

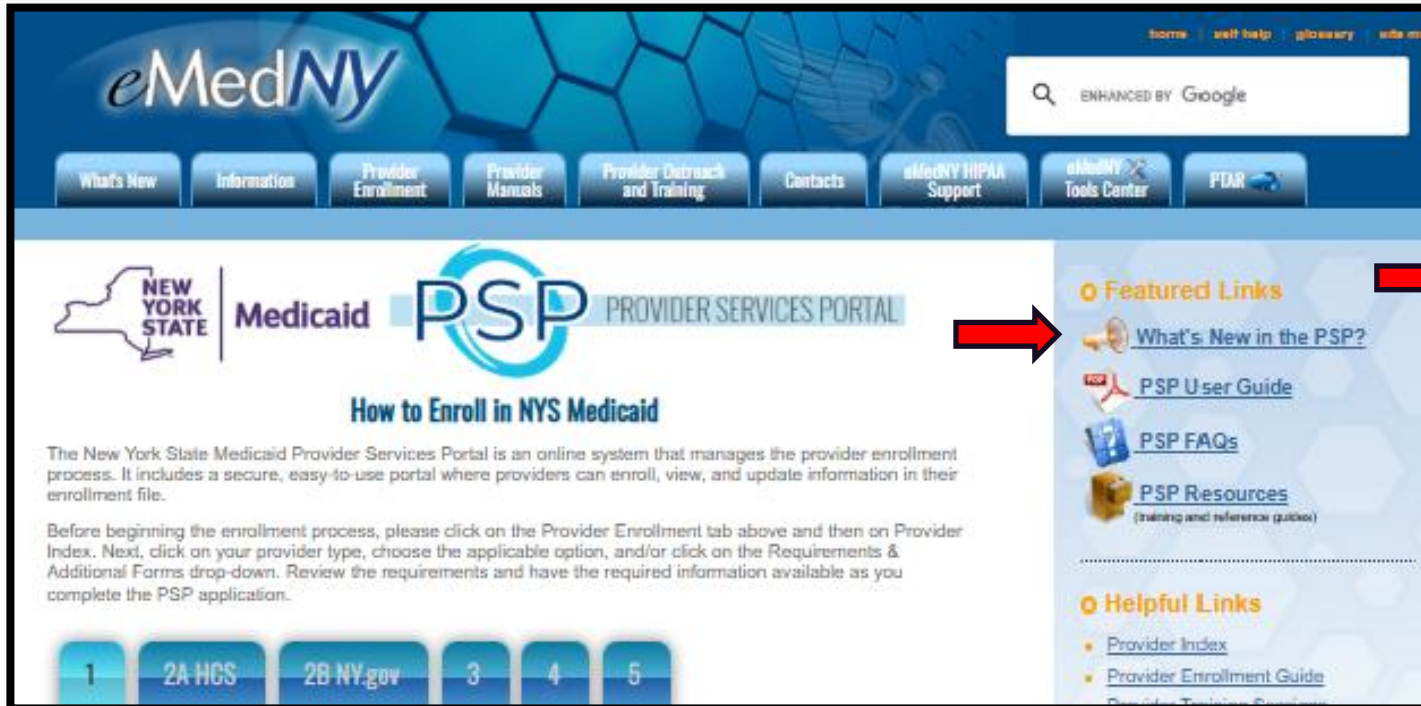


Department
of Health

Office Hours with Medicaid's Bureau of Provider Enrollment

October 1, 2026

WHAT'S NEW IN THE PSP?



Department
of Health

Medicaid Provider Services Portal (PSP)

What's New in the PSP

Recent enhancements and updates to the Provider Services Portal

SEPTEMBER 10, 2026

Notifications to Secondary Email on Provider Files

The PSP contains fields for a primary email address and a secondary email address.

- Communications, including revalidation notifications, will now be sent to both email addresses on a provider file.
- Providers are encouraged to use their own email address as the primary address and a shared credentialing or staff email address as the secondary address. Doing so will ensure that notifications are still received if a staff member leaves.
- Organizations and credentialing staff who want to bulk-add a single secondary email address, e.g., email shared by all credentialing staff, to all of their providers' files can easily do so. A minimum of 25 providers is required to request bulk-add.
- Submit the request to ProviderEnrollment@health.ny.gov with a subject line of "Add a Secondary Email Address." Include the email address to be used and a list of all provider IDs and corresponding NPIs for which you would like the email address added on the files. Requests will be processed weekly.

SEPTEMBER 4, 2026

New sign-in option: access the PSP with your HCS account

Providers now have the option to access PSP using a **Health Commerce System (HCS)** account. Visit the [PSP Provider Services Portal landing page](#) for more information.



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AGENDA

- Provider Revalidation Requirements
- Risk Designations
- Temporary Moratorium
- Provider Services Portal
- Q&A

PROVIDER REVALIDATION – WHAT YOU NEED TO KNOW

- Revalidation is not new. It is a federal requirement that began in 2011 and requires states to revalidate all providers at least every 5 years.
- Revalidation is a routine compliance activity; no individual provider is being singled out, and it isn't an indication of suspicion of fraud, waste, or abuse.
- **What's changed:** CMS issued a directive in April 2026 requiring all states to revalidate every enrolled provider within 24 months.
- Each state was required to submit a plan to CMS outlining its approach. NYS's plan was approved, and we are now implementing it.
- NYS is committed to working with providers through the process.

