



ePACES - Setting Up User Accounts

Overview

The Submitter, designated by the Provider in the initial ePACES enrollment process, is the Primary Administrator for the ePACES account. ePACES accounts are associated with the ETIN(s) of the Submitter. All the Providers who have chosen the Submitter to be the Primary Administrator to their ePACES account are recorded on the Provider's Master file. Associated Providers are displayed in a dropdown list near the top of the page titled Change Provider. If Providers need to access the ePACES account associated with their Submitter, they must contact the Submitter's Primary Administrator to obtain a User ID, initial password and set up their User Access privileges.

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Types of ePACES users

There are 3 types of Users: Administrator, Supervisor and General.

- **Primary Administrator:** Has full access to all functions on the ePACES account including User Administration, Claims, MEVS transactions and Support File maintenance. **IMPORTANT:** It is **strongly** advised that the Primary Administrator set up a backup Administrator for the ePACES account in case of absence or forgetting his or her own password.
- **Administrator:** Has full access to all functions on the ePACES account including User Administration, Claims, MEVS transactions and Support File maintenance.
- **Supervisor:** Has access to all functions on the ePACES account except User Administration (Add/Edit Users).
- **General:** Has either full or no access to specific functions under Claims and MEVS transactions as determined by the Primary Administrator or Administrator.

Note: If a General User does not have access to a specific function, the associated menu options will not be displayed on the left-hand menu bar.

Setting up User Accounts

To set up User accounts, click on the **Add/Edit Users** hyperlink on the bottom of the left-hand menu bar.

The screenshot shows the eMedNY ePACES application interface. At the top, there is a green header with the eMedNY logo and 'ePACES' text, along with 'Help | Log Out' links. Below the header is a navigation menu on the left side, listing various functions under categories like Claims, Eligibility, PA/DVS, Support Files, and User Admin. The 'Add/Edit Users' link is highlighted with a red box. The main content area displays a 'welcome to ePACES' message with the New York State seal. An orange banner at the bottom of the main content area contains a notice about the Medicaid pharmacy benefit transition. The footer includes the PA EXPRESS logo, the New York State Department of Health logo, and a timestamp.

Effective 4/1/2023: The Medicaid pharmacy benefit will transition from Medicaid Managed Care to **NYRx, The Medicaid Pharmacy Program.**

For further information, please visit these sites:
[eMedNY](#) [DOH](#)

*** PA EXPRESS ***
 New York State Department of Health
 -510-3:41:46 PM



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By Clicking on the **Add/Edit Users** hyperlink the following screen will be displayed:

User ID	Name
KABBOTT	ABBOTT, K
VACANT1	ACANT1, V
VACANT2	ACANT2, V
VACANT3	ACANT3, V
VACANT4	ACANT4, V
VACANT5	ACANT5, V
VACANT6	ACANT6, V
VACANT7	ACANT7, V
VACANT8	ACANT8, V
VACANT9	ACANT9, V

An Administrator may add a new user to an account by clicking on the Add New User button. (See Step 1 below.)

Associating recently added Providers with Submitter's ETIN is done under the Add/Edit Users then clicking on the Update Provider List button. This should be done by the Primary Administrator. The newly associated Providers will now be displayed in the Change Provider dropdown list at the top of the page. After updating the Provider list, an Administrator may edit current User's access to include the ability to perform functions for the new Provider(s) or add new Users associated with the new Provider(s).

Step 1: To set up a new User's Account and privileges, complete the following screen then click **Next**:

Step 1: Enter the user's information

* Indicates required field(s)

* **Last Name:**

* **First Name:**

* **Email Address:**

* **Retype Email Address:**

Next



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After clicking on **Next** on the Add New User screen, a screen with the User's ID and password is displayed. Notify the new User of his or her User ID and Password. The password is case-sensitive. The new User will be prompted to change his/her password when they first login to the ePACES application. Determination of the access rights for the new User is initiated from this screen.

Please note this password as it will be removed from the screen when you leave it.

User Information:

Last Name:	DOE
First Name:	JANE
UserID:	jdoe1238
Password:	1pRcsglf

Please provide this User ID and Password to the user. When they first log in, they will be prompted to change their password.

Step 2: Should this user have Administrator Privileges?

Yes
 No

Answering Yes will provide full access to the Claims, Prior Approval, MEVS, Support Files and Administrator (Add/Edit Users) routines for all Providers associated with your TSN.

If the User will have full access to all functions as an Administrator, (see full list of functions on the screen above), click on the **Yes** button. Go to Step 2a.

To limit the functions a User may perform, click on the **No** button to define the User's access rights. Go to Step 2b.

Step 2a: After clicking on the **Yes** button to add a new Administrator, the following screen is displayed. No further action to set up the User's Administrator account is necessary.

New User Added

The new user has been created. Please provide them with their User ID and Password. When they first log in, they will be prompted to change their password.

[Back to Add / Edit Users](#)



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Step 2b: Clicking on the **No** button when adding a new User allows the Administrator to define functions for the User depending on their role.

