



# PROVIDER QUICK TIPS

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## Provider Electronic Solutions (PES) Mandatory Upgrade Available March 17, 2017

The Department of Human Services (the department) is releasing an update to the PES software. The new version is version 4.02 and replaces the current version. **This upgrade is mandatory.** The new version contains the following changes:

- Added Referring Provider and Ordering Provider based on ACA ORP requirements\*
- New NCPDP Pharmacy functionality
- New URL (<https://b2b-prod.bes.svcs.entsvcs.com>) for Batch and Interactive submissions

**The mandatory upgrade** should be completed by April 3, 2017. Failure to upgrade will result in your claims being denied or not processed.

**Important! Prior to running the upgrade, make sure all active claims have been transmitted to PROMISe™. Do not leave any claims in an “Incomplete” or “Ready” status.**

The new version is now available and can be downloaded from DHS’s website at the following link:

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

**REMINDER:** You can also enter claims directly to PROMISe™ via the Internet at the following link:

<https://promise.dpw.state.pa.us>

\*For more information on ACA ORP requirements please see Medical Assistance Bulletin 99-17-02:

[http://www.dhs.pa.gov/cs/groups/webcontent/documents/bulletin\\_admin/c\\_257246.pdf](http://www.dhs.pa.gov/cs/groups/webcontent/documents/bulletin_admin/c_257246.pdf)

Please visit the DHS Web site, <http://www.dhs.pa.gov> regularly for information regarding the PROMISe™ processing system. If you need assistance or have further questions, contact the Provider Assistance Center at 717-975-4100 or toll free at 1-800-248-2152.

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)

