



TO: All Providers

RE: Provider Electronic Solutions (PES) Software Upgrade, Version 3.81

The purpose of this bulletin is to provide important information regarding the new 3.81 version of the HP Provider Electronic Solutions (PES) software. This upgrade, available October 29, 2014, contains changes to accommodate the ICD-10 mandate which will be implemented on October 1, 2015. The upgrade to the 3.81 version of PES will remove the Professional, Dental, Inpatient, Outpatient/Home Health claim submission transactions. This upgrade will only accommodate the ICD-10 mandate for Long Term Care providers, all other providers will be required to transition to an alternative method of claim submission before October 1, 2015.

Provider bulletin PB 2013-74 previously informed providers that, effective October 1, 2014, PES would not be upgraded to ICD-10 and would be phased out. The Department of Social Services (DSS) instead has chosen to upgrade PES with the following functionality:

- claims submission (837I) for Long Term Care providers only; and
- client batch eligibility verification transactions (270/271) for all providers.

Important: Providers who upgrade to version 3.81 will lose the ability to submit non-Long Term Care claims or claim status transactions via PES. Providers who still use these transactions are encouraged to migrate to another claims submission/claim status tool

before these transactions will no longer be accepted via PES in the fall of 2015.

Providers who currently use either the Long Term Care claim submission or the client batch eligibility verification tool within PES should upgrade to the new 3.81 version as soon as possible.

In order to upgrade to version 3.81, you must have sequentially installed all previous versions and currently have version 3.80 installed. To verify the current version you are running, click the “Help” icon in the software menu and click on “About”.

Complete instructions regarding how to upgrade PES will soon be available on our Web site at <http://www.ctdssmap.com>. From the Home page, go to Trading Partner, EDI, look under Provider Electronic Solutions Upgrade, click on “Upgrade instructions via the Web” or “Upgrade Instructions via Provider Electronic Solutions”, and then click on the “Provider Electronic Solutions 3.81 Upgrade” link.

If you have any questions regarding this bulletin, please contact the HP Provider Assistance Center at 1-800-842-8440.