Timeline

- **April 2026**
CMS Directive Issued
- **July 2026 thru April 2028**
Revalidation notifications to all 240,000 Providers
- **June 2028**
All Revalidations Complete

REVALIDATION NOTIFICATION PHASES

- At this time, the old paper process and the old five-year revalidation cycles for all are being retired.
- Under the federally mandated two-year period for revalidating all providers, providers will be notified to revalidate on the schedule below.

Phase	Providers Affected	Notification Timing
Phase 1	Phase 1 includes current high-risk providers, Durable Medical Equipment (DME) providers, and any providers that had not revalidated since the beginning of the COVID-19 Public Health Emergency.	July 2026
Phase 2	Phase 2 includes newly designated high-risk providers including Applied Behavior Analysis (ABA), Home and Community-Based Services (HCBS) under a 1915(c) Waiver, and Licensed Home Care Services Agencies (LHCSAs).	Beginning Winter 2026
Phase 3	Phase 3 includes atypical providers, specifically those who are currently enrolled without a National Provider Identifier (NPI).	Early 2027
Ongoing	The ongoing phase will include all remaining moderate- and limited-risk providers.	Through June 2028



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Once you have revalidated during this interim two-year revalidation period, your new revalidation cycle will begin.

NYS MEDICAID PROVIDER LISTING (OPEN DATA)

Medicaid Enrolled Provider Listing

estimated date based on the old process...)

Search

×

PROFESSION OR SERVICE	PROV...	SERVI...	CITY	STATE	ZIP C...	COUNTY	TELE...	LATIT...	LONG...	ENRO...	NEXT ANTICIPATED REVALIDATION DATE	FILE DATE	MEDI...	PROV...
CHILD (FOSTER) CARE AGENCIES		1075 BROA	PLEASANT	NY	10570-2346	WESTCHESTER		041.129400	-073.77794	02/01/1975	06/01/2026	07/27/2026	N	
CHILD (FOSTER) CARE AGENCIES		111 N 3RD	MOUNT VEI	NY	10550-1364	WESTCHESTER		040.914510	-073.83634	02/01/1975	06/01/2026	07/27/2026	N	
CHILD (FOSTER) CARE AGENCIES		162 19 76TH	FLUSHING	NY	11366-1133	QUEENS		040.726650	-073.79787	02/01/1975	06/01/2026	07/27/2026	N	
CHILD (FOSTER) CARE AGENCIES		16208 77TH	FLUSHING	NY	11366-1022	QUEENS		040.724160	-073.80730	02/01/1975	06/01/2026	07/27/2026	N	
CHILD (FOSTER) CARE AGENCIES		1810 AVENUE	BROOKLYN	NY	11230-1820	KINGS		040.630240	-073.95893	02/01/1975	06/01/2026	07/27/2026	N	
CHILD (FOSTER) CARE AGENCIES		217 E 87TH	NEW YORK	NY	10128-3200	NEW YORK		040.779270	-073.95272	02/01/1975	06/01/2026	07/27/2026	N	

RETIRED & DELETED

Bureau of Provider Enrollment (BPE) has created other options to provide organizations and credentialing staff with revalidation information about their providers.

WHERE TO FIND YOUR REVALIDATION DATES IN THE PSP

Providers and users with access to a provider's enrollment file, e.g., credentialing staff, can view a provider revalidation period at any time in the PSP.



Provider ID	Name	NPI	Business Status	Business Eligibility Date Range	Revalidation Period
			Active	03/11/2015 - 12/31/2999	07/02/2026 - 11/02/2026

- The first date is the date the first notification letter will go out, or has gone out, and the second date is the date that the revalidation must be submitted by.
- A provider will not be terminated for failure to revalidate if:
 - they have successfully submitted a revalidation, but provider enrollment has not processed it timely, and
 - as long as the provider responds timely to any request for information about the revalidation.



HEALTH.DATA.NY.GOV

- The *Medicaid Enrolled Provider – Revalidation Notifications Sent* list has been posted on Health.Data.NY.Gov.
- The list includes Provider ID, NPI, date first notification was sent, date second notification was sent, and date of scheduled termination.
- The list can be accessed in different formats, e.g., Excel, CSV, API.
- The list will be posted every two weeks to include regularly scheduled revalidations that don't fall into a phased category.
- To access the list, navigate to Health.Data.NY.Gov and search for “revalidation notifications.”
- Click on *Medicaid Enrolled Provider – Revalidation Notifications Sent* and then on *Data* in the upper left corner.

NOTIFICATIONS TO SECONDARY EMAIL ON FILE

- New in the PSP - Revalidation notifications can now also be sent to the secondary email address on a provider file.
- Organizations and credentialing staff who want to bulk-add a single secondary email address, e.g., email shared by all credentialing staff, to all of their providers' files can easily do so.
- Submit the request to ProviderEnrollment@health.ny.gov with a subject line of "Add a Secondary Email Address." Include the email address to be used and a list of all provider IDs and corresponding NPIs for which you would like the email address added on the files. Requests will be processed weekly.

REVALIDATION EMAILS – WHAT DO THEY LOOK LIKE?

