eMedNY

ePACES Enrollment
Removing and Adding an ETIN (Submitter)

At some point in time, a Provider may need to remove an association with the ETIN (Submitter) they designated during the ePACES Enrollment process. The reason for removing an association with an ETIN would be if a Provider decides to change to a different Submitter than the one currently designated in the ePACES Enrollment system.

Note: The Provider and the Submitter may be the same entity in some cases.

Removing and Re-Adding an ETIN (Submitter)

Step 1: The Provider must login into the ePACES Enrollment system at ://www.emedny.org/Enroll using his/her **Provider User ID** (displayed on screen to the Provider by the ePACES Enrollment system during the first phase of enrollment), and the **password** sent to him/her by e-mail at the end of the first phase of the original enrollment process. The password e-mailed to the Provider DOES NOT change for the Enrollment system.

Step 2: The Provider will enter the ETIN of the Submitter that needs to be removed, and then click on the blue button with *Find TSN* imprinted on it.

Step 3: The Submitter's ETIN and associated information are displayed. The Provider will click on the blue button at the bottom of the form with *Remove TSN* imprinted on it. This will remove the association of this Submitter to the Provider.

Step 4: The Provider will then enter the ETIN of the Submitter that the Provider will use in the future and click on *Find TSN* again. Depending on the situation, the Provider may do one of the following:

A. If the original Submitter did not respond to the final e-mail from the ePACES Enrollment system and needs the e-mail regenerated, the Provider will enter the same ETIN that was just removed.

B. If the Provider needs to designate a different Submitter from the one on record, the ETIN associated with the new Submitter is entered.

If the screen doesn't allow the ETIN to be added, try logging out and then back into the Enrollment system to complete the process. This concludes the Provider's role in the Submitter designation process unless the Provider is also the Submitter, in which case, the Provider would then proceed to Step 5.

Step 5: The ePACES Enrollment system will send an e-mail to the new Submitter with the newly designated Submitter's User ID. The Submitter may login to the ePACES Application at ://www.emedny.org/epaces with the Submitter User ID and the Provider Number of the Provider that designated him/her as a Submitter for the initial password. The ePACES Application will prompt the Submitter to change his/her password before granting access to the application to add Users, enter claims or request eligibility verification.

Note: It is recommended that the Primary Submitter Administrator designate a secondary or backup Submitter Administrator as soon as possible.

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, DVS, 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