

Novitas Solutions e-News

Volume VIII Issue I

Novitas Solutions, Inc. A/B MAC Electronic Billing Newsletter

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Quickly Correct Claims Online!

Make claim corrections in just minutes with Novitasphere, our free web-based portal. You can quickly locate your claim, make your corrections, and send it on its way, **it's that simple!** You'll even receive a written confirmation of the reopened claim! See how easy it is to make a correction by watching a short video:

- [JL click here to watch](#)
- [JH click here to watch](#)



Released: 03.01.18

Watch Now!

Make these corrections **and more** with the Claim Correction feature in Novitasphere:

- Add, change or delete most modifiers
- Change the claim diagnosis codes
- Change the procedure code

Want to see what else you can fix? Review our [Claims Correction Guide](#) for a full list of the types of corrections you can make.

New to Novitasphere!

Report paid claims, or individual paid lines of a claim as billed in error, with no additional paperwork required. Simply use the **Billed in Error** feature and complete the adjustment yourself.

Not enrolled yet? Visit our [Novitasphere Center](#) to enroll today!

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Novitas Solutions e-News is published by Novitas Solutions, Inc.'s EDI Services for providers, vendors, billing services, and clearinghouses. This bulletin should be shared with all health care practitioners and managerial members of the provider/supplier staff.

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A Annual FISS Recertification

The Centers for Medicare & Medicaid Services (CMS) requires annual recertification of every user that has access to the Fiscal Intermediary Shared System (FISS) using Direct Data Entry (DDE) and/or Health Insurance Query Access (HIQA). Novitas Solutions will mail letters to Part A providers who have active DDE user(s) due to be recertified. These letters contain a list of the user(s) associated with the institution's Provider Transaction Access Number (PTAN) that are due to be recertified. As a reminder, if you have a billing agreement with any third party billing entity, those logon IDs will be included in the list when they are due to be recertified. If an active FISS user is not on your letter, they are not due to be recertified at this time.

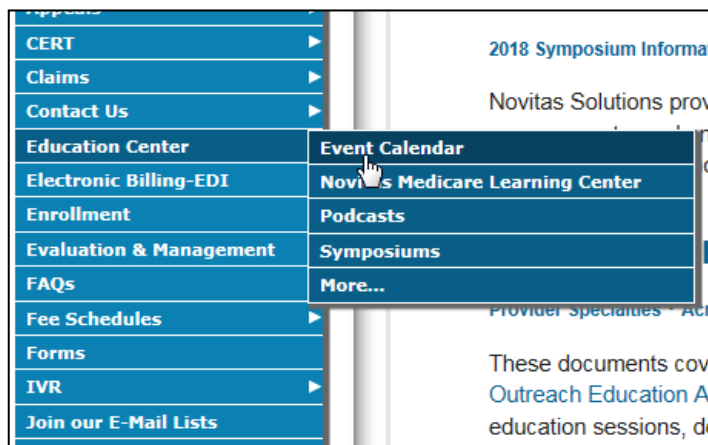
It is imperative that you follow the instructions for completing the recertification, and that the recertification responses are completed accurately and timely. The completed letters should be faxed to 1-877-439-5479. Any authorized or delegated official listed on the provider's CMS 855A enrollment record can recertify the individual user(s), and must do so within 30 days of the date of the letter. If you have recently changed authorized or delegated officials, please update that information with our Provider Enrollment department. Please call (JL) 1-877-235-8073 option 4, or (JH) 1-855-252-8782 option 4, for more details.

Failure to return the letter accurately and timely will result in the user(s) losing access to that facility. The user(s) who lost access due to not being recertified will be required to submit a FISS application to regain access. To determine if a letter was mailed to your facility, to request a copy of the letter, or for any other questions, contact our EDI helpdesk at (JL) 1-877-235-8073, Option 3 or (JH) 1-855-252-8782, Option 3.

