Novitas Solutions e-News

Inside This Issue

Part A & B

🅰 🅱 🌐 How Can Novitas Help Reduce Your Operating Costs?

There are many benefits in registering for Novitasphere, our free, secure internet portal. Using Novitasphere will allow you many opportunities to decrease expenses while fulfilling your Medicare claim processing needs. When companies take steps to embrace technology, there are efficiencies and improvements that can be found that will directly result in lowering your operating costs.

The Novitasphere portal offers features that will assist your office to go green, by reducing paper waste, eliminating the associated mailing costs, and provide the ability for your office staff to have direct access to the Medicare data in a real-time manner. All features on the portal are free - there is no cost to utilize portal!

Want to know what functions you can perform in Novitasphere? Review our full list of [time-saving features](#)!

Additionally, we regularly host a series of informative webinars to help you enroll for, and effectively use Novitasphere Portal. Webinars include both an educational overview, and a time for you to ask your questions. We highly encourage you to join us for these sessions:

- Part B Novitasphere Portal Overview
- Part A Novitasphere Portal Overview
- Novitasphere Portal Enrollment Overview
- Novitasphere Claim Submission Overview
- Novitasphere Claim Correction Overview
- Novitasphere Hot Topics and Frequently Asked Questions

Watch our event Calendars and use the links below to register for an upcoming session:

- [Educational Events – JL Part A](#)
- [Educational Events – JH Part A](#)

- [Educational Events – JL Part B](#)
- [Educational Events – JH Part B](#)

If you have any questions related to Novitasphere enrollment, navigation, and password issues, please contact the dedicated Novitasphere Help Desk at **1-855-880-8424** from 8:00 AM-4:00 PM Eastern Time (ET).

🅰️ 🅱️ 🌀 Manage Your Medicare Appeals Online with Novitasphere

Did you know that you can conduct all of your Medicare Appeals-related business through Novitasphere? When a mistake happens, because let's face it, we all make mistakes, we encourage you to utilize all of the Medicare Appeals-related functionality offered in Novitasphere!

Feature	Part A	Part B	Feature Summary
Claim Correction		X	A fast and easy way to make changes for clerical errors including, but not limited to: date of service, procedure codes, modifiers, and history corrections due to updates in the beneficiary's record.
Billed in Error		X	Easily identify claims or individual lines of a claim that were billed in error and submit them for a correction with just a few clicks.
Appeal Requests	X	X	Complete and submit Redetermination and Clerical Error requests for finalized claims.
Appeal Development Letters	X	X	Quickly view requests for additional documentation needed in order to process pending Redeterminations.
Appeal Redetermination Notices	X	X	Easily obtain the outcome of your appeal decisions by accessing copies of the Medicare Redetermination Notices.
Appeal Status	X	X	As of May 2, 2019, obtain more detailed information regarding the status and outcome of Appeals within Novitasphere.

As one dedicated Novitasphere user states:

We can use this function to decrease phone time. This saves time when working your Medicare denials, you can fix some of the simple issues on-line and eliminate valuable time on the phone.

Summit Physician Services

What are you waiting for? Novitasphere is your key to saving time and money in performing many of your office's Medicare business needs. **Visit our website to learn more** and enroll today!

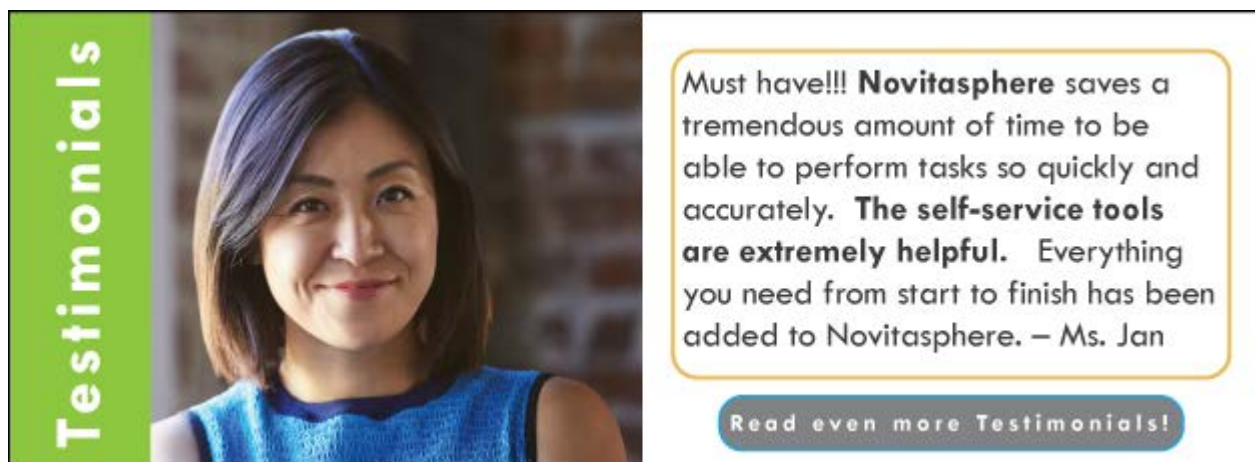## 🅰 🅱 🌐 Hear What Providers Are Saying About Novitasphere

