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. Refer to the Alpha Conversion chart below for the conversion codes.
- 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 them, just continue to enter the data in the proper sequence.
- For assistance or further information on input or response messages, call the eMedNY Call Center at **1-800-343-9000**.
- For some prompts, if an entry is invalid, the ARU will repeat the prompt. This allows you to correct the entry without re-keying the entire transaction.
- The call will be terminated if excessive errors are made.
- For a description or clarification of any response, see the [MEVS/DVS Provider Manual](#).
- Non-applicable prompts may be bypassed by pressing **#**.
- To be transferred directly to an eMedNY Call Center Representative, press 0 (zero) 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 Call Center.

To begin the transaction, call 1-800-997-1111

VOICE PROMPT	ACTION/INPUT
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.
ENTER IDENTIFICATION NUMBER	Enter the client's converted alphanumeric Medicaid number or numeric access number. Refer to the Alpha Conversion chart below.
ENTER NUMBER 2 FOR ELIGIBILITY INQUIRY	Enter 2.
ENTER DATE	Press # for today's date or enter MMDDCCYY for either a previous date of service or a future date of service up to the end of the current month.
ENTER PROVIDER NUMBER	Enter the servicing Provider's 10 digit National Provider Identifier (NPI) or the 8 digit MMIS Provider ID.
ENTER ORDERING PROVIDER NUMBER	Enter the ten-digit NPI, if applicable. Press # to bypass this prompt when it is not necessary to identify a dispensing provider.
IF EXPLICIT SERVICE TYPE INFORMATION IS DESIRED, PLEASE ENTER SERVICE TYPE CODE	To verify if a specific service for the member is a covered benefit, enter up to a maximum of one Explicit HIPAA Service Type code.

ALPHA CONVERSION CHART

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

Important Note: An NPI is required for all transactions submitted to NYS Medicaid, including MEVS transactions. This must be the same NPI that you use to bill claims to New York Medicaid. Atypical providers must use their MMIS ID.

For further information on MEVS, visit
https://www.emedny.org/ProviderManuals/AllProviders/supplemental.aspx