



## All Provider Types

**ePACES Users and Administrators: DON'T SHARE YOUR ID!**



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As a result of recent security improvements to the ePACES log-in process, eMedNY is aware that some ePACES users are sharing their log-in credentials with their co-workers in order to facilitate daily processing of eligibility checks, among other functions.

We would like to remind all ePACES users of the following policy stated in the [Medicaid Confidentiality Regulations](#) under "ePACES Access Control."

**Contact Details:**  
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- **Warning:** As per the Health Insurance Portability and Accountability Act (HIPAA), CSC or the on-site ePACES Administrator is required to assign unique user ids and passwords for identifying and tracking user's identity [Ref: § 164.312(a)(2)(i)]. **Users that share their ePACES user id and password are in violation of the HIPAA Security Regulation. If this practice is detected, the user's access will be revoked and other sanctions may apply.**

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**HOW TO SET UP ePACES USER IDs:**

Fortunately, there are **only 3** steps needed for your ePACES Administrator to create and define roles for ePACES user IDs – click, create, assign!

Read all about them in the [‘ePACES – Setting Up User Accounts’ Quick Reference Guide](#). No Call Center tokens required!

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