# Electronic Data Interchange (EDI)
# Marketing Brochure

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INNOVATION IN ACTION

# Acronym Review

- Administrative Simplification Compliance Act (ASCA)
- Committee on Operating Rules (CORE)
- Council for Affordable Quality Healthcare (CAQH)
- Direct Data Entry (DDE)
- Electronic Data Interchange (EDI)
- Electronic Funds Transfer (EFT)
- Electronic Remittance Advice (ERA)
- Fiscal Intermediary Shared System (FISS)
- Health Insurance Portability and Accountability Act (HIPAA)
- Hypertext Transfer Protocol (HTTPS)
- Interactive Voice Response (IVR)
- International Business Machines Corporation (IBM)
- Medicare Remit Easy Print (MREP)
- National Provider Identifier (NPI)
- Network Service Vendor (NSV)
- Personal Computer (PC)
- Provider Transaction Access Number (PTAN)
- Secure File Transfer Protocol (SFTP)

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# Purpose of the Marketing Brochure

- The information contained in this document will explain what EDI is all about, the benefits of EDI, and how to become an electronic submitter.

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# Benefits of EDI

- EDI is the single most effective way to become more efficient in your daily business routine with Medicare.

- Using the products EDI has to offer, you can **save time and money** by:
  - Submitting Medicare claims electronically 24 hours a day, 7 days a week.
  - Adding additional security. All electronic billers have a unique login ID.
  - Improved cash flow with a **14-day payment floor** for HIPAA-compliant claims. HIPAA-compliant paper claims are not paid until 29 days after the claim reaches us.
  - Tracking and verifying the status of your claims by retrieving and reading all electronic reports available to you.
  - Receiving your Medicare payment electronically via EFT, which means your **money is available sooner**.
  - (**Part A Only**) Access to the FISS directly for DDE, Claim Status Inquiry, and Claim Correction.
  - Access to the Novitasphere Portal for Beneficiary Eligibility Inquiry, Claims Submission, Secure Messaging, pulling electronic reports such as the ERA and other time-saving features.

- Our EDI Center (JL) (JH) will provide you with EDI Enrollment forms and valuable EDI information, as well as the EDI Approved Vendor Lists to find a software vendor, billing service, clearinghouse, or DDE vendor (Part A only). For more information, EDI Analysts are available to assist you. Contact information is provided on the last page of this document.

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# Technical Requirements for EDI

A connection method is needed to use any of the EDI products. There are specific hardware and software requirements for each mode of submission. Please review these requirements and determine the best connection option to meet your needs before enrolling.

- **Secure DDE (Part A)**
    - Available to Part A only, not available to Part B.
    - DDE is method of Part A claim submission with full editing, claim correction, and claim status inquiry directly into/from FISS.
    - You must contract with a secure DDE vendor in order to access FISS for DDE. If interested in DDE, please contact a secure DDE vendor (JL) (JH) to discuss any applicable fees and to obtain the required contract. In addition to contracting with a secure DDE vendor, EDI enrollment with Novitas Solutions is also required.

- **HTTPS CAQH CORE**
    - HTTPS CAQH CORE is a communication method for sending 276 Claim Status Request and receiving 277 Claim Status Response and/or 835 ERA. Information on the requirements for this transmission method is available in the HTTPS CAQH CORE Connectivity Guide.

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# Technical Requirements for EDI, continued

- **Novitasphere Portal**
    - Available to Part A and Part B.
    - Free program offered and supported directly from Novitas Solutions
    - Electronic claims can be transmitted through the batch claim submission option via the internet.
    - More information on Hardware and Software requirements for Novitasphere Portal is available on the Portal Technical Requirements (JL) (JH) page.
    - Additional feature details can be found in the Novitasphere Portal section of this document.

- **SFTP**
    - Available to Part A and Part B.
    - SFTP is a communication method for delivering and/or receiving data. It allows large volume electronic billers to deliver and receive large amounts of data faster than using conventional transmission methods. Contracting with an NSV for a direct connection to Novitas Solutions is required. A List of NSVs is available on our Web Site (JL) (JH).

