

Understanding the Electronic Remittance Advice (ERA) Part B

For X12N 835 Receivers



Overview of ERA

- Electronic Remittance Advice (ERA) is an electronic report containing remittance data sent from Novitas Solution, Inc. to the provider, billing service, or clearinghouse.
- Once the ERA file is retrieved, the ERA may be translated through software written by the vendor of your choice, created in-house, ABILITY | PC-ACE, by using Medicare Remit Easy Print (MREP) (Part B).
- ERA should be saved to location on your system where you can easily locate it in the future if necessary. Saved copies should be made available to all staff that needs access to these files.
- When changing billing services or clearinghouses, continue to work with the outgoing services until all ERA files are received. Please note: only one receiver can receive ERA at a time.
- ERA should be maintained in your system until all accounts are reconciled, and for any future auditing purposes.
- Accounts should be reconciled within 60 days to verify all ERA files were received.
- ERA can be reset as many times as needed within 60 days.
- Most software products, like MREP, PC-ACE, and Novitasphere offer the ability to print the ERA in a format very similar to the Standard Paper Remittance (SPR).



Overview of ERA, continued

- Software products may also offer the ability to use the ERA for accurate posting to an automated accounts receivable system (check with software vendor for availability).
- ERA will be available on a daily basis, based on claim finalization, and is only available for 60 days.
- Only one receiver can be sent the ERA per Provider Transaction Access Number (PTAN).

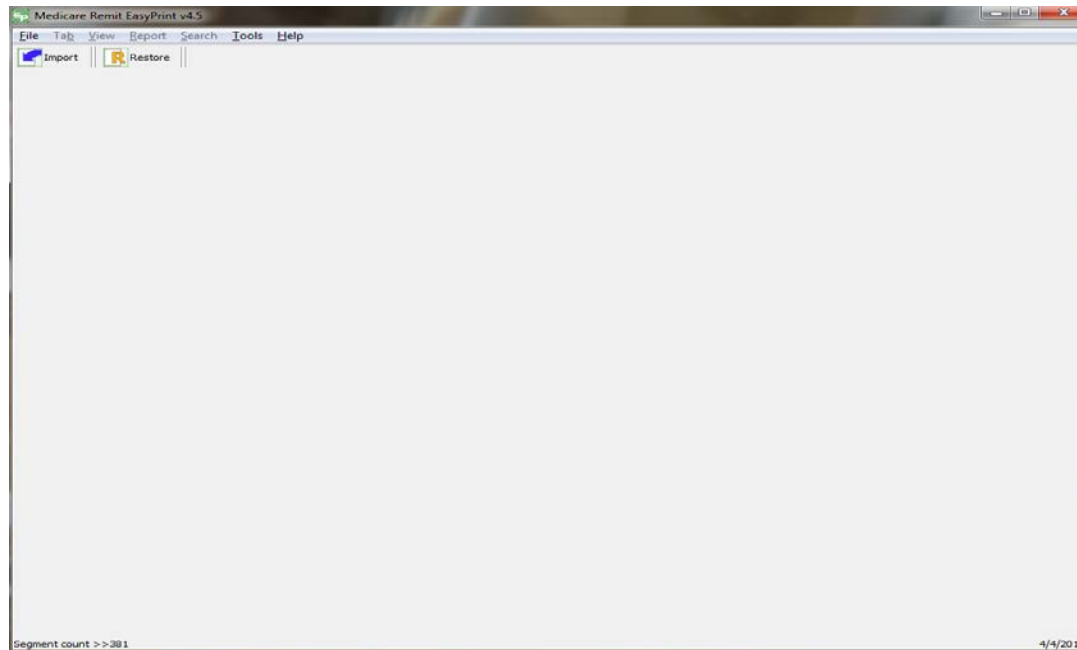
Medicare Remit Easy Print

- The Medicare Remit Easy Print (MREP) software is available to view and print the ERA in a format that looks similar to the SPR.
- This software is available to download for free to Medicare providers and suppliers.
 - JL: <http://www.novitas-solutions.com/webcenter/portal/MedicareJL/pagebyid?contentId=00084216>
 - JH: <http://www.novitas-solutions.com/webcenter/portal/MedicareJH/pagebyid?contentId=00004590>
- Providers and suppliers can view and print as many or as few claims as needed. This will be especially helpful when you need to print only one claim from the ERA when forwarding the claim to a secondary payer.

