PROVIDER QUICK TIPS

Provider Electronic Solutions (PES)
New Version Available August 31, 2015

The Department of Human Services (Department) is releasing an update to the PES software. This new version is version 4.00 and replaces the current version. This new version contains required changes from ICD-9 codes to ICD-10 codes effective October 1, 2015.

This is a necessary upgrade that is required to be completed prior to 10/1/2015. Failure to upgrade will result in your claims being denied or not processed.

Important! 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.

The new version is now available and can be downloaded from DHS's website at the following link:

http://promise.dpw.state.pa.us/ePROM/_ProviderSoftware/softwareDownloadMain.asp

REMINDER: You can also enter claims directly to PROMISe™ via the Internet at the following link:

www.promise.dpw.state.pa.us

Once you have initialized your account information, you will not only be able to enter claims, but also be able to view claim status, perform recipient eligibility inquiries and receive immediate responses. Depending on your business needs you may want to consider this alternative. Please visit the department's Web site listed below regularly for information regarding the PROMISe™ processing system. If you need assistance or have further questions, contact the Provider Assistance Center at (717) 975-4100 or 1-800-248-2152.

Thank you for your service to our Medical Assistance (MA) recipients.
We value your participation.
Check the department's website often at www.dhs.pa.gov

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DEPARTMENT OF HUMAN SERVICES