PROVIDER QUICK TIPS

Provider Electronic Solutions (PES) Software v3.59 replaces v3.58

The Department of Human Services (the department) is releasing an update to the Provider Electronic Solutions (PES) software. The new version is v3.59, replacing v3.58 which was released in support of the CMS mandated ANSI X12 v5010 and NCPDP D.0 upgrades. Please upgrade to this new version as soon as possible. The new version contains updates to correct the following issues that existed in v3.58:

Entity Type Qualifier can now be set to 2.
Note: You must complete all of the fields under the Tools, Options and Batch tabs. Contact name and contact phone is now required.

837 Institutional Nursing Facilities – Header 2 now has the discharge time and the auto accident state is now moved to Header 3.

Newborn Claims – Corrected the auto default of the mother's information. When choosing Y in this field, a new tab will open for the patient information.

EPSDT Indicator – Corrected table when switching from a "Y" to blank.

Tab OI (Other Insurance) and/or Crossover tab - Reason code 42 has been removed and reason code 45 has been added

The new PES v3.59 is now available for download from the department's website:
http://promise.dpw.state.pa.us/ePROM/_ProviderSoftware/softwareDownloadMain.asp

Please note: You must currently be running PES software version 3.58 prior to applying PES software version 3.59. If you are currently running a version other than 3.58, you must upgrade the versions sequentially. Skipping versions will cause errors which will impact the ability to submit transactions correctly to PROMISe™. In addition, prior to running the upgrade, make sure all claims have already been submitted. **DO NOT** leave any claims in an "incomplete" or "ready" status.

REMINDER: Submitting real-time transactions directly to PROMISe™ via the internet is now possible from the following link: http://promise.dpw.state.pa.us. After taking a few minutes to create your initial account information, you may enter claims, view your claim status, and perform recipient eligibility inquiries with immediate responses. You may want to consider this alternative, depending on your business needs.

Thank you for your service to our Medical Assistance Recipients.
We value your participation.
Check the department's website often: www.dhs.pa.gov

pennsylvania
DEPARTMENT OF HUMAN SERVICES