# Hardware and Software Requirements

- **Hardware Requirements**
  - PC: PC requirements are dependent upon the software being used. If using a vendor, check with you vendor for PC requirements.
  - Printer: IBM or fully IBM compatible.

- **Software Requirements**
  - Billing software may be purchased from a vendor or obtained free from Novitas Solutions.
  - Software may be a basic program that only submits electronic claims or a sophisticated program that automates all aspects of your practice.

# Enrolling for EDI

- After a provider receives their Medicare PTAN and NPI, they must enroll for electronic billing with Novitas Solutions. Please read the details below regarding EDI enrollment.

- Third Party companies such as a Billing Service, Clearinghouse or Software Vendor must also enroll with EDI.

- Prior to enrolling for electronic billing, please carefully review the technical requirements for electronic billing in Chapter 3 of the Electronic Billing Guide (JL) (JH)

- Before completing the EDI Enrollment form, refer to the General Tips for Completing an Enrollment Form section of our Web site (JL) (JH) for information on the proper completion of the EDI Enrollment forms.

- EDI Services will process all accurate and complete EDI Enrollment forms in the order in which they are received. Once processed, a letter will be sent to the **submitter** containing the information on how the form was processed and details regarding electronic billing. Any EDI enrollment form that is incomplete or unable to be processed will be returned to the **email** address on the form or by mail if no email is provided.

- **Please allow 10 business days before contacting EDI Services for a status of an electronic billing form sent for processing.**

- The EDI Enrollment form is available on the Web (JL) (JH).

- There are separate forms for SFTP, Novitasphere Portal, and HTTPS CAQH CORE.

# Claim Submission Software – PC-ACE

- The PC-ACE product for claim submission and report interpretation is available as a free download to all EDI customers through Novitas Solutions. PC- ACE is an effective and easy to use program that offers the ability to prepare Medicare Part A and Part B HIPAA-compliant electronic batch claim files for submission through SFTP or Novitasphere. Features of PC-ACE include:
    - Compatible with Windows Operating Systems.
    - Networking capabilities.
    - Quarterly release updates.
    - Full Medicare claim data entry capability with comprehensive editing.
    - Real-time claim editing and automated code validation (procedure, diagnosis, etc.).
    - Pre-loaded with place of service codes, type of service codes, provider specialty codes, procedure codes, modifiers, diagnosis codes, taxonomy codes, claim adjustment reason codes and remittance remark codes.
    - A "Charges Master" file is available to compile a list of frequently used procedures and charges
    - The ability to complete roster billing for large volume flu and pneumonia clinics.
    - A patient information database that will automatically post demographic patient information when entering claim data.
    - Claim history and tracking capability.
    - Backup, restore, and file maintenance functions.
    - Comprehensive on-line help system.

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# PC-ACE, continued

- The PC-ACE software program is available via an **Internet download FREE** of charge from our PC-ACE Web page ([JL](#)) ([JH](#)). 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.

- Minimum hardware requirements are listed on the PC-ACE information page. Please make sure your system meets ALL of these requirements before requesting this software program. To enroll for the PC-ACE software, complete the PC-ACE section of the EDI Enrollment form or EDI Portal Enrollment Form. Print and sign the completed form and mail it to the address provided on the form.

- If you are interested in more information about PC-ACE, please visit the PC-ACE section of our Web site ([JL](#)) ([JH](#)).

# Novitasphere Portal

- Novitasphere is a secure, web-based Internet Portal that EDI customers will utilize for a more proficient interface with Novitas and the Medicare systems. Customers interested in enrolling for Novitasphere must be an EDI biller, and must receive ERA.

- **Top Novitasphere features include:**
  - Eligibility Search
  - Electronic Claim Submission
  - Claim Status Search
  - Claim Corrections (Part B)

- **Advantages of using Novitasphere**
  - **FREE!**
  - Secure connection
  - Faster access to many features – no need to call the IVR!
  - System is available 24/7, with the exception of scheduled maintenance.

