

Electronic Billing Newsletter

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

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This **Electronic Billing Newsletter** is published by Novitas Solutions, Inc's Electronic Data Interchange (EDI) department for the electronic billing 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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Smart Edits



The first Smart Edits were effective July 15th. Have you seen any of them on your 277CA electronic claim response reports? The Payer ID edit, and several other Smart Edits were implemented. Details are available on the Smart Edits ([JH](#))([JL](#)) web page.

Maintaining Access to Novitasphere

Obtaining access to Novitasphere is done with an organization submitting the Novitasphere enrollment form and then each user setting up an account and requesting the proper role. The [Novitasphere Enrollment eGuide](#) is available to walk providers through those steps.

Once access is received, a few important actions are needed to maintain that access:

1. Access Novitasphere at least once every 30 days.
2. Remember your ID and password. The password will not need changed as long as the account remains active.
3. Ensure the role is certified annually. Office approvers are responsible for certifying the Novitasphere End Users for their organizations. Office approver roles are certified by the Novitas EDI Help Desk.

Be proactive and keep track of these actions so that you will not lose your access to Novitasphere. Failure to maintain access will result in your Novitasphere role being removed from your IDM account.



Providers: Remember to Notify Novitas EDI of any Billing Service or Clearinghouse Changes

All electronic billers are required to notify Novitas Solutions of changes made to their electronic billing setup. If a provider changes who does their billing, it is important to notify Novitas Solutions' EDI department of any terminated third party contracts so we can ensure they can no longer access your protected Medicare data.



There are two easy options available to keep your EDI and/or Novitasphere billing profile up to date and accurate.

- **Submit an EDI and/or Novitasphere enrollment form(s)**

The enrollment form is required to setup a provider with a new existing Submitter ID. When this form is submitted to link to a new billing service or clearinghouse, the "Maintain Existing Submitter/Receiver ID" block should be left blank if the previous billing service or clearinghouse no longer needs access. We will link the new company and remove the outgoing one with the same form.

- **Send us a fax**

A fax request may be sent at any time to have access removed for an outgoing billing service or clearinghouse. If you were not able to have them removed at the same time you linked the new company, send us a fax when you are no longer doing any business with them. The request must be written on company letterhead and include the PTAN, NPI, Tax ID, explanation of the request, Submitter ID to be removed, hand-written signature, and printed name of who signed the form. Please send this request with the [EDI Fax Cover Sheet \(FP159\)](#) to ensure direct routing to the EDI department.

Keeping your information up to date is key to maintaining smooth electronic billing practices. If you are not sure of your current setup details, please contact us using the options provided on the last page of this newsletter.



Novitasphere Redesign

Novitas Solution's online portal is being redesigned to a more modern look and feel. The redesigned Novitasphere will include the same current features and many enhancements. This update is expected later this year.



Novitasphere Feature Highlight:

MEDICAL REVIEW RECORDS

One of the many useful features available to you in the Novitasphere portal is the ability to submit medical review records. The Medical review records feature is found under the Submit Documents option on the left sidebar. This feature may only be used to respond to a Medical Review additional documentation request (ADR) for pending claims.

If you would like to dispute the claim decision and have a claim that has been finalized or denied, please submit a Redetermination Request with medical records through the Appeal Request feature. The medical review record feature may not be used to submit appeals or medical documentation for initial electronic claim submission as part of the PWK process.

The Novitasphere User Manual ([Part A](#))([Part B](#)) is available to provide step-by-step instructions and screen images for these – and all other – Novitasphere features.

PC-ACE Version 5.9 Upgrade

PC-ACE is a free 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 5.9, was released **July 3, 2023**.

To streamline the distribution process for software program upgrades, the PC-ACE software program is available via internet download from our webpage ([JH](#))([JL](#)). **Please take time to upgrade now.** The Centers for Medicare & Medicaid Services (CMS) requires you to use the most current version of the software program and to eliminate the use of prior versions within 90 days of receipt of this notification. Therefore, please install this software as soon as possible, but **no later than September 1st**, which is the required upgrade compliance date.



IMPORTANT: An installation password is required to install or upgrade the PC-ACE software. This password was provided in your EDI/Novitasphere Welcome letter. If you do not have this letter, please contact the EDI Help Desk. The password is needed for each quarterly upgrade or new installation; therefore, please keep it in a safe place where it is readily available.

Subscribe to our Email Lists

Join our email lists for the latest Medicare broadcasts from Novitas Solutions, delivered directly to your email inbox. Follow these simple steps to join:



1. Navigate to www.novitas-solutions.com and select the applicable Medicare jurisdiction.
2. Click the “Join E-Mail List” link in the upper right of the dark blue menu.
3. Enter your email, first name, and last name.
4. Select all appropriate mailing lists. We encourage all EDI billers to subscribe to the EDI list and all Novitasphere users to subscribe to both the EDI and Novitasphere lists.
5. Click Subscribe. You will then be sent a verification email.

Information Needed When Calling EDI

To ensure the privacy of our customer’s protected information, we must verify certain criteria with every telephone call. When you call EDI Services or the Novitasphere Help Desk, please be sure to have your Provider Transaction Access Number (PTAN), National Provider Identifier (NPI), and the last five digits of the organization’s Tax ID. Having all this information readily available will allow for us to assist with your inquiry more quickly and efficiently.

Contact Us

We are available at the times and numbers shown below. Please contact us with any questions related to information in this newsletter.

JH EDI Help Desk

1-855-252-8782, Option 3
Monday-Friday, 8 a.m. – 4 p.m. ET/CT

JL EDI Help Desk

1-877-235-7083, Option 3
Monday-Friday, 8 a.m. – 4 p.m. ET/CT



Novitasphere Help Desk

1-855-880-8424
Monday-Friday, 8 a.m. – 5 p.m. ET/CT

Website Contact Information

[\(JL\)](mailto:jl@novitas-solutions.com)[\(JH\)](mailto:jh@novitas-solutions.com)
www.novitas-solutions.com

Thank you for reading our newsletter!
