

**NEW YORK STATE PROGRAMS
MEVS INSTRUCTIONS FOR COMPLETING A TELEPHONE TRANSACTION**

HELPFUL HINTS

- Be sure to convert all alpha characters to numeric prior to dialing.
 - Press * (asterisk key) once to clear a mistake; or to repeat a response.
 - Once you are familiar with the prompts and wish to make your entries without waiting for the prompts, just continue to enter the data in the proper sequence. As in all transactions (prompted or unprompted), press the # key after each entry.
 - For assistance or further information on input or response messages, call the Provider Services staff at **1-800-343-9000**.
 - For some prompts, if entry is invalid, the ARU will repeat the prompt. This allows you to correct the entry without re-keying the entire transaction.
 - The call is terminated if excessive errors are made.
 - For description or clarification of any response, see the MEVS Provider Manual.
 - Nonapplicable prompts may be bypassed by pressing #.
 - To be transferred directly to an eMedNY Provider Services Representative, press "0" on the telephone keypad at any time during the first four prompts. The following message will be heard: "The ARU Zero Out Option". You will then be transferred to the eMedNY Provider Services Helpdesk.
- To begin the transaction, Call **1-800-997-1111**

<u>VOICE PROMPT</u>	<u>ACTION/INPUT</u>
NEW YORK STATE MEDICAID	None
IF ENTERING ALPHANUMERIC (CIN) IDENTIFIER, ENTER NUMBER 1 IF ENTERING NUMERIC IDENTIFIER (ACCESS #) ENTER NUMBER 2	Enter 1 or 2, press #.
ENTER IDENTIFICATION NUMBER	Enter the client's converted alphanumeric Medicaid number (CIN) or numeric access number. Press #. See conversion chart below.
ENTER NUMBER 1 FOR SERVICE AUTHORIZATION OR NUMBER 2 FOR ELIGIBILITY INQUIRY	Enter 1 or 2. Press #.
ENTER SEQUENCE NUMBER	If the Identification Number entry was a Medicaid number (CIN), enter the two-digit sequence number. No entry is necessary if the numeric Access Number was entered. Press # to bypass the prompt.
ENTER DATE	Press # for today's date or enter MMDDYY for verification on a previous date of service. Press #.
ENTER PROVIDER NUMBER	Enter the servicing Provider's ten-digit National Provider Identifier (NPI) or the eight digit MMIS Provider ID. Press #.
ENTER SPECIALTY CODE	If applicable, enter the three-digit specialty code and press #, or press # to bypass.
ENTER REFERRING PROVIDER NUMBER	Enter the ten-digit National Provider Identifier (NPI) or the eight-digit MMIS provider ID of the referring provider. Press #. If the client is not a referral, press # to bypass this prompt.
ENTER FIRST CO PAYMENT TYPE	Enter the converted copayment type and press # or press # to bypass if the client is exempt or has met their copay. Bypass all the copayment prompts by pressing #. See copay type codes below.
ENTER NUMBER OF SERVICE UNITS	Enter the total number of service units rendered. Press #. DME Suppliers must use this prompt to clear any DME supply items posted by the Ordering provider. If you are performing an eligibility inquiry only, press# or press # to bypass this prompt.
IF YOU ARE A DESIGNATED POSTING PROVIDER, ENTER NUMBER OF LAB TESTS YOU ARE ORDERING	Enter the number of Lab tests being ordered and press # or press # to bypass.
IF YOU ARE A DESIGNATED POSTING PROVIDER, ENTER NUMBER OF PRESCRIPTIONS OR OVER THE COUNTER ITEMS YOU ARE ORDERING	Enter the total number of prescriptions, over the counter items or DME supply items, including refills, being ordered and press #, or press # to bypass.
ENTER ORDERING PROVIDER NUMBER	Enter the ten-digit National Provider Identifier (NPI) and press #. For all atypical providers enter the eight-digit MMIS Provider Identification Number or Profession Code and License Number of the ordering provider, if applicable. Press # or Press # to bypass.

ALPHA CONVERSION CHART

A = 21	H = 42	O = 63	V = 83
B = 22	I = 43	P = 71	W = 91
C = 23	J = 51	Q = 11	X = 92
D = 31	K = 52	R = 72	Y = 93
E = 32	L = 53	S = 73	Z = 12
F = 33	M = 61	T = 81	
G = 41	N = 62	U = 82	

Co Pay

<u>Codes</u>	<u>Description</u>
21	Inpatient Hospital
22	Emergency Room - non-emergency, non-urgent
23	Clinic
31	Prescription Drugs - brand name
32	Prescription Drugs - generic
33	Non-prescription Drugs (OTC)
41	Sickroom Supplies
42	Laboratory
43	X-Ray
92	No Co-pay

NOTE: You can enter up to four co-payments.

Important Note: The New York State Department of Health (NYSDOH) implemented the NPI system changes on September 1, 2008. NPI is required for all transactions submitted to NYS Medicaid including MEVS transactions. This should be the same NPI that you use to bill claims to New York Medicaid. As of October 01, 2009, MEVS transactions will fail unless you begin using your NPI. Atypical providers are not impacted and may continue to use their MMIS ID.

For Further Information:

<http://www.emedny.org/ProviderManuals/AllProviders/supplemental.html#MEVSPM>