New York State Department of Health

Attention: PACES Users

The Department is discontinuing support for PACES, as it does not send HIPAA-compliant requests. We urge you to make your plans to convert to a replacement for PACES as soon as possible.

Your alternatives are to

1. Convert to ePACES,
2. Seek a software vendor that can provide a HIPAA-compliant solution, or
3. Submit claims on paper, if not required to submit electronically.

Note: Providers using clearinghouses or Service Bureaus

If you are using clearinghouse or service bureau please check with them to see if they are using PACES to submit your claims to NY Medicaid. If so, pass the information in this letter on to your service provider.

The ePACES alternative

Many of the PACES users are using ePACES as a replacement. ePACES is free, easy to use, and readily available. If you are not currently enrolled in ePACES, contact CSC’s Call Center at 1-800-522-5518 or (518) 447-9860.

Providers can access the ePACES application on the Internet from their PCs using any operating system (Microsoft Windows, Macintosh, or Linux). For optimal performance of ePACES, providers will need the following:

- A browser (minimum version: Netscape version 4.7 or Microsoft Internet Explorer version 4.01)
- Access to the Internet via a broadband (AOL Broadband, Road Runner, DSL connection, etc.), or a dial-up connection at a minimum of 56Kbps.

Software Vendor List

A list of software vendors who are known to support HIPAA compliant transactions is available on the HIPAA website at www.nyhipaadesk.com. Look under the “News & Resources” tab, select “Vendor Information”, then “Vendor Listing”.

Support

If you have any questions relating to Medicaid’s HIPAA requirements or need technical clarification, please use the following contact information:

- Visit the website at www.nyhipaadesk.com for more information about the HIPAA requirements,
- Email your questions to nyhipaadesk@csc.com, or
- Contact the CSC Call Center at 1-800-522-5518 or (518) 447-9860.