# Novitasphere, continued

- Enrolled customers can continue to use their current method of claim submission and still enroll to use the other features of the portal. All providers enrolling for Novitasphere must be enrolled to receive ERA. ERA can be retrieved through the portal or sent to a third party for download.

- For more information and enrollment instructions, visit the Novitasphere Center on our website:
  - o JL: http://www.novitas-solutions.com/webcenter/portal/Novitasphere_JL
  - o JH: http://www.novitas-solutions.com/webcenter/portal/Novitasphere_JH

# Tracking Medicare Claims

- EDI Services generates multiple reports to assist you in easily tracking your electronic claims. These reports represent different rejection levels and are available to you as quickly as possible. **This fast response time is important to us – because it is important for you!** The sooner you are aware of any errors, the sooner you are able to correct and resubmit your claims for processing and payment consideration. Claims rejected on the TA1, 999, and 277CA reports will not be sent into the processing systems. **Our goal is to provide efficient, direct and intelligent solutions to you as a valued electronic biller.**

- **TA1 Interchange Acknowledgement –** The TA1 indicates if an interchange control structure error is identified.

- **X12N 999 Implementation Acknowledgement** – The 999 indicates whether the file successfully passed the initial file structure edits.

- **277CA Claims Acknowledgement –** Provides the accepted and rejected claims after passing through the Implementation Guide edits.

- **276/277 Claim Status and Response** – This transaction set allows you to submit Medicare claim status inquiries in a batch mode, and receive an electronic claim status response from Novitas Solutions the next day.

- **X12N 835 ERA–** The ERA is the HIPAA-compliant remittance file containing finalized payment or rejection information from the Medicare processing system. The ERA is available daily for Part A and Part B. All electronic billers are required to receive ERA.

- EDI reports serve as your tools to track your electronic claim submissions. Please refer to the X12N 5010 Companion Guides located on our Web site (JL) (JH) for an at-a-glance picture of these reports and the availability timeline. Submitting your claims electronically is efficient, direct, and intelligent, but only if you retrieve your EDI reports promptly.

# ERA Software

- **EDI offers software to help interpret and print the ERA.**

- **PC-Print**
    - The PC-Print software program is available for viewing and printing the **Medicare Part A** ERA. This software provides the ability to view, search and print remittance information as well as print and export reports.
    - The PC-Print software is available via an Internet download FREE of charge for all Part A EDI customers receiving electronic remittances.

- **MREP**
    - The MREP software program is available for viewing and printing the **Medicare Part B** ERA. This software provides the ability to view, search and print remittance information as well as print and export reports.
    - The MREP software program is available via an Internet download FREE of charge for all EDI Services customers receiving electronic remittances!

# EFT—Your Alternative to a Paper Check

- EFT is the direct deposit of your Novitas Solutions payments.

- Advantages:

    o Payments are directly deposited into your bank account within three bank working days.

    o EFT is free and no software changes are required.

- To enroll, complete an EFT Authorization Enrollment form and return it to Novitas Solutions, Inc.

    o JL: http://www.novitas-solutions.com/webcenter/portal/MedicareJL/pagebyid?contentId=00004820

    o JH: http://www.novitas-solutions.com/webcenter/portal/MedicareJH/pagebyid?contentId=00004820

- Novitas Solutions conducts a stringent test between your bank and our bank.

# ASCA and its Effect on You

What impact does the ASCA amendment to HIPAA have on you?  More than you may realize.

- Section 3 of the ASCA, Pub.L. 107-105 (ASCA), and the implementing regulation at 42 Code of Federal Regulations (CFR) 424.32 require that all initial claims for reimbursement under Medicare, except from small providers, be submitted electronically as of October 16, 2003, with limited exceptions.

- Medicare will not cover claims submitted on paper that do not meet the limited exception criteria. Claims denied for this reason will contain a claim adjustment reason code and remark code indicating that the claim will not be considered unless submitted via an electronic claim.

