



Make Changes to your Claims Faster with Novitasphere

It's free, quick, easy, and secure to do online!

Claim Corrections in Novitasphere

Use the **Claim Correction** feature to make changes for clerical errors. Make these changes directly in Novitasphere:

- Change the referring provider name and NPI
- Change the number of services or units
- Add or change the claim diagnosis codes
- Add, change, or delete eligible modifiers
- Change the procedure code
- Change the date of service
- Change the place of service
- Change the billed amount

Using the Claim Correction feature

- Step 1:** Access the Claim Correction feature on the left sidebar.
- Step 2:** Access the claim by entering the required fields (marked by a red *) in the Claim Correction screen, and click the **Search** button.
- Step 3:** Click the **Reopen Claim for Correction** button to perform a Claim Correction. See limitations to the right.
- Step 4:** Click the **Edit** button to make applicable corrections to the claim at the line level.
- Step 5:** Click the **Save** button.
- Step 6:** Click the **Submit Claim Correction Request** button.
- Step 7:** Click **OK** on the Claim Correction Confirmation message.

Novitasphere will only show a reopen button on a claim that is eligible to be reopened, and the data fields on the claim will only open when information is eligible to be edited.

Some limitations to the Claim Correction feature include:

- Line items may not be added or removed via the Claim Correction Feature
- Requests may not be submitted later than one year from the receipt of the initial determination
- Rendering provider's National Provider Identifier (NPI) may not be changed
- Services requiring the review of medical documentation, limitation of liability, or involving Medicare as a secondary payer cannot be resolved through the Claim Correction feature
- Excluded modifiers are: 22, 24, 52, 53, 55, 62, 66, 80, 81, EA, GA, GX, GY
These modifiers cannot be added to a claim, and claims containing these modifiers cannot be corrected through Novitasphere.
- Only assigned claims can be reopened through the Claim Correction feature
- For any claims that cannot be corrected through the Claim Correction feature, please utilize the **Appeal Requests** feature to submit your appeal. This option will allow you to upload any documents you may need to support your request. Instructions can be located in the [Novitasphere Part B User Manual](#).

Billed in Error Corrections in Novitasphere

Use the Billed in Error feature to report paid claims, or individual lines of a claim, as billed in error.

Using the Billed in Error feature

- Step 1:** Access the Billed in Error feature on the left sidebar.
- Step 2:** Access the claim by entering the required fields (marked by a red *) in the Billed in Error screen, and click the **Search** button.
- Step 3:** Click the **View** button to view the claim, then select the full claim or individual lines that were billed in error and click **Submit**.