



ISSUE DATE May 28, 2010	EFFECTIVE DATE July 9, 2010	NUMBER 99-10-04
SUBJECT Discontinued Mailing of Paper Remittance Advices		BY  Michael Nardone, Deputy Secretary Office of Medical Assistance Programs

PURPOSE:

The purpose of this bulletin is to notify all providers that the Department of Public Welfare (Department) will discontinue the mailing of paper Remittance Advices (RAs), effective July 9, 2010.

SCOPE:

This bulletin applies to all providers enrolled in the Medical Assistance Fee-for-Service Program, including ACCESS Plus.

BACKGROUND:

Providers have expressed significant interest in receiving RAs and other information from the Department electronically, such as Electronic Funds Transfer (EFT) and Electronic Bulletins (receiving a link to the latest MA Bulletin via the internet). For several years the Department has offered providers the capability to retrieve RAs electronically. Through the [PROMISe™](#) Internet site, providers have had the option to suppress paper RAs and retrieve them electronically.

DISCUSSION:

Provider access to and retrieval of electronic RAs is the next step in the Department's information technology initiatives. This change will enable providers to expedite claims reconciliation by providing faster access to RAs. It will also allow the Department to reduce the administrative costs associated with printing and mailing RAs. The Department will stop distributing paper RAs beginning July 9, 2010, unless a provider notifies the Department of the choice to continue to receive paper RAs. Providers will be able to download RAs from the [PROMISe™](#) Internet site. When accessing RAs online, providers can download and print the previous two years of RA statements. A provider that fails to update the RA delivery option and later wishes to receive paper RAs may do so, but copies of past RAs will be available only online.

<p>COMMENTS AND QUESTIONS REGARDING THIS BULLETIN SHOULD BE DIRECTED TO:</p> <p>The appropriate toll free number for your provider type</p> <p>Visit the Office of Medical Assistance Programs Web site at www.dpw.state.pa.us/PartnersProviders</p>
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PROCEDURE:

To download and save your RA from the [PROMISe™](#) Internet site

In order to access RAs online through the [PROMISe™](#) Internet site, a provider will need to log in to [PROMISe™](#) to ensure a valid Logon ID and Password continue to be available . If the provider does not remember the password, the provider should click on the “Forgot Password?” link next to the password field in the logon box on the [PROMISe™](#) site, or contact the PROMISe™ Provider Assistance Center (PAC) at 1 (800) 248-2152, Monday – Friday, 8:00 a.m. – 5:00 p.m.

1. Due to the size of the RAs, the Department recommends that providers use high speed DSL or Cable Internet access to download RAs from the [PROMISe™](#) internet site. Dial-up Internet connections may time out, interrupting the RA download. Providers may choose any high speed Internet service provider.
2. Providers must have ADOBE Reader™ Software installed on their computers in order to download RAs from the [PROMISe™](#) internet site. This software can be downloaded free of charge by accessing one of the following links:
 - DPW Toolbox – www.dpw.state.pa.us/003676221.htm
 - www.adobe.com
3. Providers must be registered to use the [PROMISe™](#) Internet site. Please refer to Attachment A entitled “[PROMISe™](#) Internet site and ePEAP Access” for additional information about how to register for the [PROMISe™](#) Internet site.
4. Please refer to Attachment B entitled “How to Save a Remittance Advice to your Computer” for instructions on how to download and save electronic RAs.

To continue to receive paper RAs:

Providers that wish to continue receiving paper RAs may opt out of receiving electronic RAs by doing one of the following:

- (1) Log on to the [PROMISe™](#) Internet site and access ePEAP to change the RA option to “Receive Paper RAs via US Mail” beginning June 28, 2010. For detailed instructions on changing the RA option, please review Attachment A beginning on page 4, or
- (2) Contact the appropriate Provider Assistance Center listed below.

Provider Enrollment Services at 1-800-537-8862
Hours of Operation: Monday – Friday, 8:00 a.m. – 4:30 p.m.

Website: <https://promise.dpw.state.pa.us/default.asp>

All Office of Mental Health and Substance Abuse Services Providers please contact: 1-800-433-4459 Hours of Operation: Monday – Friday, 7:45 a.m. – 3:45 p.m.

All Office of Long Term Living Providers please contact: 1-800-932-0939 Hours of Operation: Monday – Thursday, 9:00 a.m. – Noon and 1:00 p.m. - 4:00 p.m.

ATTACHMENTS:

A “PROMISE™ Internet site and ePEAP Access”

B “How to Save a Remittance Advice to your Computer”