Demonstration of MREP

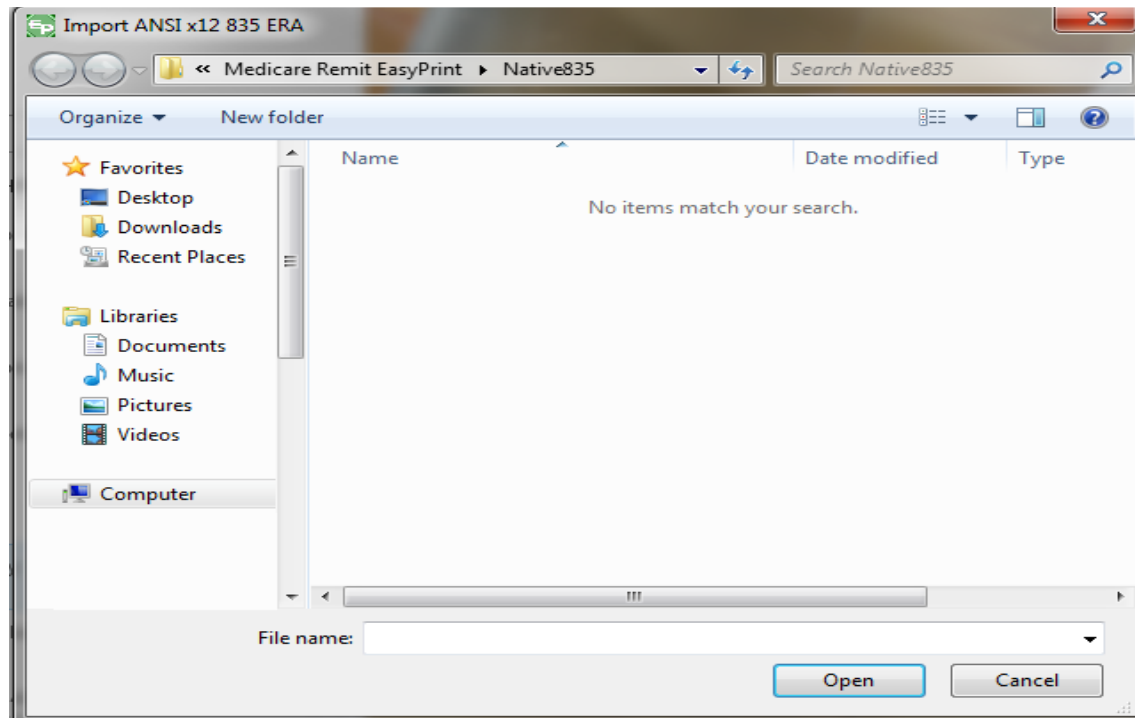


- Open the program by double clicking on the Easy Print icon.
- To view an ERA, click the import button.



Demonstration of MREP, opening the ERA file

- Locate the ERA file in the designated folder.
- Click the file name.
- Click Open.



Demonstration of MREP, imported ERA



- Below is a view of an imported ERA.

The screenshot shows the Medicare Remit EasyPrint v4.5 software interface. The main window displays a table with the following data:

Payer Name	Payee Name	Payee ID	Check Date	Check/EFT ...	Check/EFT ...	Claims	Check/EFT Number	Version	Filename
NOVITAS SOLUT...	ABC MEDICAL	111111	09/16/14	108578.74	EFT	5	1234567	005010X221A1	NOVITAS SOLU...

Claim List	Claim Detail	Remit Summary	Data View	Search	Glossary		
Name	ACNT	ICN	Billed Amount	Paid Amount	From Date	To Date	ASG
<input type="checkbox"/> SMITH, MARY	1111111		0.00	14687.68			N
<input type="checkbox"/> DOE, JOHN	2222222		0.00	29577.95			N
<input type="checkbox"/> JONES, WILLIAM	3333333		0.00	16602.79			N

At the bottom of the window, there are buttons for "Print", "Check All", and "UnCheck All". The status bar at the bottom left shows "Segment count >>72" and the date "4/4/2017" is displayed at the bottom right.

Demonstration of MREP, claim detail



- To view the claim detail, click in the box in front of a patient's name or click check all.
- Then click the Claim Detail tab to receive the following screen.

The screenshot shows the Medicare Remit EasyPrint v2.8 interface. At the top, there is a menu bar with options like File, Tab, View, Report, Search, Tools, and Help. Below the menu is a toolbar with icons for Import, Report, Archive, Restore, Delete, Search, and Print List. The main area contains a table with columns for Payer Name, Payee Name, Payee ID, Check Date, Check/EFT amount, Check/EFT type, Claims, Check/EFT Number, Version, and Filename. The table lists three payers: AREA INSURANCE, Northern Insurance, and Valley Insurance.