FROM: NoReply-ProviderServicesPortal@health.ny.gov

SUBJECT: INITIAL NOTICE - NYS Medicaid Revalidation Required

SUBJECT: SECOND NOTICE - NYS Medicaid Revalidation Required

SUBJECT: FINAL NOTICE - NYS Medicaid Revalidation Required

Revalidation Requested for {Provider Name}

Provider ID: {Provider ID}

Provider NPI: {Provider NPI}

Dear Provider:

The Affordable Care Act and federal regulation at 42 CFR § 455.414 require that State Medicaid agencies periodically revalidate the enrollment of all providers, thus ensuring that all aspects of an enrollment file are current. Enrollment revalidation is separate and distinct from the annual recertification process for submitting claims, i.e., the annual ETIN certification process. You are now due to revalidate the enrollment file for the above-referenced provider ID. Revalidation must be completed in the New York State Medicaid Provider Services Portal (PSP), which can be accessed through either a Health Commerce System (HCS) account or an NY.gov business account.



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NATIONAL PROVIDER IDENTIFIERS (NPI)

- Beginning with this interim two-year revalidation period, all providers must now have an NPI to enroll and revalidate in the NYS Medicaid program.
- We encourage you to obtain one while you await your notification to revalidate.
 - Internet search for “Apply for an NPI”
 - Click on the HHS.gov website that appears
 - Follow instructions on the NPPES site to apply.



HHS.gov

<https://nppes.cms.hhs.gov/npi-application-main-page>

Apply for an NPI

Select the **Apply for an NPI** button to begin an application. The Start NPI Application page will open.
Start NPI Application. What type of NPI are you ... [Read more](#)



NPPES Log In

[Multi-Factor Authentication \(MFA\)](#)

[NPPES Main Page](#)

[Apply for an NPI](#)

[Manage NPIs](#)

[Manage Applications](#)

[Electronic File Interchange \(EFI\) Main Page](#)

[Social Security Administration \(SSA\) Deceased Notification](#)

[Removing Other Names](#)

[NPPES FAQs](#)

Apply for an NPI

Select the **Apply for an NPI** button to begin an application. The **Start NPI Application** page will open.

Start NPI Application

What type of NPI are you applying for?

- Select **I am applying for an Individual NPI** if you are applying for an NPI for an individual that renders healthcare services and/or furnishes healthcare supplies. An Individual NPI is also referred to as a Type 1 NPI. Refer to the **Individual/Type 1** section below for additional details.

OR

- Select **I am applying for an Organization NPI** if the organization is a group practice or renders healthcare services and/or furnishes healthcare supplies. An Organization NPI is also referred to as a Type 2 NPI. Refer to the **Organization/Type 2** section below for additional details.

► [Individual/Type 1](#)

► [Organization/Type 2](#)



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PROVIDER RISK DESIGNATIONS

Risk level determines the level of screening that is conducted at enrollment and revalidation. All provider types are assigned risk levels by CMS, but states or CMS can raise risk levels for provider category or for individual providers. NYS has recently elevated the risk level to high for ABA providers, 1915c waiver services providers and LHCSAs.

Risk level can change for individual providers when any of the following are met:

- Payment suspension based on credible allegation of fraud, waste, or abuse
- Unreported Medicaid overpayment of \$1500 or greater
- Provider was excluded by the OIG or another state's Medicaid Program and has since been reinstated
- At least 6 months following the lifting of a temporary moratorium for a particular provider type that was impacted by the moratorium
- Billing anomaly flags, OMIG referral, CHOWs in targeted classes

All Providers (Standard Screening)

- Verification of provider identity and credentials
- Confirmation of practice location and contact information
- National Provider Identifier (NPI) validation
- Submission of all required documentation through the Provider Services Portal (PSP)
- Additional screening requirements

High-Risk Providers

- Standard screening+ pre/post-enrollment site visit + finger printing background check for all owners 5% or more
- **Revalidation required every 3 years**

Moderate-Risk Providers

- Standard screening + pre/post-enrollment site visit
- **Revalidation required every 4 years**

Limited-Risk Providers

- Standard screening as outlined
- **Revalidation required every 5 years**

TEMPORARY ENROLLMENT MORATORIUMS

As part of the revalidation initiative, CMS encouraged states to implement temporary enrollment moratoriums for provider classes identified as posing a higher risk of fraud, waste, or abuse. In response, NYS has imposed moratoriums on the following provider categories:

Classes Under Moratorium (Effective July 27, 2026)
Laboratory – COS 1000
Durable Medical Equipment (DMEPOS) - COS 0321, COS 0323
Applied Behavior Analysis (ABA) - COS 0590, COS 0591
Licensed Home Care Services Agencies (LHCSAs) - COS 0264
Pharmacy - COS 0441, COS 0442
Managed Long Term Care plans COS 0220 with a Line of Business (MLTC Partial Cap, MAP, PACE)
Social Adult Day Care (SADC)* *SADCs are not Medicaid-enrolled providers; plans are being instructed to impose a moratorium on new SADC contracting/credentialing.

- Each moratorium will remain in effect for a minimum of 6 months
- No Changes of Ownership (CHOWs), reinstatements, or new enrollments will be accepted
- No pending applications for these transactions – regardless of stage of review – will be processed during the moratorium

Already enrolled?

- You're unaffected — continue to maintain your file and revalidate when notified.

PROVIDER SERVICES PORTAL



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NEW ERA: THE PROVIDER SERVICES PORTAL

The NYS Medicaid Provider Services Portal (PSP) is a modern, web-based portal for all provider enrollment transactions.

- **The Goal:** To create an efficient, user-friendly, and accountable system for both providers and the state.
- **Where is it?** On eMedNY.org.

