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## ePACES – Support Files Provider, Other Payer and Submitter

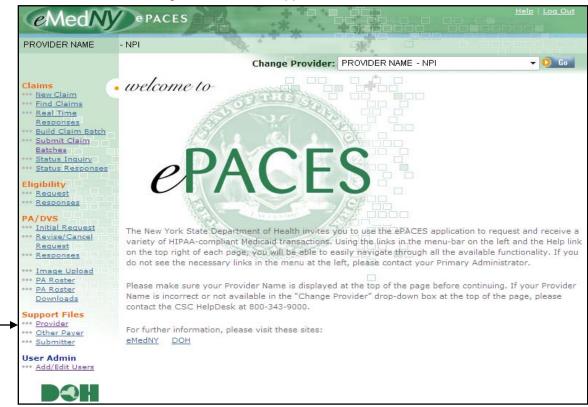
#### **Overview**

The Support Files available in ePACES allow the Administrator to create, edit or review database files for an ePACES account associated with an ETIN\*. Click on one of Support File subheading hyperlinks on the bottom of the left-hand menu bar: *Provider*, *Other Payer* and *Submitter* to access these files. The Provider and Other Payer files may be edited, but the Submitter file is display only.

\*ETIN - Electronic Transmitter Identification Number.

For more detailed information, please see the Help Documentation available on the eMedNY website: http://www.emedny.org/selfhelp/ePACES/ePACES\_Help.pdf .

Click on one of the subheadings to access the Support Files.



#### Included in this document:

**Provider Support File Administration** 

Adding a New Provider Adding a Medicaid Provider Adding Non-Medicaid Providers

**Other Payer Support Files** 

Adding a New Payer

Submitter Support File

**Phone Contact** 

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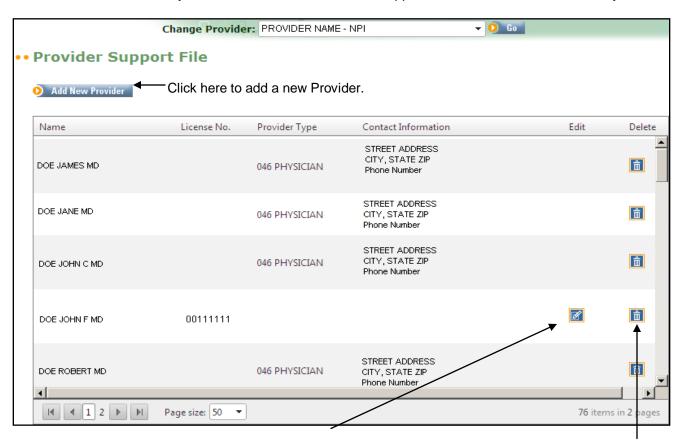


# ePACES – Support Files Provider, Other Payer and Submitter

## A. Provider Support File Administration

Clicking on *Provider* under the *Support* File heading displays a list of all Providers that the Administrator added to the *Support* file. The Administrator added these Providers using either the *Add New Provider* function or the *Add New Non-Medicaid Provider* function available on both claims and MEVS transactions. The Providers listed in the *Support* file may be selected on a claim's Physician Information Tab or on MEVS transactions as Referring Providers, Ordering Providers, etc. The list may be sorted by clicking on the green arrows in the column headers for Name, License Number or Provider type.

There are two types of Providers, Medicaid and Non-Medicaid. Medicaid Providers are enrolled with New York State Department of Health (NYSDOH) and their information is drawn from the master file on the Medicaid Management Information System (MMIS), based on the information a Provider supplies to the NYSDOH. Non-Medicaid Providers are licensed professionals that may refer or order medically related services for a Medicaid Recipient, but are not enrolled in the NYS Medicaid program. The Administrator has the ability to add Non-Medicaid Provider information to the local Support File, accessed through the Provider hyperlink under the Support files found near the bottom of the left menu bar. Medicaid Providers may be added to or deleted from the Support file view but the information may not be altered.



Edit allows the Administrator to review and make changes to the information for Non-Medicaid Providers. A Medicaid Provider's information cannot be changed through ePACES.

Delete allows the Administrator to delete Non-Medicaid Providers from the local support file. Medicaid Providers may be deleted from the local support file view, but not the master eMedNY file.

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## ePACES - Support Files Provider, Other Payer and Submitter

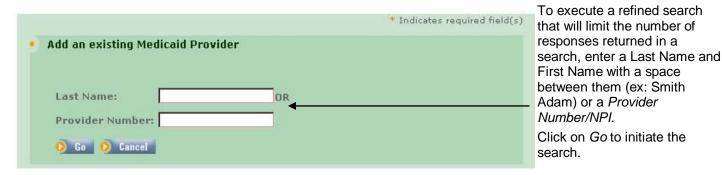
### Adding a New Provider

Both Medicaid and non-Medicaid Providers may be added to the local support file. These Providers are then available for selection, in the claim entry process, from the drop down lists on the Physician's Tab.

### Adding a Medicaid Provider

Clicking on the Add New Provider button brings up a screen that allows the Administrator to add either a Medicaid or Non-Medicaid Provider. The screen shot below shows the Add an existing Medicaid Provider portion of the screen.

## Provider Support File



The Search for a Medicaid Provider will yield a list of Providers who match the search criteria entered. The screen shot below displays the results of a search on the last name: Zone. A search by Provider Number will be more precise and only return the specific Provider associated with that number.