Below the table is a navigation bar with tabs for Claim List, Claim Detail, Remit Summary, Data View, Search, and Glossary. The Claim Detail tab is selected, showing the following information:

Northern Insurance
P. O. Box 111
New York, NY 100110111

MEDICARE
REMITTANCE
ADVICE

Practice Partners, Inc.
20 Oak Street
FLOOR 2
NEW YORK, NY 100110111

PROVIDER #: 222222
DATE: 06/29/2004
PAGE #: 1
CHECK/EFT #: 3333333333

REND	PROV	SERV DATE	POS	NOS	PROC	MODS	BILLED	ALLOWED	DEDUCT	COINS	GRP/RC-AMT	PROV PD
NAME	Jones, Barbara				HIC 444444444A	ACNT 55555555				ICN 7777777777777	ASG Y	MOA MA13 MA01
	222222	0527 052704	11	1	33333		11.31	11.31	0.00	0.00		11.31
PT RESP		0.00			CLAIM TOTALS		11.31	11.31	0.00	0.00	0.00	11.31
ADJ TO TOTALS:	PREV PD				INTEREST		0.00		LATE FILING CHARGE	0.00	NET	11.31

GLOSSARY:

MA01 Alert: If you do not agree with what we approved for these services, you may appeal our decision. To make sure that we are fair to you, we require another individual that did not process your initial claim to conduct the appeal. However, in order to be eligible for an appeal, you must write to us within 120 days of the date you received this notice, unless you have a good reason for being late.

MA13 Alert: You may be subject to penalties if you bill the patient for amounts not reported with the PR (patient responsibility) group code.

At the bottom of the window, there is a toolbar with Print, Zoom In, Zoom Out, and Reset Zoom buttons, and a checkbox for Glossary. The date 11/23/2010 is displayed in the bottom right corner.

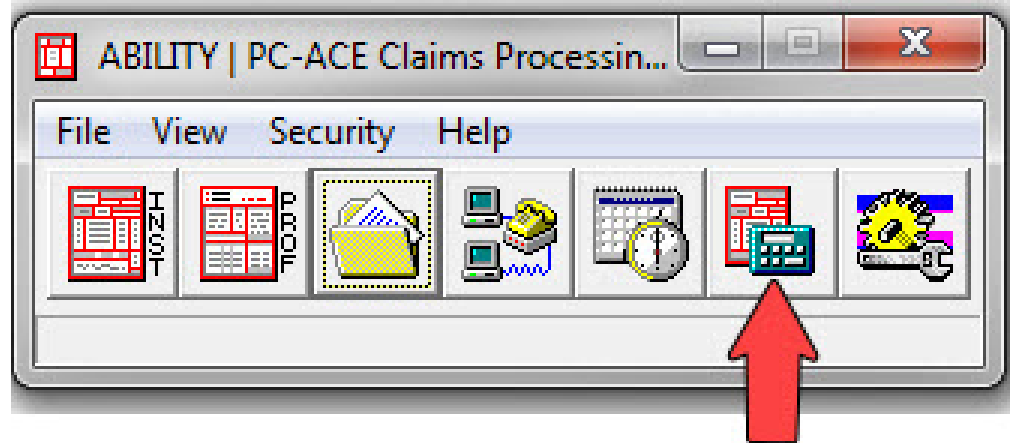
ABILITY | PC-ACE



- The ABILITY | PC-ACE software is available to view and print the ERA in a format that looks similar to the SPR.
- This software is available for free to Medicare providers and suppliers.
- Prior to retrieving reports, the communication program must be set up to direct the reports into the “mailbox” folder located on the local drive where the PC-ACE software is installed (e.g. C:\WINPCACE\mailbox). This is a one-time process and should not have to be done again.
- Providers and suppliers can view and print as many or as few claims as needed. This will be especially helpful when you need to print only one claim from the ERA when forwarding the claim to a secondary payer.

