ePACES - PA/DVS Revise or Cancel Function

Once a Dispensing Validation System (DVS) or Prior Approval (PA) has been requested, if necessary, you may be able to cancel or revise the request. **NOTE:** A PA, including those not originally requested in ePACES, may be revised or cancelled. <u>A DVS may only be cancelled</u>. Additionally, a DVS cancellation for medical/surgical supplies **must** be done within 24 hours of obtaining the authorization. A DVS for DME, prosthetics, orthotics, prescription footwear and hearing aids may be cancelled within 90 days.

The function of cancelling or revising can be performed through two different methods. The PA/DVS **Responses** link or the PA/DVS **Revise/Cancel Request** link.

Canceling a DVS using the 'Responses' link

Clicking **Responses** located under the 'PA/DVS' section in the left-hand menu, will display two 'Prior Approval Activity Worklist sections'. The top section is for 'Search Criteria', while the bottom portion is for the 'Requests/Responses'. See <u>ePACES - DVS Request & Response for DME, Prosthetics, Orthotics, Orthopedic Footwear and Medical Supplies</u>, if necessary, for 'Search Criteria; instructions.

eMed	NV e PA	CES	* +				Help Log Out		
PROVIDER NAM	E - NPI Number or	MMIS Number (if N	Pl exempt)	310					
			Change F	Provider: PROVID	ER NAME - NPI Num	ber or MMIS Number	- O Go		
Claims New Claim Find Claims Real Time, Resp Build Claim, Bat Submit Claim, B Status Inquiry Status Responses PA/DVS Initial Request Revise/Cancel Responses Prior App	es Request	PA tivity Wor	klist	ES					
• Search	Criteria								
Request	ed within the la	ast 3 day	S		Review Identifica	tion #:			
Client La	st Name:				Date Sent	:			
Client ID):				Action:	(YYY)		~	
Service 1	Гуре:								
Show O all	transactions f	or this provider	🦲 just m	y transactions			Search	Clear	
Client ID	Name 🔻	Date Sent	Service	Review ID	Cert.	Action T	Response	Descriptive	e Ima
<u>XX11111X</u>	Someone's Name	1/23/2025 7:59:05 AM	12	11111111111	I	A1	Certified in	total	opi
Client ID	Name	Date Sent	Service Type	Review ID Number	Cert. Type	Action	Response Text	Descriptive	e Ima Uplo

To begin the DVS cancellation process, click on the hyperlinked 'Client ID'. **Note:** Only a DVS (Review ID Number) that is approved (Action code: A1) can be cancelled.



ePACES - PA/DVS Revise or Cancel Function

The following screen will be displayed and there will be a link at the top right allowing you to submit a 'Revise/Cancel Request'. Click on the link.

PA/DVS Response Deta	ils		
View Original Request Inform	ation	<u>Revise/Cancel Request</u>	
 General Information Prior Approval Items 			
Client Information * Client ID: XX11111X Patient Account #: Name: Gender: DOB:			
Transaction Type:	Non Dental - DV	S	

The 'Revise/Cancel Request' screen will then be displayed and the 'Cancel Service Request' radio button will be automatically filled in. **Remember:** A DVS may only be cancelled.

Revise/Cancel Re	equest	
Return to Response Details		
Review Authorization Number:	11111111111	
🔿 Revise Service Request 🖲 (Cancel Service Request	
• General Information		
		* Indicates required field(s)
Client Information		
* Client ID: XX	(11111 X	
Patient Account #:		
Name:		
Gender:		
DOB:		
 Transaction Type: 	Non Dental - DVS	~
		👂 Submit

Clicking '**Submit'** located at the bottom right of the 'Revise/Cancel Request' screen will cancel the DVS and you will see the message: Request Submitted.

You can see that the DVS has been cancelled if you click on **Responses**, once again, located under the 'PA/DVS' section in the left-hand menu.

