

Provider Electronics Solutions (PES) Upgrade Instructions

Log on to:

<http://www.dhs.ri.gov/ForProvidersVendors/MedicalAssistanceProviders/HIPAA/ElectronicDataInterchange/ProviderElectronicSolutions/tabid/363/Default.aspx>

UPGRADES MUST BE DONE IN SEQUENTIAL ORDER

Under the upgrade section, choose the appropriate upgrade, either version 2.04, 2.05, or 2.06:

- **If you are running version 2.03, you must FIRST upgrade to version 2.04 completely then upgrade to version 2.05, and finally to version 2.06.**
- **If you are running version 2.04, you can upgrade to 2.05 then upgrade to version 2.06**
- **If you are running version 2.05 then just upgrade to version 2.06**

Please Note: Before upgrading to version 2.06, please archive your claims. You may select to archive any claims past 60 days old. Not archiving could possibly cause upgrade database errors.

1. Upgrade Instructions for a Single PC

Select Save

When the box comes up that says “Save As”

- Choose your “C” drive
- Choose the RIHIPAA folder
- Choose Upgrades – Do not unzip the file.

Hit Save: It may take a few minutes to save the upgrade.

Once this is done, you must perform this second step in order to complete the upgrade.

- Click on your start button
- Choose “All Programs”
- Choose “RI EDS Provider Electronic Solutions”
- Choose “Upgrade”

You will get a message that states: “Upgrades can not be applied while the EDS Provider Electronic Solutions software is running. Please exit all applications prior to continuing with the upgrade. Do you wish to apply the upgrades now?”

- If the software is closed, choose “yes.”
- If the software is open, close the software and then choose “yes”
- Once you choose yes, you should get a message that there is “1 new upgrade”
- Do you wish to continue? Choose “yes”

Follow defaults through the next few screens. Once it is done, select finish.

Your software has been upgraded.

2. Upgrade Instructions for Network Installations

Select Save

When the box comes up that says “Save As”

- Choose your network drive
- Choose the RIHIPAA folder
- Choose Upgrades – Do not unzip the file.

Hit Save: It may take a few minutes to save the upgrade.

Once this is done, you must perform this second step in order to complete the upgrade.

- Click on your start button
- Choose “All Programs”
- Choose “RI EDS Provider Electronic Solutions”
- Choose “Upgrade”

You will get a message that states: “Upgrades can not be applied while the EDS Provider Electronic Solutions software is running. Please exit all applications prior to continuing with the upgrade. Do you wish to apply the upgrades now?”

- If the software is closed, choose “yes.”
- If the software is open, close the software and then choose “yes”
- Once you choose yes, you should get a message that there is “1 new upgrade”
- Do you wish to continue? Choose “yes”

Follow defaults through the next few screens, then select finish.

Once the upgrade is done on the network, then follow the above instructions for all the Workstation installations, saving the upgrade executable to the RIHIPAA folder on the “C” drive of the individual’s PC.