A B Learn More About Novitasphere with our Webinars

Novitas Solutions offers a number of informative webinars to help you enroll for, and effectively use Novitasphere Portal. Webinars include both an educational overview, and a time for you to ask your questions. We highly encourage you to join us for these sessions:

- Part B Novitasphere Portal Overview
- Part A Novitasphere Portal Overview
- Novitasphere Portal Enrollment Overview
- Novitasphere Claim Submission Overview
- Novitasphere Claim Correction Overview
- Novitasphere Hot Topics and Frequently Asked Questions



A calendar of events can be located by visiting our website at www.novitas-solutions.com and selecting your jurisdiction. On the left side of the screen, hover your mouse on Education Center and click Event Calendar.

You may also access the event Calendars at the links below:

- [Educational Events – JL Part A](#)
- [Educational Events – JH Part A](#)
- [Educational Events – JL Part B](#)
- [Educational Events – JH Part B](#)

Turn Phone Calls into Conversations with Novitasphere Live Chat

If you have general questions about Novitasphere, such as how to enroll or navigate the site, you can chat with a representative using Live Chat. Live Chat is a quick and easy way to get your questions answered without calling the Novitasphere Help Desk.

Live Chat can be found in the top banner when logged in to Novitasphere Portal, or on any Novitasphere-related page on our provider website at www.novitas-solutions.com



Topics that can be handled through chat are:

- Novitasphere Enrollment
 - Location of the Novitasphere Enrollment Form
 - How to add an additional user
- Novitasphere Navigation
 - How to request a remittance advice
 - How to view acknowledgement reports for submitted claims
- Enterprise Identity Management (EIDM) Registration
 - Role selection for Novitasphere access
 - How to add another Multi-factor Authentication (MFA) device

Live Chat is available Monday-Friday from 10:00 AM Eastern Time (ET) – 2:00 PM ET, excluding observed Novitas holidays.

Questions regarding password resets, specific claim details, or which require additional Personally Identifiable Information (PII) or Protected Health Information (PHI) data to research will need to be directed to the Novitasphere Help Desk for assistance.

Keep Your Submitter Information Up to Date

It is important to keep the submitter information that EDI has on file for you up to date. Invalid or outdated information on your EDI submitter setup could result in file rejections, or reports being sent to the wrong entity.

Providers are required to notify EDI Services of changes to the billing agent(s) or clearinghouse(s) handling their claims, any additional services they want to receive, or of other changes that might impact the use of EDI. This includes changing the billing service or clearinghouse used by the provider, and requesting to have Electronic Remittance Advice (ERA) sent to a specific company. Many of these changes can be made by completing a new EDI Enrollment or Novitasphere Portal form. Forms are processed within 5-10 business days, so you do not need to send forms in until you are ready for the change to become effective.

Other changes to the submitter information on file, such as submitter name, submitter address, and contact information, or the Office Approvers for Novitasphere Portal, should be updated using the Submitter ID Update Request Forms, available on our website. These forms are to be submitted by the entity that the Submitter ID belongs to. For example, a provider may not submit changes to a submitter ID belonging to a billing service.

- [JL Submitter ID Update Request Form](#)
- [JH Submitter ID Update Request Form](#)
- [JL Novitasphere Submitter ID Update Request Form](#)
- [JH Novitasphere Submitter ID Update Request Form](#)

Providers needing to deactivate their personal direct submitter ID for any reason (such as retirement, changing to a third party biller, or submitting claims through Novitasphere portal) should send a request to EDI on their company letterhead. This letter should include the PTAN or NPI of the provider, and the provider's submitter ID they are requesting to be deactivated. Providers may also submit a letterhead request to remove third party billers they are no longer associated to. These requests should be signed and dated by the Authorized or Delegated Official as noted on the CMS-855. If you are unsure who your authorized or delegated official(s) on file are, this information can be verified in the [Provider Enrollment Chain and Ownership System \(PECOS\)](#), in the Managing Control section.

Sign Up for Our Email Lists

Want to stay up-to-date with the latest EDI and Novitasphere updates? Join our email lists! We issue important updates and urgent messages via these lists.