$\underset{\nabla}{\textbf{Client ID}}$	Name 🔻	Date Sent	Service Type V	Review ID Number 🔻	Cert. Type	Action v	Response Descriptive Text	Image Upload
<u>XX11111X</u>	Someone's Name	1/23/2025 8:10:58 AM	12	11111111111	3	С	Cancelled	
<u>XX11111X</u>	Someone's Name	1/23/2025 7:59:05 AM	12	11111111111	I	A1	Certified in total	
Client ID	Name	Date Sent	Service Type	Review ID Number	Cert. Type	Action	Response Descriptive Text	Image Upload

ePACES - PA/DVS Revise or Cancel Function

Canceling a DVS using the 'Revise/Cancel Request' link

Clicking **Revise/Cancel Request** located under the 'PA/DVS' section in the left-hand menu, will display a screen where you will enter the DVS to be cancelled in the Review ID Number field.

eMedNy epaces	*		Help Log Out
PROVIDER NAME - NPI Number or MMIS Number (if NP	'l exempt)		
	Change Provider:	PROVIDER NAME - NPI Number or MMIS Number	🕶 🜔 Go
Claims New Claim Find Claims Real Time Responses Build Claim Batch Submt Claim Batch	CE	S	
Revise/Cancel Reques	t	* Indicates	s required field(s)

After clicking 'Go' the 'Revise/Cancel Request' screen will then be displayed and the 'Cancel Service Request' radio button will be automatically filled in. **Remember:** A DVS may only be cancelled.

evise/Cancel R	equest	
turn to Response Details		
view Authorization Number	1111111111	
Revise Service Request	Cancel Service Request	
General		
		Indicates required field(s)
*Client ID: 2 Patient Account #: Name: Gender: DOB:	KX11111X	
Transaction Type:	Non Dental - DVS	×

Clicking '**Submit'** located at the bottom right of the 'Revise/Cancel Request' screen will cancel the DVS and you will see the message: Request Submitted.

ePACES - PA/DVS Revise or Cancel Function

You can see that the DVS has been cancelled if you click on **Responses**, once again, located under the 'PA/DVS' section in the left-hand menu.

$\underset{\nabla}{\textbf{Client ID}}$	Name 🔻	Date Sent	Service Type V	Review ID Number 🔻	Cert. Type	Action T	Response Descriptive Text	Image Upload
<u>XX11111X</u>	Someone's Name	1/23/2025 8:10:58 AM	12	11111111111	3	С	Cancelled	
<u>XX11111X</u>	Someone's Name	1/23/2025 7:59:05 AM	12	11111111111	I	A1	Certified in total	
Client ID	Name	Date Sent	Service Type	Review ID Number	Cert. Type	Action	Response Descriptive Text	Image Upload

Revising or Canceling a PA using the 'Responses' link

Clicking **Responses** located under the 'PA/DVS' section in the left-hand menu, will display two 'Prior Approval Activity Worklist sections'. The top section is for 'Search Criteria', while the bottom portion is for the 'Requests/Responses'. See <u>ePACES - DVS Request & Response for DME, Prosthetics, Orthotics, Orthopedic Footwear and Medical Supplies</u>, if necessary, for 'Search Criteria' instructions.



Prior A	pproval /	Activity W	/orklis	it			
• Searc	h Criteria						
Reque	ested within th	ne last 3	days			Review Identification	#:
Client	Last Name:					Date Sent: (mm/dd/yyyy)	
Client	ID:					Action:	×
Servio	e Type:						
Show O	all transactio	ns for this prov	ider 💿 ju	st my transac	tions		
							O Search O Cle
Client ID	Name 🔻	Date Sent	Service Type V	Review ID Number T	Cert. Type	Action T	Response Descriptive Image Text Uploa
<u>xx11111x</u>	Someone's Name	1/24/2025 4:04:02 PM	12	11111111111	I	A4	Pended, OU-Additional Patient Information required

To begin the PA revision or cancellation process, click on the hyperlinked 'Client ID'. **Note:** Only a PA (Review ID Number) that is approved (Action code: A1) or pended (Action code: A4) can be revised or cancelled.

ePACES - PA/DVS Revise or Cancel Function

The following screen will be displayed and there will be a link at the top right allowing you to submit a 'Revise/Cancel Request'. Click on the link.