The platform remains under continuous development, with recurring enhancements and updates in response to user feedback.



WHY GO PAPERLESS?

- **Speed up application processing**

- Paper process often took 90 – 120 days to process an application once received by the Bureau of Provider Enrollment (BPE)
- PSP is currently processing is under 20 days
- Applications reach BPE immediately versus 3+ weeks (cost savings: no overnight or other mailing expenses; no lost applications)
- Transactions can be completed on desktop, laptop, tablet or phone

- **Better customer service**

- Providers can view their application, application status, and enrollment file
- eMedNY Call Center staff can also view applications which allows for real time support to successfully complete an application

NYS MEDICAID PSP

The PSP “Landing Page”



How to Enroll in NYS Medicaid

The New York State Medicaid Provider Services Portal is an online system that manages the provider enrollment process. It includes a secure, easy-to-use portal where providers can enroll, view, and update information in their enrollment file.

Before beginning the enrollment process, please click on the Provider Enrollment tab above and then on Provider Index. Next, click on your provider type, choose the applicable option, and/or click on the Requirements & Additional Forms drop-down. Review the requirements and have the required information available as you complete the PSP application.



1 Access the Provider Services Portal (PSP)

To access the PSP, all NYS Medicaid providers and PSP users must have either:

- **A Health Commerce System (HCS) account** - If you already have an HCS account, please click on <https://hcs.nysproviderportal.health.ny.gov> to access the PSP. If you previously claimed your provider file with an ny.gov account but now wish to use an HCS account to access the PSP, you will need to add your HCS account to the provider's domain - see [PSP - Managing Domain Administrators](#) for more information. Or,
- **NY.Gov Business Account** If you already have an NY.gov business account, please click on <https://www.nysproviderportal.health.ny.gov> to access the PSP.

If multi-factor authentication (MFA) has not been set up, you will be prompted to set it up before accessing the PSP for the first time.

If you do not have an HCS account or an NY.gov business account, you will need to create one to access the PSP. Please click on tab "2A HCS" or "2B NY.gov" above for the type of account you wish to create. Account creation includes an identity proofing step; however, documents submitted and photos taken during identity proofing will not be stored or retained.



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ADD THE PSP TO YOUR HCS APP DASHBOARD

Home My Content Search

Documents by Group
My Favorites

My Applications
All Applications
Quick Links

Change my password
Change my security

My Profile

Health Commerce System Applications

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z View All

Neonatal Intensive Care Unit	NICU	i	Yes	
New York Patient Occurrence Reporting and Tracking (UPDATE REPORTS SAVED PRIOR TO 8/22/19)	NYPORTS	i	Yes	
New York Patient Occurrence Reporting and Tracking v2 (CREATE OR EDIT REPORTS ON OR AFTER 8/22/19)	NYPORTS2	i	Yes	
Newborn Screening Applications	NBS	i	Yes	
Newborn Screening Hospital Portal		i		+
NICS Management App (NICSMAN)	NICSMAN	i	Yes	
Nursing Home ADHC Rates		i	Yes	
Nursing Home Appeal Submission System		i	Yes	
Nursing Home Cash Receipts Assessment		i	Yes	
Nursing Home Rate Sheets 4/1/2009 and Forward		i	Yes	
NYS Electronic Certificate of Need		i	Yes	
NYS Medicaid Provider Portal		i	Yes	
NYSDOH Data Hub		i		
	NYSE-CON	i		+
		i		+



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USERS MUST HAVE OR CREATE A USER ACCOUNT FOR PORTAL ACCESS

How to Enroll in NYS Medicaid

The New York State Medicaid Provider Services Portal is an online system that manages the provider enrollment process. It includes a secure, easy-to-use portal where providers can enroll, view, and update information in their enrollment file.

Before beginning the enrollment process, please click on the Provider Enrollment tab above and then on Provider Index. Next, click on your provider type, choose the applicable option, and/or click on the Requirements & Additional Forms drop-down. Review the requirements and have the required information available as you complete the PSP application.



2B NY.Gov Business Account Creation

- 1 Click on the NY.gov login link at: <https://my.ny.gov/LoginV4/login.xhtml>
- 2 Follow the instructions to create an NY.gov business account. If you need assistance, please reference the [NY.GOV ID Account Creation Instructions](#).
- 3 During account creation, you will be required to authenticate your identity using the ID Proofing Wizard. Documents submitted and photos taken during this process will not be stored or retained.
- 4 Once your account has been created, click on <https://www.nysproviderportal.health.ny.gov> and enter your NY.gov business account login information.
- 5 You will be required to set up multi-factor authentication (MFA) the first time you access the PSP.



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The NY.GOV ID BusinessAccount Creation Instructions are very helpful!

NY.GOV ID Account Overview

Overview

NY.GOV ID is an online service that allows users to sign in securely to NY.GOV ID participating government online services. A NY.GOV ID **business account** is required for any user wishing to access the NYS Medicaid Provider Services Portal (PSP). NY.GOV ID **personal** accounts will not allow access to the PSP.

Although a business account must be created, personal information is required for the identity proofing process. This security step is necessary for granting access to the PSP and enrollment records. However, personal documents submitted and photographs taken during the identity proofing process will not be stored or retained.

