



# PROVIDER QUICK TIPS

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## Provider Electronic Solutions Software

Please be advised that the Provider Electronic Solutions software, commonly referred to as PES, will be sunset on June 15, 2022. PES was distributed free of charge to providers as a method of submitting HIPAA ready transactions such as claims and eligibility to the PROMISE system. Effective June 15, 2022, the software will not work with Microsoft Edge or other commonly used internet browsers. The Department of Human Services (Department) will no longer upgrade PES due to the products age, limited configurability, and end-user experience. The Provider Assistance Center (PAC) maintained by Gainwell Technologies will no longer provide user support for PES effective June 15<sup>th</sup>.

Providers are encouraged to use the [PROMISE Provider Portal](#) to submit claims, validate eligibility, conduct claim inquires and access their weekly remittance advice. The PROMISE Provider portal is available free of charge and allows single-entry interactive submissions. Additionally, users can purchase certified software from software vendors or contract with a clearinghouse to handle ongoing HIPAA transaction needs.

Thank you for your service to our MA recipients.  
We value your participation.  
Check the Department's website often at: [www.dhs.pa.gov](http://www.dhs.pa.gov).



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DEPARTMENT OF HUMAN SERVICES