PA/DVS Response Details	
View Original Request Information Revise/Cancel Request	
• General Information	
 Client Information Client ID: XX11111X Patient Account #: Name: Gender: DOB: 	
Transaction Type: Non Dental - Non DVS	

The 'Revise/Cancel Request' screen will then be displayed and the 'Revise Service Request' radio button will be automatically filled in. **Remember:** A PA may be revised or cancelled.

Revise/Cancel Re	quest		
Review Authorization Number: Revise Service Request Ca	111111111111 ancel Service Request		
General Information Prior Approv Items Client Information	al		* Indicates required field(s)
Enter a Client ID: Patient Account #: Name:		b Go	
Gender: DOB:			
Transaction Type:	Non Dental - Non DVS		~

If you are cancelling the entire request, click on the 'Cancel Service Request' radio button. Clicking '**Submit'** located at the bottom right of the 'Revise/Cancel Request' screen will cancel the PA and you will see the message: Request Submitted.

ePACES - PA/DVS Revise or Cancel Function

If you want to revise your PA request, keep the 'Revise Service Request' radio button filled in. If necessary, change the applicable information (the fields will be open and editable) on the General Information tab. **Note**: The 'Transaction Type' field cannot be changed.

Once you have finished the necessary changes on this screen, click on 'Next' located at the bottom right of the 'Revise/Cancel Request' screen. The 'Prior Approval Items' screen will then be displayed.

							Next O
						👂 Subi	mit 👂 Clear
Revi	se/	Cancel Req	uest				
● Gen Info	eral rmation	 Prior Approva Items 	T				
		-			*	' Indicates	required field(s)
Line	:	Service Dates	*NDC/Proc & Modifiers	Unit Count Basis Meas.	Line Amount	More Details	Revise/ Cancel
1	From: To:	01/27/2025	A4335	250.000	\$100.00	Ø	Revise Cancel
				UN-UNIC			
Toe	dit Line	es not originating	in ePACES				
	Add	dd Lino					
O R	evise	Revise Line					
0 0	ancel	Cancel Line					
<u>0</u> P	revious						
						🜔 Subi	mit 👂 Close

The Revise/Cancel column on the right allows for a specific line to be revised or cancelled.

Add: Click on 'Add' to add a line that was not originally on the PA.

Revise: Click on 'Revise' to make the fields changeable allowing you to revise a line originally entered on the PA.

Cancel: Click on 'Cancel' to cancel a line that was originally on the PA.

Clicking '**Submit'** located at the bottom right of the 'Revise/Cancel Request' screen will revise the PA and you will see the message: Request Submitted.

Review ID Number:

ePACES - PA/DVS Revise or Cancel Function

Revising or Canceling a PA using the 'Revise/Cancel Request' link

Clicking **Revise/Cancel Request** located under the 'PA/DVS' section in the left-hand menu, will display a screen where you will enter the PA to be revised or cancelled, in the Review ID Number field.

eMedNy epaces	*		Help Log Out
PROVIDER NAME - NPI Number or MMIS Number (if NPI e	xempt)	SR. D	
	Change Provider:	PROVIDER NAME - NPI Num	nber or MMIS Number 🔻 👂 😡
Claims Wew-Claim Find Claims Brad Claims Brad Claims Build Claim Batch Subuiltic Daim Batch Status Responses Eligibility Request Responses PA/DVS Intula Request Revise/Cancel Request	CE		
Revise/Cancel Request			
			* Indicates required field(s

After clicking 'Go' the 'Revise/Cancel Request' screen will then be displayed and the 'Revise Service Request' radio
button will be automatically filled in. Remember: A PA may be revised or cancelled.

