



# PROVIDER QUICK TIPS

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## PES SOFTWARE UPGRADE

In anticipation of the upcoming CMS mandated ANSI X12 v5010 and NCPDP vD.0 transaction sets upgrade effective January 1, 2012, the Department of Human Services (DHS) will be releasing a new version of the Provider Electronic Solutions software (PES) version 3.58. This will be the most HIPAA compliant version that contains all the updates mandated by CMS.

In order to be ready to upgrade to PES v3.58, you must be running v3.57. If you are currently using an older version of the PES software, please upgrade to v3.57 as soon as possible. We recommend upgrading no later than July 2011.

To determine your current PES version, look for the version number which is displayed immediately upon starting PES, or you can view the version number by selecting the 'Help' menu option, then selecting 'About.'

PES v3.57, as well as instructions on how to upgrade older versions, is now available for download from the DHS Web site at:

<http://promise.dpw.state.pa.us/ePROM/ProviderSoftware/softwareDownloadMain.asp>

**Note:** PES version upgrades must be applied in sequential order (e.g. 3.55 to 3.56 to 3.57). Each version builds upon the previous version and upgrades **cannot** be bypassed. Users must not skip a version (e.g. 3.55 to 3.57.) Skipping versions will cause errors which will impact the ability to submit transactions correctly to **PROMISE™**.

Prior to running the upgrade, make sure all active claims have been transmitted to **PROMISE™**. Do not leave any claims in an "Incomplete" or "Ready" status.

If you have any questions or need assistance with upgrading your PES software contact the Provider Assistance Center at 717-975-4100 or 1-800-248-2152.

Please visit the DHS website at: [www.dhs.pa.gov](http://www.dhs.pa.gov) regularly for information regarding the claims **PROMISE™** claims processing system.

**Thank you for your service to our Medical Assistance Recipients.  
We value your participation.**

Check the Department of Human Services' website often: [www.dhs.pa.gov](http://www.dhs.pa.gov)