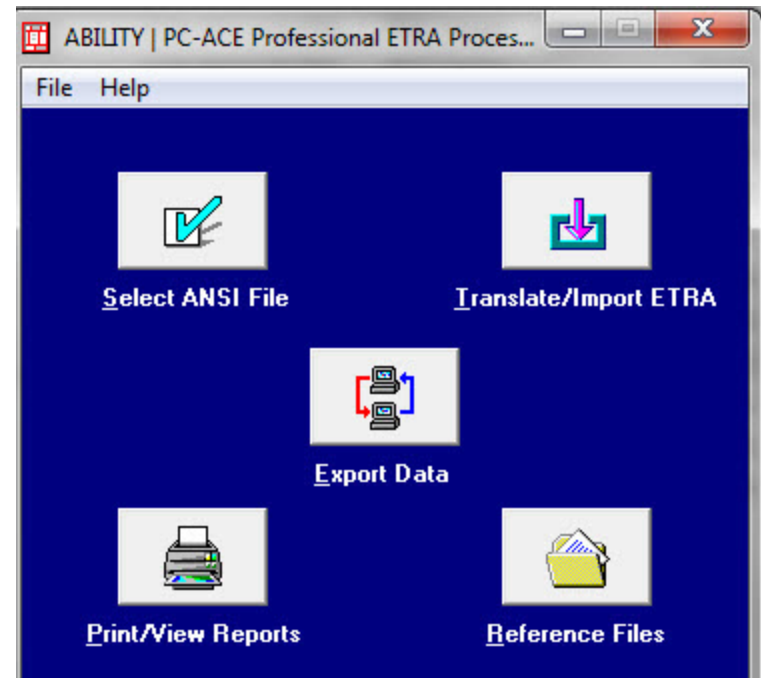
Demonstration of PC-ACE

- Click the ANSI – 835 Functions icon
- Click Institutional or Professional



Viewing ERA in PC-ACE

- Click Select ANSI File
- Click on the ERA file you would like to view
- Click Select
- Click Translate/Import ETRA
- Click Print/View Reports
- Choose the type of report you would like to view and click OK
 - Medicare Remittance Advice (Detail)
 - Provider Summary Report
 - Provider Remittance Detail
 - Provider Remittance Summary
- Enter specific pages to view or click OK



Novitasphere



- Novitasphere, is a free web-based portal that is offered by Novitas Solutions to allow users to access, view and print electronic remittances via a secure website portal.
- ERA files are available for download as claims finalize by using the Claim Submission/ERA option.
- ERA files will be available for 60 days.
- To access the ERA, click Claim Submission/ERA and then click File Status and Reports. Choose the files labeled 835 and download them to the specific location/folder.
- After the 60 days, remits can be requested in Novitasphere by using the Claims Info, Request Remittance Advice feature.

Novitasphere, continued



- For a more detailed demonstration of Novitasphere, please review the User Manual.
 - http://www.novitas-solutions.com/webcenter/content/conn/UCM_Repository/uuid/dDocName:00081420

Important Notes



- ERA will be available on a daily basis, based on claim finalization, and is available for 60 days.
- Providers should download reports on a regular basis to avoid missing any important information and save them to a location where they can be easily retrieved by all staff that needs access to the files.
- Clean claims normally are available on the ERA within 14 days of being submitted.
- Electronic billers will need to select where to receive their ERA when completing the EDI enrollment forms.
- The SPR is discontinued 45 days after enrolling for ERA.
- Providers using a clearinghouse or billing service can choose to download the ERA on their own and not receive from the clearinghouse or billing service by enrolling for a direct EDI receiver ID.

ERA Receiver Option



- To receive ERA directly and not through a clearinghouse or billing service, providers must complete the following steps:
 - Verify they can retrieve the ERA via Secure File Transfer Protocol (SFTP) or Novitasphere Portal. More information on connection is available in the 5010 Companion Guides.
 - JL : <https://www.novitas-solutions.com/webcenter/portal/MedicareJL/pagebyid?contentId=00197705>
 - JH: <https://www.novitas-solutions.com/webcenter/portal/MedicareJH/pagebyid?contentId=00197704>
 - Complete the EDI Enrollment form to request an ERA Receiver ID.
 - If interested, download one of Medicare's free software, MREP or PC-ACE for viewing/printing. PC-ACE requires completion of an enrollment form to accept the software terms.

Enrolling for ERA



- New providers will enroll for ERA when they enroll for EDI using the EDI or Portal Enrollment forms.
- Existing EDI billers can add ERA by completing the appropriate sections of the EDI or Portal Enrollment form. Information is available in the How to Enroll for ERA.
 - JL: <https://www.novitas-solutions.com/webcenter/portal/MedicareJL/pagebyid?contentId=00004584>
 - JH: <https://www.novitas-solutions.com/webcenter/portal/MedicareJH/pagebyid?contentId=00004584>

Contact Information



- Forms should be faxed to: 1-877-439-5479
- If you choose to fax your form, please do not mail your form. Only use one method to send your form.
- Forms can be mailed to:
 - JL:** Novitas Solutions, Inc.
EDI Services
P.O. Box 3011
Mechanicsburg, PA 17055-1801
 - JH:** Novitas Solutions, Inc.
EDI Services
P.O. Box 3093
Mechanicsburg, PA 17055-1811
- For more information on the completion of the forms or help with ERA, contact our Help Desk.
 - JL: 1-877-235-8073, option 3
 - JH: 1-855-252-8782, option 3
 - Novitasphere Portal 1-855-880-8424