This screen shows the list of Providers associated with the Submitter's ETIN and ePACES account. The newly added User may need to have access privileges for some or all of the associated Providers. Access defaults to No Access. To add access for the User, Click on the **Add/Edit Access Privileges** icon associated with a Provider ID on the right.

User Information:
 Last Name: DOE
 First Name: JOHN
 User ID: jdoe1239

Step 3:
 For each Provider Number the user is associated with add a set of Access Privileges.

Provider Number	Provider Type	Name	Access Group	Add/Edit Access Privileges
1111111111	016 DIAGNOSTIC AND TREATMENT CENTER		General	
1111111111	016 DIAGNOSTIC AND TREATMENT CENTER		General	

Step 3: Clicking on the **Add/Edit Access Privileges** icon produces the following screen.

This screen shows the list of Access Groups (functions) to which the User may be given access. A Supervisor User has full access to everything except User Administration (i.e., the Add/Edit User function). The Administrator needs to set up the General User's Access Privileges. A General User may have Full Access or No Access to specific functions or Access Groups. Click on the drop down list to select access type for the General User.

Note: Click on the **Submit** button when finished setting up the User's access.

User Information:
 Last Name: DOE
 First Name: JANE
 User ID: jdoe1210

Provider Number: 8 Provider Type: 016 DIAGNOSTIC AND TREATMENT CENTER Provider Name:

Access Group	Supervisor	General User
	<input type="radio"/>	<input checked="" type="radio"/>
Enter Claims, Build Claim Batches	Full Access	No Access
Claim Status Inquiries	Full Access	No Access
Support Files	Full Access	No Access
Submit Claim Batches	Full Access	No Access
MEVS	Full Access	No Access
Prior Approval	Full Access	No Access
PA Roster	Full Access	No Access
MEIPASS	Full Access	No Access
User Administration	No Access	No Access



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Edit User Account Information

To edit a User’s account access rights, the Administrator will click on the **Add/Edit Users** hyperlink on the bottom of the left-hand menu bar.

Add/Edit Users

[Add New User](#)
[Update Provider List](#)

User ID	Name
KABBOTT	ABBOTT, K
VACANT1	ACANT1, V
VACANT2	ACANT2, V
VACANT3	ACANT3, V
VACANT4	ACANT4, V
VACANT5	ACANT5, V

Click on the User ID in the list to select which User to Edit.

Edit Current Users Screen

The Edit Current Users screen allows the Administrator to perform these functions for a User ID: Change Password, Inactivate User, Unlock User and Add/Edit Access Privileges.

- [Change Password](#)
- [Inactivate User](#)
- [Unlock User](#)

User Access Privileges:				
Provider Number	Provider Type	Name	Access Group	Add/Edit Access Privileges
3	016 DIAGNOSTIC AND TREATMENT CENTER		S General	
3	016 DIAGNOSTIC AND TREATMENT CENTER		S General	
8	016 DIAGNOSTIC AND TREATMENT CENTER		S General	
3	016 DIAGNOSTIC AND TREATMENT CENTER		S General	
3	016 DIAGNOSTIC AND TREATMENT CENTER		S General	
3	016 DIAGNOSTIC AND TREATMENT CENTER		S General	



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Change Password

The Change Password screen allows the Administrator to enter a new password for the specified User ID. Password requirements are detailed below. Click on **Yes** to proceed with the password change.

User Information:

Last Name: DOE
First Name: JANE
User ID: JDOE1210

Please enter a password of 8 - 16 characters in length with at least one number, one lowercase letter and one uppercase letter.

New Password:
Retype New Password:

Are you sure you want to change this password?

The next screen shows that the User's password was changed. The Administrator must notify the User of the new password. ePACES will prompt the User to change their password the next time they login.

User Information:

Last Name: DOE
First Name: JANE
User ID: JDOE1210

Password successfully changed. Please provide the new password to the user. When they first log in, they will be prompted to change it.

Inactivating a User

When the Administrator clicks on the **Inactivate User** link or button, this screen appears. Clicking on **Yes** will inactivate the User and prevent any access to the ePACES application for this User. The inactive User ID will remain on the User list in an inactive state. Inactivated ePACES userIDs will be archived weekly after they reach 90 days old. As a reminder, once a user id is inactivated, it can not be reactivated, and the user will need to get a new one.

User Information:

Last Name: DOE
First Name: JANE
User ID: **JDOE1210**

The user you are inactivating may be using Exchange to receive financial remittances for your organization. Are you sure you want to inactivate this user?



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Unlocking a User

Clicking on the **Unlock User** button or link will display this screen. The Administrator may unlock a User's account if he/she tried to login unsuccessfully multiple times and locked their User account. Locking the User account after too many unsuccessful attempts is a security measure to prevent unauthorized use.

Click on **Yes** to unlock the account. **Note:** The User's password may also need to be changed if the User has forgotten it.

User Information:

Last Name: DOE

First Name: JANE

User ID: JDOE1210

Do you want to Unlock this user?

Yes No

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 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