26 through 12/10/26, call eMedNY Call Center at 1-800-343-9000. Provide the NPI, explain that your transaction is affected by Known Issue NYOPS 1231, and request a manual correction.	11/02/2026	Pending – A system update is anticipated 12/11/26.	
NYOPS-1009	Registration, Revalidation, Reinstatement, Other Modification Requests	There are certain Specialties that are no longer available in NY PSM or that can no longer be selected in combination with certain Categories of Service. Providers will see these combinations on their record with past end dates. When completing a modification request, providers may be able to change the end date of some of these combinations but will then receive an error message stating that the specialty requirement has not been met.	If you receive this message, add a new Specialty and Subspecialty for the applicable Category of Service. For many Categories of Service, “No Specialty” and “No Subspecialty” are available options.	11/02/2026	Pending – A system update is anticipated 12/11/26. The affected specialty/subspecialty combinations will no longer be editable.	

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NYOPS-899	Registration, Revalidation, Reinstatement, Other Modification Requests	Some providers may receive an "exception occurred while fetching record using procedure" error after attesting to the Terms and Conditions and selecting "submit".	From 11/02/26 through 12/10/26, call eMedNY Call Center at 1-800-343-9000. Provide the NPI, explain that your transaction is affected by Known Issue NYOPS 899, and request a manual correction.	11/02/2026	Pending – A system update is anticipated 12/11/26.	
NYOPS-726	Managed Care (Non-Billing) Group Providers	Group Providers with applicant type, "Managed Care Only (Non-Billing) “are currently being required to affiliate with a Fee-for-Service billing provider.	From 11/02/26 through 12/10/26, call eMedNY Call Center at 1-800-343-9000. Provide the NPI, explain that your transaction is affected by Known Issue NYOPS 726, and request a manual correction. If you are completing a new enrollment application that is at risk of being purged, you may request an extension.	11/02/2026	Pending – A system update is anticipated 12/11/26.	
NYOPS-1097	Pharmacies and Supervising Pharmacists; Laboratories and Laboratory Directors	During a modification request, Pharmacies and/or Laboratories cannot end their existing Supervising Pharmacist or Laboratory Director for affiliation and add a new one. Similarly, if a Supervising Pharmacist or Laboratory Director tries to affiliate with a Pharmacy or Laboratory that has an existing affiliation, they receive an error message.	From 11/02/26 through 12/10/26, call eMedNY Call Center at 1-800-343-9000. Provide the NPI, explain that your transaction is affected by Known Issue NYOPS 1097, and request a manual correction.	11/02/2026	Pending – A system update is anticipated 12/11/26.	

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ID	Steps / Process	Issue Description and Impact	Additional Information / Available Workaround	Date Added to List	Current Status / Resolution Update	Date Resolved
NYOPS-880	Registration, Revalidation, Reinstatement Other Modification Requests	When providers enter a name with an apostrophe during a modification request, the system may incorrectly display multiple apostrophes. Providers with apostrophes in their name may also face challenges when attempting to claim their file.	Once you have claimed your file, this issue should not prevent you from submitting your request. You may continue with your submission. If you have an apostrophe in your name and face issues while trying to claim a file, please contact the eMedNY Call Center at 1-800-343-9000. Provide the NPI, explain that your transaction is affected by Known Issue NYOPS 880, and request a manual correction.	11/02/2026	Pending – A system update is anticipated 12/11/26.	
NYOPS-1115	Registration, Revalidation, Reinstatement, Other Modification Requests	The PSM requires all providers to have a Primary Practice location. Providers can update the address of this location; however, an error may occur if the new address matches an existing or closed Other Servicing Location.	If your Primary Practice Location has changed, try entering the new address. If you do not have a new address to enter you must leave the current location at this time.	11/02/2026	Pending – This issue has not yet been assigned to a system release.	

Important Updates

Item #	Notice Description	Date Posted
1	Pursuant to recent federal requirements, New York State has begun the process of revalidating all providers by June 2028. All revalidations must be submitted to the New York PSM. For more information, please visit: https://health.ny.gov/health_care/medicaid/integrity/provider_revalidation.htm	11/02/2026
2	Soon, all Providers enrolling through the New York PSP will be required to provide an NPI. If you are a Managed Care Organization, Billing Agent/ Service Bureau, or Atypical Organization entering the PSP to Register, Revalidate, or complete a Modification request, you will be asked to provide NPI at that time. Only one provider can enroll with a specific NPI. You may need to request a new NPI through NPPES. **National Provider Identifier (NPI Requirement)** Enrolled providers must have a National Provider Identifier (NPI) . Providers currently enrolled without an NPI must obtain one before their next revalidation. Start your NPI application now .	11/02/2026
3	Please note that Supervising Pharmacists and Laboratory Directors are not required to have an active affiliation and may complete their Enrollment or Modification without adding an affiliation.	11/02/2026