Please Note: Providers enrolling into New York State (NYS) Medicaid using the PSP will need their own NY.GOV ID business account to submit their application. Credentialing staff can start or complete an application for a provider, but each provider, or duly authorized and disclosed representative in the case of organizational providers, must have their own NY.GOV ID business account to sign and submit an application. No one other than a provider or duly authorized and disclosed representative of an organizational provider can sign and submit an application on behalf of a provider.

Before You Begin

It generally takes less than 15 minutes to create a NY.GOV ID business account. Please be sure you allot enough time to complete the process in one session and be sure to have the following information and items available **before** starting the account creation process:

- A personal established email address that is not shared with anyone else (the system will only allow one NY.GOV account linked to a particular email address)
- Your legal first and last name exactly as shown on your government-issued identification and Social Security records (name cannot be changed after account creation)
- Your date of birth
- Your current residential address
- Your Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN)
- One of the following government-issued photo IDs:
 - A valid state-issued driver's license
 - A valid state-issued non-driver ID
 - A valid United States Passport
 - A valid United States Passport Card
- A second device such as a smart phone, tablet, or laptop

- A NY.GovID Business Account or an HCS account is required to access the PSP
- All users (e.g., Practitioners, Credentialing Staff, and Office Staff) must have their own user account to access the PSP
- Multifactor Authentication and Identity Proofing are required

DOMAIN ADMINISTRATOR

- **What is a domain?** A domain is the provider's enrollment file.
- **What is a domain administrator?** A user who is responsible for maintaining and managing access to the domain.
- **Who can be a domain administrator?** The provider (if an individual practitioner), credentialing staff, office staff, or anyone designated to be. There can be more than one.
- **What can a domain administrator profile do?** Add, edit or remove a user's access to the domain. Please refer to the Quick Reference Guide "PSP-Managing Domain Administrators" on emedny.org for instructions.

✱ Quick Reference Guides

- [Documents for New Submissions](#)
- [NY.GOV ID Account Overview](#)
- [PSP - Modifications](#)
-  [PSP - Managing Domain Administrators](#)
- [PSP - Registration PIN Instructions](#)

HELPFUL TIPS FOR DOMAIN ADMINS

- The user that completes the PIN linking process prior to registration is automatically granted the domain administrator profile and may need to grant access to other users as necessary.
- Hitting the Go button first when accessing the user list will provide you a list of all current users.
- When adding a new user, the start date auto populates using the current date. It is very important not to alter this date as any alteration could delay the new user's ability to instantaneously access the provider's file.
- Again, there is a Quick Reference Guide for managing domain administrators available on eMedNY.org.

STARTING A NEW ENROLLMENT

NEW YORK STATE Department of Health

Provider

Provider Enrollment
Select an applicable option

New Enrollment
Enroll As a New Provider

Enroll Now

Track Application
Track Existing Provider Application

Track Application

- **Individual Practitioner applications** are broken down into **(4) four milestones** that must be completed before an application can be submitted for review
- **Facility/Agency/Organizations & Group applications** are broken down into 5 (five) milestones

Guides provide
step-by-step
instructions

Individual

- [PSP - Individual Milestone 1](#)
- [PSP - Individual Milestone 2](#)
- [PSP - Individual Milestone 3](#)
- [PSP - Individual Milestone 4](#)

Facility/Agency/Organization (FAO) & Group

- [PSP - FAO & Group Milestone 1](#)
- [PSP - FAO & Group Milestone 2](#)
- [PSP - FAO & Group Milestone 3](#)
- [PSP - FAO & Group Milestone 4](#)
- [PSP - FAO & Group Milestone 5](#)

**Read Before
You Start!**

- **Quick Reference Guides**
- [Documents for New Submissions](#)

IMPORTANT INFORMATION FOR NEW ENROLLMENTS

- New enrollment applications (only) - once an application is started, it **must be submitted within 45 days**
- If not submitted within 45 days, the **application will be DELETED** and the application **process BEGINS** again
- You **can stop and return to the application later within the 45 days**, all materials/entries will be saved - you **can also print/download a copy** of the application for your records
- Credentialers and staff may start and fill out the application, but **the practitioner, owner, or duly authorized representative who is disclosed on the enrollment file must e-sign and submit the completed application**

ALREADY ENROLLED...ACCESS YOUR EXISTING RECORD

health < My Inbox ▾ Provider ▾

PROVIDER ENROLLMENT

New Enrollment ☆

Track Application ☆

APPEALS

Appeals ☆

VIEW PROVIDER

Manage Provider Information

Provider Enrollment
Select an applicable option

New Enrollment
Enroll As a New Provider

Enroll Now

Track Application
Track Existing Provider Application

Track Application

Provider Services Portal (PSP) Enrollment Access
Existing Providers should use this button to link to their provider record.

Request Access

- Once logged in, **Request Access**
- The PSP will use a **PIN process** to link **your existing record** to you
- With a "Revalidation Notice," you will be mailed **and** emailed (your PIN)
- For an "As Needed Maintenance," you will need to select "Regenerate PIN," and you will be sent an email with a PIN

Guides provide
step by step
instructions

Have this guide
handy!

✱ **Quick Reference Guides**

- [PSP - Registration PIN Instructions](#)



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NYS Medicaid Provider Services Portal
REGISTRATION REQUIRED BY XX/XX/2026

Dear Provider:

New York State (NYS) Medicaid has replaced the paper-based provider enrollment application process with an online system called the NYS Medicaid Provider Services Portal (PSP). The PSP is fully functional with the ability to enroll, revalidate, and modify an existing provider ID at any time. In addition, all provider enrollment records have been converted to the new system.

