

# Novitas Solutions e-News

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

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## Are You New to Novitasphere?

Are you new to Novitasphere? We're here to help you with responses to our most frequent questions and feedback!

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- Can I search eligibility with the patient's name and date of birth, or by their Social Security Number?
  - The Eligibility feature interfaces directly with the CMS HIPAA Eligibility Transaction System (HETS) to obtain patient information. To protect the privacy of beneficiary data, the subscriber first name, last name and HICN **must** match the beneficiary's data maintained by Medicare and is located on their Medicare card. Searches by name and date of birth, or by Social Security Number are not possible.
- I clicked Claim Submission/ERA but nothing happened.
  - You may need to disable your pop-up blocker in order to open the Claim Submission/ERA feature.
- How do I know if my claim was submitted successfully?
  - Once your claim has been submitted through Novitasphere, you will want to check File Status and Reports. Search New Files to find reports that you have not opened or viewed yet. Verify that every file gets an accepted report called the 277CA. More information on EDI reports is available in Chapter 9 of the EDI Billing Guide on our website. ([JL](#)) ([JH](#))
- Do I have to type the / into the date fields in Novitasphere?
  - No, the system will automatically populate the / into the date field, and will auto-format to the correct MM/DD/YYYY for you! Dates can be entered as 010116, 01012016, 01/01/2016, 01/01/16.
- Why do I have to key a security code in each time I access Novitasphere?
  - Multi-Factor Authentication (MFA) is a security mechanism used to verify the legitimacy of a person or transaction. The CMS Enterprise Identity Management System (EIDM) implemented this requirement to help improve CMS' ability to ensure system security, and protects the personal **private information of both you and your patients.**

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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Want to know more? Click the **Reference** tab at the top of your screen, and access the Novitasphere Portal User Manual, and Frequently Asked Questions.

Tell us about your experience using Novitasphere; we take your feedback seriously! You have the ability to quickly provide feedback using the **Feedback feature** located on the horizontal toolbar when logged into Novitasphere!

## Protecting Your Information with Multi-Factor Authentication (MFA)

System and user security is of upmost importance in this digital world. CMS Enterprise Identity Management (EIDM) recently implemented a Multi-Factor Authentication (MFA) requirement as an additional layer of security. MFA can help keep your account secure, even if your password becomes compromised.

All Novitasphere customers are required to use MFA when logging into both EIDM and Novitasphere Portal. While this extra layer of security adds an additional step to the log in process, it is easy to setup and use.

Information on adding an MFA device (if you have not already) and how to use your device is available on our website ([JL](#)) ([JH](#)).

## Novitasphere Delivers Patient Eligibility Fast!

When you have a new patient in your office, you want eligibility information fast. Novitas Solutions' online portal, Novitasphere, can do that! Get the information you need in just minutes.

Advantages of the Novitasphere Eligibility Feature:

- It's **FREE!**
- No need to speak or key your inquiry into the IVR using a telephone! Key information straight from the patient's Medicare card using your computer.
- Benefits appear on your screen. Copy and paste them into your systems, save screenshots, or print PDF copies for your records.
- Current and accurate eligibility details obtained from the CMS HIPAA Eligibility Transaction System (HETS).
- Find the names and addresses of primary and secondary insurances on file for your patient.
- Significantly more user-friendly than the Health Insurance Query Access (HIQA) used by Part A FISS customers.

Our [Eligibility Guide](#) will show you exactly what information you can find for your patients in Novitasphere.

Novitasphere provides patient eligibility and so much more. Enroll now for Novitasphere, your go-to portal for Medicare transactions.

- [JL Providers, click here](#)
- [JH Providers, click here](#)

## Don't Dial! Correct Claims Online!

Claim Corrections right at your fingertips in Novitasphere!

You can easily perform your claim corrections without spending time on the phone. To correct claims through the IVR, you need to have your ICN available, and must speak or key your corrections into the phone. **With Novitasphere**, 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 in your MailBox!

