



# PROVIDER QUICK TIPS

#156

## Provider Electronic Solutions (PES) Software v3.60 Replaces v3.59

The Department of Human Services (the department) is releasing an update to the Provider Electronic Solutions (PES) software. This new version is v3.60 and replaces v3.59, which was released in support of the CMS mandated ANSI X12 v5010 and NCPDP D.0 upgrades. This new version contains modifications in support of the CMS mandated CAQH/CORE changes for eligibility and interactive claim status requests. This is a **required** release of the software and contains enhancements for the 270 Eligibility Request and the 276 Claim Status requests. Please upgrade to v3.60 as soon as possible. The new version contains the following updates:

1. Addition of the Service Type code (Service Tab) in the 270 Eligibility Request window
2. Addition of Modifiers (Hdr 1 Tab) to be used with procedure codes in the 270 Eligibility Request window
3. Ability to submit the Claim Status request interactively via the 'Send' button on the 276 Claim Status request window.

This is a **mandatory** release and does require you to upgrade to this new version, otherwise you will not be able to submit claims or specific transaction requests to PROMISe™. The new PES v3.60 is now available for download from the department's website located at the following link:

<http://promise.dpw.state.pa.us/ePROM/ ProviderSoftware/softwareDownloadMain.asp>

**Please note:** You must currently be running PES software version 3.59 prior to applying PES software version 3.60. If you are currently running a version other than 3.59, you must upgrade the versions sequentially. Skipping versions will cause errors which will impact the ability to submit transactions correctly to PROMISe™.

Prior to running the upgrade, make sure all claims have already been submitted. **DO NOT** leave any claims in an "incomplete" or "ready" status.

If you have any questions or need assistance with upgrading your PES software contact the Provider Assistance Center at 717-975-4100 or 1-800-248-2152.

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