Sign up is easy! Just visit our website via the links below.

- [JL Email Lists](#)
- [JH Email Lists](#)

You will be able to select which lists you would like to enroll for based on your Jurisdiction and line of business. In addition to EDI and Novitasphere lists, there are options for general Novitas Solutions News, software updates for ABILITY | PC-ACE, and Medicare Remit Easy Print (MREP).

Jurisdiction L: For Providers in Pennsylvania, New Jersey, Maryland, Delaware and Washington D.C.
<input type="checkbox"/> Part A News
<input type="checkbox"/> Part B News
<input type="checkbox"/> Electronic Billing (EDI) - Part A
<input checked="" type="checkbox"/> Electronic Billing (EDI) - Part B
Jurisdiction H: For Providers in Colorado, Oklahoma, New Mexico, Texas, Arkansas, Louisiana, Mississippi, Indian Health Service (IHS) and Veterans Affairs (VA)
<input type="checkbox"/> Part A News
<input type="checkbox"/> Part B News
<input type="checkbox"/> Veteran's Affairs
<input type="checkbox"/> Indian Health Service News
<input type="checkbox"/> Electronic Billing (EDI) - Part A
<input type="checkbox"/> Electronic Billing (EDI) - Part B
Novitasphere Portal
<input checked="" type="checkbox"/> Part B Providers
<input type="checkbox"/> Part A Providers
ABILITY PC-ACE
<input checked="" type="checkbox"/> Software Updates
Medicare Remit Easy Print (MREP) Users
<input type="checkbox"/> News & Software Updates

A B Attention ABILITY | PC-ACE Customers: New PC-ACE Version 4.1 Upgrade Available

ABILITY | PC-ACE is a software program that enables electronic billing for both Medicare Part A and Part B claims in a Health Insurance Portability and Accountability Act (HIPAA)-compliant format. To provide the most up-to-date information within PC-ACE, the software program is updated quarterly. The most current upgrade, which is PC-ACE version 4.1, was released on **January 7, 2019. Please take time now to upgrade immediately.**

To streamline the distribution process for software program upgrades, the PC-ACE software program is available via Internet download from our Web page ([JL](#)) ([JH](#)).

IMPORTANT: An installation password is required to install or upgrade the PC-ACE software. This password was provided to you in the new enrollment notification letter. If you do not have this letter, please contact an EDI Analyst to obtain the password. Please call 1-877-235-8073 if you are a JL customer or 1-855-252-8782 for JH customers. The password is needed for each quarterly upgrade or new installation; therefore, please keep it in a safe place where it is readily available.

The Internet download is available free of charge for all new and existing PC-ACE customers. If ordering via CD-ROM, there is a non-refundable service fee of \$25 for postage and handling for each quarterly update totaling \$100 annually, paid annually. To save time and money for you and the Medicare program, we strongly encourage you to download this program via the Internet when enrolling or upgrading.

The [PC-ACE Release Newsletter](#) includes a summary of changes with this release.

If you would like more information about PC-ACE or would like to enroll to begin using this software program, please visit our Electronic Billing (EDI) Center on our [website](#).

Medicare Learning Network (MLN) Connects Articles

Claim Status Category and Claim Status Codes Update	
MLN Matters Number: MM11073	Related Change Request (CR): CR11073
Related CR Release Date: December 21, 2018	Effective Date: April 1, 2019
Related CR Transmittal Number: R4183CP	Implementation Date: April 1, 2019
http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/MM11073.pdf	

Remittance Advice Remark and Claims Adjustment Reason Code (RARC and CARC) and Medicare Remit Easy Print (MREP) and PC Print Update	
MLN Matters Number: MM11038	Related Change Request (CR): CR11038
Related CR Release Date: November 16, 2018	Effective Date: April 1, 2019
Related CR Transmittal Number: R4167CP	Implementation Date: April 1, 2019
http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/MM11038.pdf	