To ensure converted information is accurate and complete, you are required to complete a registration process by creating an account, logging in, and linking to your provider ID. For security purposes, you must use the unique PIN found further below to start the linking process in the PSP.

CREATING A PSP ACCOUNT: To create your account in the PSP, follow the instructions below.

1. Go to the eMedNY website at <https://www.emedny.org/PSP/>.
2. Follow the instructions to create a user account, which includes first creating an NY.gov business account that will enable you to access State systems.
3. Once your NY.gov business account is created, log into the PSP at <https://www.emedny.org/PSP/>.

NYS Medicaid PSP Registration PIN: XXXXXXXX

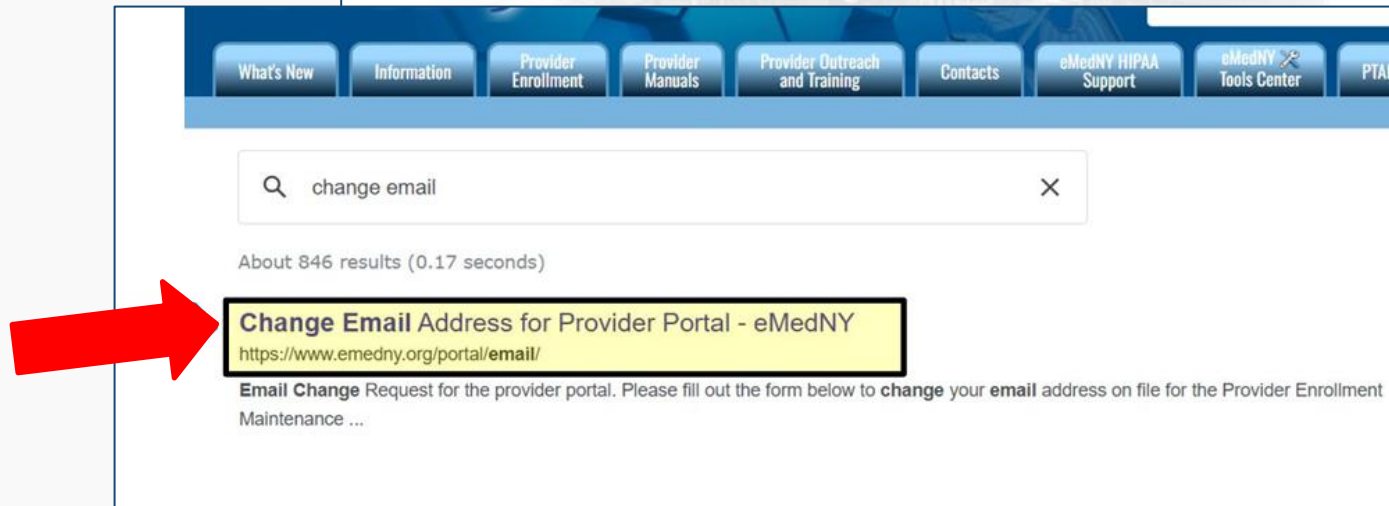
Administrator." The Domain Administrator reviews and validates provider information. Please understand that if you are allowing an office manager or staff member to utilize this PIN credential, you will be granting them administrator rights over the account. You are still ultimately responsible for administration of the account.

IMPORTANT INFORMATION FOR CURRENTLY ENROLLED

- Revalidation (only) - **you will have 123 days** from the date on your first notification letter to review, update, and submit your revalidation.
- You **can stop and return to the application at a later time**, all materials/entries will be saved - you **can also print/download a copy** of the application for your records
- Credentialers and staff may review and change an application, but **the practitioner, owner, or duly authorized representative who is disclosed on the enrollment file must e-sign and submit the completed revalidation.**

CHANGE YOUR PRIMARY EMAIL (IF NEEDED)

- 1 Go to eMedNY.org
- 2 Enter **change email** in the Enhanced by Google search box
- 3 Click Search



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CHANGE YOUR PRIMARY EMAIL ADDRESS

- Complete and submit the form to update the Email address on file

Email Change Request for PSP, Wage Parity, and EVV

Please fill out the form below to change your email address on file either for the New York State Medicaid Provider Services Portal (PSP), Wage Parity, or Electronic Visit Verification (EVV).

Select the application you'd like to change the email for:

☒ **Provider Services Portal (PSP)** ☐ Wage Parity ☐ Electronic Visit Verification (EVV)

Name:

Email:

Phone Number:

NPI: (If exempt, enter "EXEMPT" in field)

MMIS ID (only if NPI exempt):

ReCaptcha: ☐ I'm not a robot 

Submit



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WHERE TO FIND INFORMATION

1

Navigate to eMedNY.org

2

Select NYS Medicaid Provider Services Portal

3

Resources are in the blue section on the right-hand side of the PSP landing page

eMedNY

What's New | Information | Provider Enrollment | Provider Manuals | Provider Outreach and Training | Contacts | eMedNY HIPAA Support | eMedNY Tools Center | PDAR

NEW YORK STATE Medicaid PSP PROVIDER SERVICES PORTAL

The New York State Medicaid Provider Services Portal is an online system that manages the provider enrollment process. It includes a secure, easy-to-use portal where providers can enroll, update information in their enrollment file, ask questions, and find support.

