



## Novitasphere New User Checklist

### Initial Enrollment

- Complete your Novitasphere Enrollment form and submit it by fax or mail.
- Once you receive an approval email or letter, the Provider/Billing Office Approver will complete their Enterprise Identity Management (EIDM) new user registration and log in with that user ID and password to request the applicable Novitasphere Role. Wait for your approval/rejection email before continuing.
  - Once the Office Approver's request has been approved, the Office Back-up Approver will complete their EIDM new user registration and then log in with that user ID and password to request the applicable Novitasphere Role. The Office Back-Up Approver should wait for their approval/rejection email before continuing.
  - Once the Office Approver's request has been approved, each End User will complete their EIDM new user registration and then log in with that user ID and password to request the applicable Novitasphere Role. The End User should wait for their approval/rejection email before continuing. The Office Approver or Office Back-Up Approver will need to review each End User access request.

Notes: During EIDM registration, select a Multi-Factor (MFA) device that you will have easy access to *each time* you log into Novitasphere.

If your EIDM request is rejected, you will need to re-request Novitasphere role in EIDM with corrections.

- Review Novitasphere User Manual and Frequently Asked Questions to familiarize yourself with the portal.
- Log in to Novitasphere at <https://www.novitasphere.com>.

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### Checking Eligibility

- Have the patient's correct first and last name and Medicare number (without dashes) as it appears on their Medicare card. If the patient has lost or misplaced their card, refer the patient to the Social Security Administration Office at 1-800-772-1213. Note: Eligibility searches cannot be performed with just the patient's name and date of birth, or just their Social Security Number.
- Review the patient's eligibility details, as needed. The tabs will be blue when information is available under that category.
- Review the MSP/MAP tabs for patient's other insurance information.
- Use the MBI Lookup Tool to obtain your patient's new Medicare Beneficiary Identification number when they are unable to provide you with their updated card.

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### Submitting claims

- If you are a new ABILITY | PC-ACE user, download and setup the PC-ACE software.
- If you are an existing PC-ACE user, change the Submitter ID in your software to your new Novitasphere Submitter ID.
- For all other software, please contact the vendor for any applicable changes required.
- Turn off your pop-up blocker in your internet browser to enable access to the Claim Submission/ERA feature.

- Upload your 837 claim file or enter individual claims via Direct Data Entry (Part B Only).
  - Review you electronic reports via File Status And Reports within the Claim Submission/ERA feature.
  - Once accepted on the 277CA Claims Acknowledgement report, check Claim Status via Claims Info > Claim Status feature (Part B Only).
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### **Remittance**

- If your organization enrolled to receive your 835 Electronic Remittance Advice (ERA) through Novitasphere, retrieve your ERA files via File Status And Reports in the Claim Submission/ERA feature.
  - Part B only: You may obtain printable copies of your Remittance via the Retrieve Documents > View Remittance Advice feature. If the remittance is less than 45 days old, you may view and print it immediately. If it is older than 45 days, you will request a copy, and the requested remittance will be delivered to the Retrieve Documents > Requested Remittance Advice feature the next business day.
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### **Claim Corrections (Part B only)**

- Review the [Claim Correction Guide](#) for information on what corrections can be made.
  - Log into Novitasphere and access the Claim Correction feature.
  - Enter the search criteria and locate your claim. Click View.
  - If the claim meets the criteria for a reopening, click Reopen Claim for Correction.
  - Make any header level changes or, click Edit on the line you wish to make changes on. Click Save after making line level changes.
  - Click Submit Reopen Request to submit your changes.
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- Log in to Novitasphere at least once every 30 days.**

Resources available on our Novitasphere Centers:

- JL: [http://www.novitas-solutions.com/webcenter/portal/Novitasphere\\_JL](http://www.novitas-solutions.com/webcenter/portal/Novitasphere_JL)
- JH: [http://www.novitas-solutions.com/webcenter/portal/Novitasphere\\_JH](http://www.novitas-solutions.com/webcenter/portal/Novitasphere_JH)

For questions, please contact the Novitasphere Help Desk at 1-855-880-8424.