



Office of Long Term Living Provider QUICK TIPS



Provider Electronic Software (PES) Questions & Answers

Question	Answer
Currently in PES, we do not enter a patient status code unless the resident is discharged. In training we were instructed to use a “30still a patient” status code. This would cause claims to reject if a “30” status code was used. Will this cause the claims to reject in PES 3.5?	No, PES prior to 3.5 was a temporary solution to meet the 10/16/03 HIPAA compliance requirements. PES 3.5 will now meet both HIPAA and PROMISE™ requirements. The patient status code is mandatory and if the resident is still in the facility at the end of the service month, the “30” should be used.
Currently we only enter our billed amount in for “0100” and not for leave and hospital days. In training we were instructed to enter billed amounts in all. This has caused claims to reject in the past. Will this cause them to reject in the 3.5 version?	No. Enter the billed amount for each revenue code on the service lines. See the response in the question above.
Is the Attending Physician Tax ID number required in the PES software or is the license number sufficient? The software will not allow us to exit and save without the Tax ID.	If the Attending Physician Tax ID is not known all zeros (000000) can be entered in this field.
Can I check and adjust PES claims that were electronically submitted 2 days ago? If so, how?	Yes. The status of claims will be available within 24 hours after electronic submission. If a claim needs to be adjusted or resubmitted, instructions are on page 119 of the PES Users Guide.



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We have version 2.7 of the PES software. Will we have to do upgrades in the order they are released, or can we upgrade to version 3.5 now?	You may upgrade directly to 3.5. Follow the instructions for the conversion of data after downloading version 3.5.
Can all PCs in a provider facility's network access the same information?	The PES software allows both typical and work station installation. This permits the application to be loaded on a network server allowing access to individual work stations.
Where can I get a logon for PES?	The PES software package can be downloaded from the DHS site. It will provide a default logon and password that will allow you to personalize your options. Click here to download the package: http://promise.dpw.state.pa.us/ePROM/ProviderSoftware/softwareDownloadMain.asp .
Do reference lists have to be built in PES?	PES will require the building of reference lists for Policy Holder, Recipient and Provider.
If a claim is processed through the vendor system, can it be adjusted/corrected through PES?	PEs is a "stand-alone" software application that does not interface with any other software; however, it may be used to adjust previously approved claims.
The current PES Upgrade is 2.7. is upgrade to 3.5 available or should we wait for 3.51? How is the upgrade accessed?	The PES 3.5 upgrade is a full PROMISE™ application. PES 3.51 will be an upgrade that will enhance 3.5. Thereformer 3.5 will need to be downloaded in order to use 3.51. To access the upgrade click here: http://promise.dpw.state.pa.us/ePROM/ProviderSoftware/softwareDownloadMain.asp .
Do we need a more current application than Windows 98 to run PES 3.5?	The minimum system requirements are Windows 2000 or Windows XP for PES 3.5. Though th e software may run with Windows 98, versions other than our minimum system requirements will not be supported by our Provider Assistance center.
In the PES software, do we need to enter the PROMISE™ 13 digit provider ID number? Where is the number entered?	Yes. Enter the 9-digit NPI Provider Number in Header 1 in the Provider Number field and the 4-digit Service Location number in Header 1 of the Service Location field.
On the PES system an error message is received if the Gross Patient Pay does not equal the Net Patient Pay. Why?	The Net Patient pay on the invoice must equal the Gross Patient Pay minus the deductions. The example provided by this question message does not contain the entire message. The Department is following up on this and other error messages to ensure complete messages are provided.

For additional information, go to the PROMISE™ Web site: <http://promise.dpw.state.pa.us/>

Thank you for your service to our Medical Assistance Recipients. We value your participation.
Check the Department of Human Services' Web site often: www.dhs.pa.gov