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NYS Medicaid EHR Incentive Program: Program Close Entertainment Software Ratings Update

Through the New York State (NYS) Medicaid Electronic Health Record (EHR) Incentive Program, Eligible Hospitals (EHs) and Critical Access Hospitals (CAHs) attest to NYS that actual, implement or upgrade Certified EHR Technology (CEHRT) and then become meaningful users of CEHRT, can qualify for financial incentives.

Program Close Entertainment Software Ratings Update **Effective April 1, 2021 the Department is conducting two final surveys, based on SurveyMonkey, for** gaming (XB1 and PS4) and Entertainment (EN). All providers and organizations that have successfully attested in the program are strongly encouraged to participate. The surveys ask questions pertaining to the adoption of Meaningful Use (MU) and the impact of Entertainment Software Ratings on the provider and patient experience. **Beginning from Monday, April 5, 2021 to Monday, July 5, 2021**, Organizations data will be compiled and published. All responses will be kept anonymous.

Providers can visit the NYS EHR Incentive Program web site for more information. Sign Up for eMedNY Training Webinars survey in the month ahead (April) or contact the support team by phone at (877) 348-3410 (Option 2)to be support in email at nyshin@hcsc.com.

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The eMedNY EDI/Error Knowledge Base Search Tool

Providers needing assistance in understanding a Remittance Advice (RA) Error Code can now access and provide solutions to resolve the problem, can refer to the **EDI/Error Knowledge Base (EEKB) Search Tool**. The EEKB analyzes the product or denial claim responses returned on paper/PDF (Portable Document Format), electronically (835 Health Care Claim Payment/Advice), or through the Web Portal. The EEKB is available on NYS DOH 271 EDI Claim Status Response. **The EEKB returns detailed explanations about specific edits, including potential causes and possible solutions to resolve the problem.**

How to Use EEKB

The eMedNY EEKB Search Tool web page allows providers to find and search the EEKB by providing information to one of three search methods:

1. Search by eMedNY "Edit" using the five-digit "Edit Number" found on the paper/PDF remit.
2. Search by "Error Code" using the two-digit Remittance Advice Error Code found on the Electronic Claim Status Response.
   Identifier Code found on the 271 claim status response; or
3. Search by "Site Text", using the text contained in the main Verbiage of the EEKB.

The eMedNY EEKB Search Tool web page can be also found by selecting the "eMedNY HIPPA Support" tab from the eMedNY home web page, then selecting the tool option in the drop-down menu.

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Help Stop the Spread of COVID-19 by Sharing Information on the COVID Alert NY App

As more New Yorkers download the New York State Department of Health's COVID Alert NY app everyday, providers are encouraged to continue sharing the COVID Alert NY app information with partners and consumers. Together everyone can help stop the spread of this virus.

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Reminder: Sign Up for eMedNY Training Webinars

eMedNY offers several online training webinars to providers and their billing staff, which can be accessed via computer and telephone. To view valuable provider webinars offered by eMedNY, provider can sign up for training webinars in the month ahead (April) or contact the support team at nyshin@hcsc.com.

Webinar registration is fast and easy. To register and view the list of topics, descriptions and available session dates, providers should visit the eMedNY Training web page. Providers are reminded to review the webinar's descriptions **carefully** to identify the webinar appropriate for their specific training needs.

Questions
All questions regarding training webinars should be directed to the **eMedNY Call Center** at (800) 343-9600.

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The eMedNY "What's New" Website Resource Tab

eMedNY encourages all providers to routinely use the eMedNY "What's New" tab to stay updated on recent webinars, updates and links to affected areas of eMedNY's website. Providers can also find information on upcoming webinars, recent webinars, and recorded webinars, as well as recent Medicaid Update posting the website. For past updates and changes, providers can refer to the "Archives" section listed at the bottom of the "What's New" web page from select the desired year.

Questions
All questions regarding "What's New" tab should be directed to the **eMedNY Call Center** at (800) 343-9600.

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Medicaid Consumer Fact Sheets Now Available

Following a recommendation from the Medicaid Redesign Team (MRT), the New York State Department of Health (DOH) Office of Health Insurance Programs (OHIP) developed Medicaid Consumer Fact Sheets. The Medicaid Consumer Fact Sheets provides information regarding how a condition can help be prevented and managed, as well as relevant Medicaid benefits and services available to members. The Medicaid Consumer Fact Sheets are available in English, Spanish, Traditional Chinese, Russian, Bengali, Haitian Creole, Korean, Arabic, Polish, Italian, Yiddish, Urdu, Tagalog, and Vietnamese. Providers can use the Medicaid Consumer Fact Sheets to educate their patients on the importance of preventive care, and how to access services. Providers can also