![pennsylvania DEPARTMENT OF HUMAN SERVICES OFFICE OF MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES]

Provider Electronic Solutions Software (PES)
Effective Date: 06/15/2022

Please be advised that the Provider Electronic Solutions software, commonly referred to as PES, will be sunset on June 15, 2022. PES has been available at no cost as a method of submitting HIPAA-ready transactions such as claims, encounters 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 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 15th.

For those Counties/Joinders who currently use PES for creating encounter data transactions, we have attached the Encounter Professional Transaction and Encounter Institutional Transaction Guides.   These Guides contain detailed instructions for preparing 837 encounter transaction records submitted to PROMISe™ in the 837 format. They are to be used in conjunction with the CMS HIPAA Implementation Guide found at http://www.wpc-edi.com.   The CMS HIPAA Implementation Guide is the main source of information about the transaction sets. The Transaction Guide contains:

- DHS interpretation/application of the data elements that support CCRI encounter transaction submissions,
- The methods utilized to convey data that are not included in the CMS HIPPA Implementation Guide, but are required for processing Pennsylvania Department of Human Services encounter transactions; and
- Clarification for certain, less obvious, but still standard, uses of the transaction.

Counties/Joinders will either need to build these transactions using these resources or purchase appropriate software to assist in creating them. Another option is to hire a vendor who is already certified in submitting encounters to the Department. You may want to reach out to other counties in your region to see how they are submitting.

If you have any questions, please contact us at ra-pwomhsas837issues@pa.gov. We can also set up a call to discuss. Thank you.