0 Go

Revise/Cancel Re	equest		
Review Authorization Number: Revise Service Request	11111111111 Cancel Service Request		
• General Information • Prior Appro	bval		* Indicates required field(s)
Client Information *Enter a Client ID:		O Go	
Patient Account #:			
Gender: DOB:			
	New Dentel - New DVC		
 Transaction Type: 	Non Dental - Non DVS		~



ePACES - PA/DVS Revise or Cancel Function

If you are cancelling the entire request, click on the 'Cancel Service Request' radio button. Clicking '**Submit'** located at the bottom right of the 'Revise/Cancel Request' screen will cancel the PA and you will see the message: Request Submitted.

If you want to revise your PA request, keep the 'Revise Service Request' radio button filled in. If necessary, change the applicable information (the fields will be open and editable) on the General Information tab. **Note**: The 'Transaction Type' field cannot be changed.

IMPORTANT: If the PA was not originally requested in ePACES, you will need to enter **all** the applicable information.

Once you have finished the necessary changes on this screen, click on '**Next**' located at the bottom right of the 'Revise/Cancel Request' screen. The 'Prior Approval Items' screen will then be displayed.



IMPORTANT: If the PA was not originally requested in ePACES, you will need to enter **all** the information on the 'Prior Approval Items' screen. For a multiple line PA, it is very important to enter the lines in the order as they originally appeared on the PA.

Revi	ise/C	Cancel Requ	iest				
● Gen Info	eral prmation	• Prior Approval Items			*	f Indicates	required field(s)
Line	s	ervice Dates	*NDC/Proc & Modifiers	Unit Count Basis Meas.	Line Amount	More Details	Revise/ Cancel
1	From:	01/27/2025	A4335	250.000	\$100.00	Ø	0 Revise
_	10.			UN-Unit			Cancel
To e	edit Line: Add _{Ac} evise _R Cancel _C Previous	s not originating i dd Line Revise Line Cancel Line	n ePACES				
						👂 Sub	mit 🜔 Close

The Revise/Cancel column on the right allows for a specific line to be revised or cancelled.



ePACES - PA/DVS Revise or Cancel Function

Add: Click on 'Add' to add a line that was not originally on the PA. Adding a line should be done after all other applicable lines originally on the request were entered

Revise: Click on 'Revise' to make the fields changeable allowing you to revise a line originally entered on the PA. If you have a line that you are not revising, but need to enter it on the PA to keep it on the request, click 'Revise' and enter the line exactly as it was on the original.

Cancel: Click on 'Cancel' to cancel a line that was originally on the PA. You can either leave all fields blank, or enter them as they were entered on the original request to cancel the line

Once you click on Add, Revise or Cancel; a line will appear to enter all applicable information, if necessary. It is important to enter the appropriate line number that corresponds to the information you are entering. The last column will indicate whether you have clicked on Add, Revise or Cancel.

				Indicates req	uneu nela(s
Line Service 1 From: 01/27,	Dates *ND & Me /2025	C/Proc Unit Coun bdifiers Basis Meas	Line Amount \$100.00	More F Details	tevise/ Cancel Revised
To:		UN-Unit V			Undo

Clicking 'Submit' located at the bottom right of the 'Revise/Cancel Request' screen will complete the process and you will see the message: Request Submitted.

Phone Contact

eMedNY Call Center: (800) 343-9000 Hours of Operation:

For provider inquiries pertaining to non-pharmacy billing, claims or provider enrollment: 7:30 a.m. - 6:00 p.m. Eastern Time, Monday through Friday (excluding holidays)

For provider inquiries pertaining to eligibility or pharmacy claims: 7:00 a.m. - 10:00 p.m. Eastern Time, Monday through Friday (excluding holidays). 8:30 a.m. - 5:30 p.m. Eastern Time, Weekends and Holidays