

**NEW YORK STATE PROGRAMS
MEVS INSTRUCTIONS FOR COMPLETING A TELEPHONE TRANSACTION**

HELPFUL HINTS

- Be sure to convert all alpha characters to numeric prior to dialing.
- Press * (asterisk key) once to clear a mistake; or to repeat a response.
- Once you are familiar with the prompts and wish to make your entries without waiting for the prompts, just continue to enter the data in the proper sequence. As in all transactions (prompted or unprompted), press the # key after each entry.
- For assistance or further information on input or response messages, call the Provider Services staff at **1-800-343-9000**.
- For some prompts, if entry is invalid, the ARU will repeat the prompt. This allows you to correct the entry without re-keying the entire transaction.
- The call is terminated if excessive errors are made.
- For description or clarification of any response, see the MEVS Provider Manual.
- Nonapplicable prompts may be bypassed by pressing #.
- To be transferred directly to an eMedNY Provider Services Representative, press “0” on the telephone keypad at any time during the first four prompts. The following message will be heard: “The ARU Zero Out Option”. You will then be transferred to the eMedNY Provider Services Helpdesk.

- To begin the transaction, Call **1-800-997-1111**

<u>VOICE PROMPT</u>	<u>ACTION/INPUT</u>
NEW YORK STATE MEDICAID	None
IF ENTERING ALPHANUMERIC (CIN) IDENTIFIER, ENTER NUMBER 1 IF ENTERING NUMERIC IDENTIFIER (ACCESS #) ENTER NUMBER 2	Enter 1 or 2, press #.
ENTER IDENTIFICATION NUMBER	Enter the client’s converted alphanumeric Medicaid number (CIN) or numeric access number. Press #. See conversion chart below.
ENTER NUMBER 2 FOR ELIGIBILITY INQUIRY	Enter 2. Press #.
ENTER DATE	Press # for today’s date or enter MMDDCCYY for verification on a previous date of service. Press #.
ENTER PROVIDER NUMBER	Enter the servicing Provider’s ten-digit National Provider Identifier (NPI) or the eight digit MMIS Provider ID. Press #.
ENTER ORDERING PROVIDER NUMBER	Enter the ten-digit National Provider Identifier (NPI) and press #. For all atypical providers enter the eight-digit MMIS Provider Identification Number or Profession Code and License Number of the ordering provider, if applicable. Press # or Press # to bypass.

ALPHA CONVERSION CHART

A = 21 H = 42 O = 63 V = 83

B = 22 I = 43 P = 71 W = 91

C = 23 J = 51 Q = 11 X = 92

D = 31 K = 52 R = 72 Y = 93

E = 32 L = 53 S = 73 Z = 12

F = 33 M = 61 T = 81

G = 41 N = 62 U = 82

Important Note: NPI is required for all transactions submitted to NYS Medicaid including MEVS transactions. This must be the same NPI that you use to bill claims to New York Medicaid. MEVS transactions will fail unless you use your NPI.

Atypical providers are not impacted and must use their MMIS ID.

For Further Information:

<http://www.emedny.org/ProviderManuals/AllProviders/supplemental.html#MEVSPM>