#### Provider Support File



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O Back O Submit ← Click on Submit to add the selected Provider(s) to your local support file.

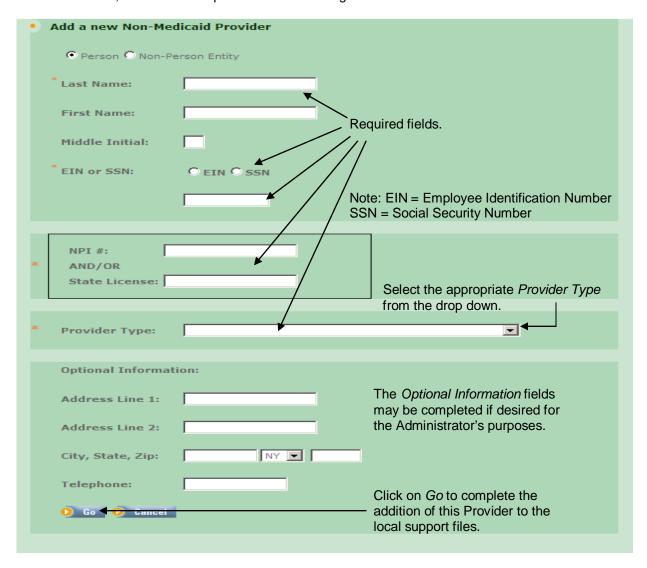
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# ePACES – Support Files Provider, Other Payer and Submitter

#### Adding Non-Medicaid Providers

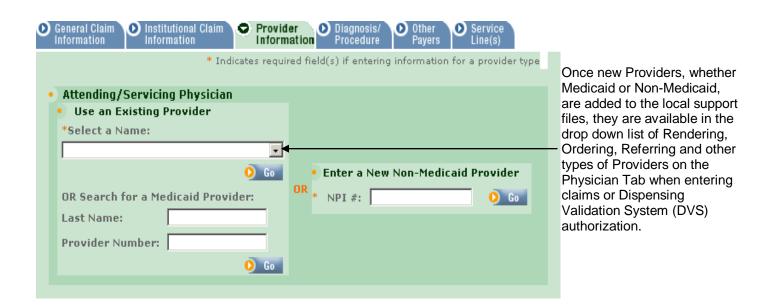
Adding Non-Medicaid Providers to the local support file requires more information be entered about the Provider to make the addition, as it cannot be pulled from an existing database.



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## ePACES – Support Files Provider, Other Payer and Submitter



## B. Other Payer Support Files

The Other Payer Support File contains a listing of all payers currently on file in the ePACES system. Information displayed includes the *Other Payer ID Number*, the *Other Payer Name*, and the *Claim Filing Indicator* for that Other Payer. You may navigate through the list of Other Payers using the links above and below the table. Clicking on the green triangle in the heading of a particular column will sort the Payers by that information. On this page, you may also select to *Edit* or *Delete* an existing payer, or *Add* a *New Payer*, if you are unable to find the payer you are looking for.



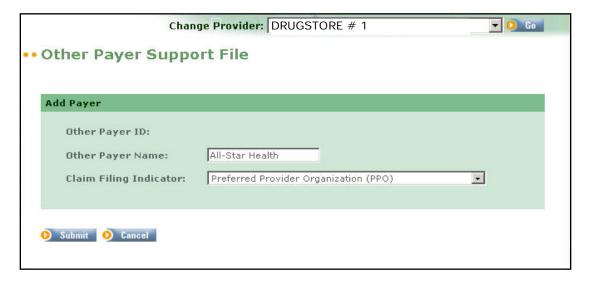
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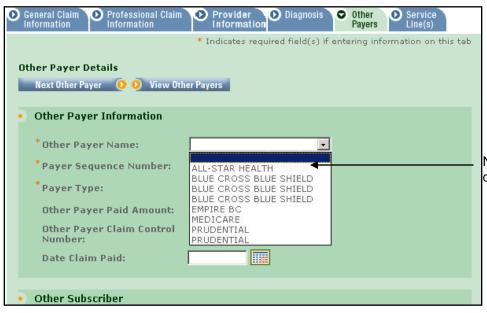
# ePACES – Support Files Provider, Other Payer and Submitter

### Adding a New Payer

Clicking on the *Add New Payer* button brings up this screen. Enter the Other Payer's Name. Click on the drop down list to select the Claim Filing Indicator associated with this Payer.



The newly added Other Payer will be available on the drop down list for Other Payers on the Other Payer Tab of a claim.



Newly added Other Payer will appear on drop down list in alphabetical order.

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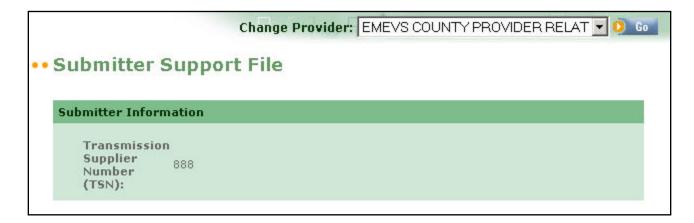


## ePACES – Support Files Provider, Other Payer and Submitter

### C. Submitter Support File

The Submitter Support File screen is read-only and displays the ETIN associated with the Submitter. A valid ETIN is required for the submission of claim batches.

TSN/ETIN: The Tape Supplier Number (TSN) or Electronic Transmitter Identification Number (ETIN) for the submitter.



#### **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