Make these corrections and more with Novitasphere:

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

Want to know more? Review our [Claims Correction Guide](#) at [www.novitas-solutions.com](http://www.novitas-solutions.com) for a full list of the types of corrections you can make.

## Reminder – Updated EDI Form Signature Requirements – Authorized Official's Signatures on EDI Enrollment Forms

Effective for forms received on or after September 1, 2016, Novitas Solutions EDI now requires that the Authorized Official or Delegated Official as listed on the CMS-855 sign the Electronic Data Interchange (EDI) enrollment form, Novitasphere Portal enrollment form, and other EDI provider forms.

Starting on September 1, 2016, any EDI provider forms submitted that are not signed by an authorized or delegated official are being rejected, and a corrected form must be submitted. Please allow 10 business days before contacting EDI for a status of an application. **Note:** this change only affects customers looking to enroll for EDI, or who need to make a change to an existing EDI enrollment. No action is needed for existing customers who are not making a change.

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 \(PECOS\)](#).

For questions contact an EDI Analyst at the numbers listed below.

1-877-235-8073, Option 3 (JL)

1-855-252-8782, Option 3 (JH)

1-855-880-8424 (Novitasphere)

## **A B** Attention ABILITY | PC-ACE Customers: New PC-ACE Version 3.2 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 3.2, was released on **October 3, 2016. 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](#).

## B JH It's Flu Season – A Few Reminders for Centralized Flu Billers

Novitas EDI wants to help Centralized Flu billers to send their electronic claims efficiently. The [EDI Central Flu Billing Packet](#) is available on our web site with valuable information. Please remember that your electronic claims have certain fields that are required. Below are fields that are required for flu billers. For questions on where to report this information in your claims, please contact your software vendor. For customers using the ABILITY | PC-ACE software, please contact EDI Services.

ANSI Segment	Field Requirements
ISA05	Use qualifier of “ZZ.”
ISA07	Use qualifier of “ZZ.”
ISA08	Payor ID”
2010AA/NM108 Qualifier XX 2010AA/NM109=NPI	You must enter the National Provider Identifier (NPI) number in the NM109. (The NPI number must be a valid 10-digit number.)
2300/REF01 =P4 2300/REF02=39	Demonstration Project Qualifier Demonstration Reference Identifier
2310C/NM1 NM101=77 NM102=2 NM108=XX NM109= NPI	Name of facility where services were rendered Enter the NPI. (This must be a valid NPI number.)
2310C/N3	Street address of facility where services were rendered
2310C/N401	City where services were rendered
2310C/N402	State where services were rendered
2310C/N403	ZIP code where services were rendered

## A B Medicare Learning Network (MLN) Matters Articles

Claim Status Category and Claim Status Codes Update	
MLN Matters Number: MM9680	Related Change Request (CR): CR9680
Related CR Release Date: August 26, 2016	Effective Date: January 1, 2017
Related CR Transmittal Number: R3599CP	Implementation Date: January 3, 2017
<a href="https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/MM9680.pdf">https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/MM9680.pdf</a>	

<b>Healthcare Provider Taxonomy Codes October 2016 Code Set Update</b>	
MLN Matters Number: MM9659	Related Change Request (CR): CR9659
Related CR Release Date: August 26, 2016	Effective Date: October 1, 2016
Related CR Transmittal Number: R3597CP	Implementation Date: January 3, 2017
*except some MACs may implement on October 1, 2016	
<a href="https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/MM9659.pdf">https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/MM9659.pdf</a>	

<b>Affordable Care Act - Operating Rules - Requirements for Phase II and Phase III Compliance for Batch Processing</b>	
MLN Matters Number: MM9358	Related Change Request (CR): CR9358
Related CR Release Date: September 16, 2016	Effective Date: April 1, 2017
Related CR Transmittal Number: R17160TN	Implementation Date: April 3, 2017
<a href="https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/MM9358.pdf">https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/MM9358.pdf</a>	