1 2 3 4

1 Create NY.gov Business Account and Obtain PSP Access

All NYS Medicaid providers and PSP users must have a NY.gov business account to access the PSP. Account creation and the associated identity proofing process only need to be done once and can be done from a desktop, laptop, tablet, or phone.

- 1 Click on the login link: <https://my.ny.gov/LoginV4/login.xhtml>
- 2 Create an NY.GOV business account ([NY.GOV ID Account Creation Instructions](#))
- 3 Click on the login link: <https://www.nysproviderportal.health.ny.gov> to access the PSP.
- 4 Set up Multi-Factor Authentication (MFA)
- 5 Authenticate ID through the ID Proofing Wizard
 - Documents submitted and photos taken during the identity proofing process will not be stored or retained

Featured Links

- [PSP User Guide](#)
- [PSP FAQs](#)
- [PSP Resources](#) (training and reference guides)

Helpful Links

- [Provider Index](#)
- [Provider Enrollment Guide](#)
- [Provider Training Sessions](#)
- [Training Session](#)
- [PSP EFT Agreement Video](#)

Sign Up for LIST SERVS



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WHERE TO FIND INFORMATION



 **Medicaid**  **PROVIDER SERVICES PORTAL** **Resources**

This page contains useful guides, training materials, and helpful resources related to the Provider Services Portal posted.

*** Featured Links**

- [PSP User Guide](#)
- [PSP FAQs](#)
- [Revalidation and Enrollment Moratorium Information](#)

*** Quick Reference Guides**

- [Documents for New Submissions](#)
- [NY.GOV ID Account Overview](#)
- [PSP - Modifications](#)
- [PSP - Managing Domain Administrators](#)
- [PSP - Registration PIN Instructions](#)

Individual	Facility/Agency/Organization (FAO) & Group
• PSP - Individual Milestone 1	• PSP - FAO & Group Milestone 1
• PSP - Individual Milestone 2	• PSP - FAO & Group Milestone 2
• PSP - Individual Milestone 3	• PSP - FAO & Group Milestone 3
• PSP - Individual Milestone 4	• PSP - FAO & Group Milestone 4
	• PSP - FAO & Group Milestone 5

WHERE TO FIND INFORMATION

PSP Quick Reference Guides Have Step-by-Step Instructions for each Milestone and Includes Screenshots

Quick Reference Guides

- [Documents for New Submissions](#)
- [NY.GOV ID Account Overview](#)
- [PSP - Modifications](#)
- [PSP - Managing Domain Administrators](#)
- [PSP - Registration PIN Instructions](#)

Individual

- [PSP - Individual Milestone 1](#)
- [PSP - Individual Milestone 2](#)
- [PSP - Individual Milestone 3](#)
- [PSP - Individual Milestone 4](#)

Facility/Agency/Organization (FAO) & Group

- [PSP - FAO & Group Milestone 1](#)
- [PSP - FAO & Group Milestone 2](#)
- [PSP - FAO & Group Milestone 3](#)
- [PSP - FAO & Group Milestone 4](#)
- [PSP - FAO & Group Milestone 5](#)



Milestone 1 of an Application

Once an application is generated, the status becomes “in process.”

Milestone 1 is comprised of three steps. Click on Start next to Milestone 1 to begin the first step.

Application ID	Enrollment Type Individual	Applicant Type Fee For Service (Billing)	Name I	Application Status In Process	Start Date 07/31/2025	End Date 08/20/2025	Options
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Enroll Provider - Individual

Enrollment Requirements

20 Days remaining Completed(0%)

Milestones	Status	Step Remark
Milestone 1	In Progress	Start
Milestone 2	Not Started	
Milestone 3	Not Started	
Milestone 4	Not Started	

TROUBLESHOOTING THE PSP

- Because of the scope of transitioning 240,000 providers to the PSP environment while simultaneously working to revalidate all providers, Call Center volume is very high and wait times are longer than normal. **We highly recommend first using the resources available to you to self-troubleshoot.**
- First, read through the **User Guide**, the appropriate **Quick Reference Guide** and the **FAQs** found on eMedNY.org.
- Visit eMedNY.org's training page, attend the live training sessions, and view the recorded webinars that are offered.

TROUBLESHOOTING THE PSP - CONTINUED

The screenshot shows the eMedNY website's 'Provider Training' page. At the top, a navigation bar includes links for 'What's New', 'Information', 'Provider Enrollment', 'Provider Manuals', 'Provider Outreach and Training' (highlighted with a red arrow), 'Contacts', 'eMedNY HIPAA Support', 'eMedNY Tools Center', and 'PIAR'. A search bar is also present. Below the navigation bar, the 'Provider Training' section is titled, followed by a paragraph explaining how to use the calendar. A red arrow points to this section. Below the text is a registration notice. The main content is a calendar for September 2026, with tabs for 'SEMINARS' and 'WEBINARS'. A red arrow points to a specific event on the calendar: 'ePACES for Institutional' on Wednesday, September 23, from 1:30 PM to 3:30 PM. To the right of the calendar is a 'Featured Links' sidebar with icons for 'TRAINING VIDEOS', 'RESOURCES', 'ABOUT US', and 'REQUEST TRAINING'.

Provider Training

Use the calendar below to find training that is appropriate for your area of interest and location. You can view the seminars and webinars in a table view by clicking on the table icon below under "views." To print, click on the printer icon. For addition help and outreach services from one of our regional representatives, please [contact us](#).