- **Small Providers and Full-Time Equivalent Employee Assessments**
  - A "small provider" is defined at 42 CFR section 424.32(d)(1)(vii) to mean A). a provider of services (as that term is defined in section 1861(u) of the Social Security Act) with fewer than 25 full-time equivalent (FTE) employees; or B). a physician, practitioner, facility or supplier that is not otherwise a provider under section 1861(u) with fewer than 10 FTEs. To simplify implementation, Medicare will consider all physicians, practitioners, facilities, or suppliers with fewer than 10 FTEs and that are required to bill a Medicare carrier or Durable Medical Equipment Regional Carrier (DMERC) to be small.

- **Enforcement**
  - Medicare contractors are required to monitor and enforce the ASCA regulations. Novitas Solutions, Inc. will conduct a post-payment based quarterly analysis of paper claim receipts. Following the analysis, a letter will be mailed to the providers who submitted a high volume of paper claims the previous quarter. This letter requests a response explaining which exception is applicable and accompanying documentation to support that exception.  The response can be faxed or mailed to Novitas.

- If a response to the letter is not received with acceptable evidence to substantiate eligibility to submit paper claims, all paper claims will begin to reject the 91st day after the date of the letter. These decisions cannot be appealed.

# Resources

EDI Services offers a variety of tools to help you help yourself. From an EDI Web site, to electronic mailing lists, to informative newsletters, we want you to have the information you need to succeed as an electronic biller.

**Internet**

- The Electronic Billing (EDI) Center Web site (JL) (JH) allows you to research information about EDI, and the Medicare Program.  We tailored our site to benefit everyone from small practice office managers, to large hospital billing representatives. There is ample information regarding all of the electronic features available through Novitas Solutions.

- The EDI information provided includes, but is not limited to:
  - Late-breaking EDI news and information.
  - The X12N 5010 Companion Guides located on our Web site (JL) (JH) for a comprehensive guide to all things EDI.
  - EDI Approved Vendor Lists for providers who are looking for a billing software vendor, billing service, clearinghouse, secure DDE (Part A), or SFTP vendors.
  - Fill and print EDI Enrollment forms.
  - Free technical support for EDI connections, reports, and software programs offered by Medicare.
  - EDI training modules.

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# Resources, continued

**Electronic Mailing Lists**

- Novitas Solutions offers exclusive electronic mailing lists: Part A Electronic Billers (EDI), Part B Electronic Billers (EDI), PC-ACE users, MREP users, and Novitasphere Portal users. These electronic mailing lists allow us to notify you about breaking news from EDI. Visit the "Join Our E-Mail Lists" (JL) (JH) section of our Web site to sign up today.

**Electronic Billing Newsletters**

- The Electronic Billing Newsletter (JL) (JH) is the publication for communicating important electronic billing news and changes. The Electronic Billing Newsletter is available online each quarter in February, May, August, and November.
- It is critical to promptly read and share the quarterly Electronic Billing Newsletter with the appropriate office staff so you are equipped to comply with EDI changes that may otherwise cause claim deletions/rejections and negatively affect your bottom line.

Go ahead – and help yourself to a variety of EDI information by jumping online, joining the mailing lists, and reading the newsletter!

# EDI Helpdesk – Contact Us

- **Call EDI Services (JL) (JH) for:**
    - EDI enrollment instructions.
    - Electronic claim specifications (American National Standards Institute (ANSI) Accredited Standards Committee (ASC) X12N.
    - Questions on reports generated by electronic billing, or resetting of these reports:
        - TA1 Interchange Acknowledgement
        - X12N 999 Implementation Acknowledgement
        - 277CA Claims Acknowledgement
        - ERA
    - Recommended transmission protocols.
    - Novitasphere portal support
    - Novitas Solutions, Inc. bulletin board information.
    - Medicare Software support is offered for the following:
        - PC-ACE (Part A and Part B)
        - PC-Print (Part A)
        - MREP (Part B)

- **Call EDI Services Novitasphere Help desk at 1-855-880-8424 for:**
    - Novitasphere Portal enrollment questions
    - Questions related to navigation within Novitasphere
    - Password Resets

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