Each person attending must register separately. Once your registration is approved, you will receive a confirmation email with a link to join the meeting at the scheduled date and time. The meeting link is unique to the person who registered and must not be shared.

—SEMINARS —WEBINARS ☒ Hide Closed Sessions Views:

September 2026

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
	1	2	3	4
7	8	9	10	11
14 Provider Revalidation Office Hours (Individuals) 12:00 PM - 1:00 PM REGISTER	15 ePACES for Transportation 10:30 AM - 12:30 PM REGISTER	16 ePACES for Professional 10:30 AM - 12:30 PM REGISTER	17 Provider Revalidation Office Hours (Organizations) 10:00 AM - 11:00 AM REGISTER	18
21 Provider Revalidation Office Hours (Individuals) 12:00 PM - 1:00 PM REGISTER	22 ePACES for Institutional 1:30 PM - 3:30 PM REGISTER	23 Provider Services Portal 10:30 AM - 12:00 PM REGISTER	24 Provider Revalidation Office Hours (Organizations) 10:00 AM - 11:00 AM REGISTER	25
28 Provider Revalidation Office Hours (Individuals) 12:00 PM - 1:00 PM REGISTER	29 ePACES for DME 10:30 AM - 12:30 PM REGISTER	30 Provider Services Portal 10:30 AM - 12:00 PM REGISTER		



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TROUBLESHOOTING THE PSP



- If you are still unable to move forward, **contact the eMedNY Call Center** at 800-343-9000.
- Be sure they **create a ticket** for you. Write down the ticket number and the name of the person you spoke with. Be sure to ask what to expect next and the timeframe for that.
- If the time for resolution comes and goes, call again and provide:



- Your name and contact information
- Name, provider ID, and NPI of the provider whose transaction you are writing about
- Brief description of the issue
- Who you spoke with at the eMedNY Call Center and when
- Ticket number(s)



- Hours are Monday through Friday: 7:30 a.m. – 6:00 p.m. and Saturday/Sunday: 8:30 a.m. – 5:30 p.m. (weekends are currently shorter wait times)



- You can also [Contact](#) the Call Center via email.



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What's New Information Provider Enrollment Provider Manuals Provider Outreach and Training **Contacts** eMedNY Support

eMedNY Contacts

This page provides important eMedNY contact information. If you find any information or links on this web site to be inaccurate, please use the form below to let us know.

eMedNY Call Center: 1-800-343-9000

Please fill out the following fields in order to provide us with the information we need to assist you and improve our offerings. If you prefer not to use this form, you may use any of the other contact information listed on this page to get in touch with us.

eMedNY Contact Form

Topic: *

OFFICE HOURS SCHEDULE

- Sessions are for general questions about how to apply, revalidation strategy, how to find information and use the new PSP.
- Individual questions about status of an application or a specific application will be directed to the eMedNY Call Center.
- Additional sessions may be added as needed.



August 7, 2026

Attention: NYS Medicaid Provider Enrollment's Office Hours

As part of the New York State Department of Health's recent Medicaid provider enrollment activities, we are hosting a series of office hours to support individual providers institutions, businesses, groups, and credentialers with questions related to the Provider Services Portal (PSP) and the upcoming revalidation requirements.

- Mondays (12:00 PM - 1:00 PM): [Dedicated to Individual Practitioners](#) (general application process, finding info, using the PSP)
- Thursdays (10:00 AM - 11:00 AM): [Dedicated to Organizations, Groups, and Credentialing Staff](#)



1 2 3 4 5 6

STAY UP TO DATE: EMEDNY LISTSERV

1

Navigate to eMedNY.org

2

Select eMedNY LISTSERV

3

A new listserv specifically for credentialing and enrollment staff is available



Overview Category	✓Subscribe	✗Unsubscribe
Credentialing/Enrollment Staff	☐	☐
Electronic Visit Verification (EVV)	☐	☐
eMedNY General Updates	☐	☐
ePACES	☐	☐
Primary Care	☐	☐
PTAR	☐	☐



CONTACT EMEDNY CALL CENTER

Call Center Contact Information

Main Telephone Number: **800-343-9000**

CALL CENTER TELEPHONE TREE

Option 1: For claims, billing, remittance, form orders and prior approval questions.

- **Sub-Option 1:** Press "1" if you are a physician, dentist, private duty nurse, nurse practitioner, clinical social worker, physical therapist, or ophthalmic provider.
- **Sub-Option 2:** Press "2" if you are a hospital, clinic, long-term care facility, nursing agency, childcare agency or home health agency.
- **Sub-Option 3:** Press "3" if you are a pharmacy provider.
- **Sub-Option 4:** Press "4" if you are a DME, hearing aid, laboratory, or transportation provider.

Option 2: For new enrollment into the New York State Medicaid program, including the new Provider Services Portal, assistance with eMedNY ID (OKTA), EVV attestation, ePACES enrollment, ETIN applications and provider maintenance forms.

- **Sub-Option 1:** For ePACES enrollment and ETIN questions, please press 1.
- **Sub-Option 2:** For assistance using the new Provider Services Portal, please press 2.
- **Sub-Option 3:** For all other enrollment inquiries, please press 3.

Monday through Friday: 7:30 a.m. – 6:00 p.m.
Saturday/Sunday: 8:30 a.m. – 5:30 p.m.



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Q & A



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