If your Organization has been wondering how using Novitasphere has benefited other providers just like you, we invite you to check out our customer testimonials!

Listen to what Novitasphere customers are saying:
- JL click here to watch
- JH click here to watch

From increased productivity and fast access to features, to praise for the Novitasphere Help Desk - find out what providers love about Novitasphere in their own words! Check out our updated customer testimonials.

Must have!!! **Novitasphere** saves a tremendous amount of time to be able to perform tasks so quickly and accurately. **The self-service tools are extremely helpful.** Everything you need from start to finish has been added to Novitasphere. — Ms. Jan

Read even more Testimonials!

- [JL Testimonials](#)
- [JH Testimonials](#)

Not enrolled yet? Visit our Novitasphere Center today!

- [JL Novitasphere Center](#)
- [JH Novitasphere Center](#)

🅰 🅱 Billing Medicare Secondary Payer (MSP) Claims Electronically

Under the Administrative Simplification Compliance Act (ASCA) amendment (Section 3 of ASCA, Pub.L. 107-105, and the implementing regulation at 42 CFR 424.32), it is required that **all** initial claims for reimbursement under Medicare be submitted electronically, with limited exceptions.

Billing Medicare Secondary Payer (MSP) claims, where one primary payer is billed prior to Medicare, does not meet the exceptions for submitting paper claims. Therefore, it is necessary to understand the proper way to **submit MSP claims electronically**.

Listed below are the steps to bill Medicare as a secondary insurer:

- Submit the claim to the primary insurer.
- Retrieve the primary explanation of benefits (EOB).
- Create the Medicare claim using your software or the Direct Data Entry feature in Novitasphere for Part B Providers.
- Add the primary information from the EOB in the electronic claim file. NOTE: the primary insurer's EOB should not be sent to Novitas Solutions. All information should be populated within the fields of the electronic claim.
- Submit the electronic claim to Novitas via your Network Service Vendor, Billing Service, Clearinghouse, or through Novitasphere.

More information on MSP field requirements is available in the EDI Billing Guide, Chapter 14:
- [JL Chapter 14](#)
- [JH Chapter 14](#)

Access the MSP Checklists to assist you in determining if your claim is meeting all of the requirements.
- [JL Part A](#)
- [JL Part B](#)
- [JH Part A](#)
- [JH Part B](#)

The top reasons an MSP claim will reject:

- **Claim does not balance**. The amount the primary insurance paid (2320 AMT segment D qualifier) plus any adjustments made (2320 or 2430 CAS segment) must equal the total charge (2300 CLM segment). In simpler terms: Primary Paid + Adjustments = Total Charge.
- **Insurance Type Code does not match what is on file**. The insurance type code is the indicator that documents why Medicare is secondary.
- **Adjustment Reason codes are invalid**. Adjustment reason codes are standard across different insurance companies. The appropriate codes to use are available on www.wpc-edi.com
- **Payer ID does not match.** The Payer ID for the payment line does not match the Payer ID reported for the primary insurance.

🅰 🅱 Attention ABILITY | PC-ACE Customers:
New Version 4.2 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 is PC-ACE Version 4.2, which was released on **April 1, 2019. 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. The PC-ACE Release Newsletter includes a summary of changes with this upgrade.

If you would like more information about PC-ACE or would like to enroll and begin using this software program, please visit our Electronic Billing (EDI) Center on our website.

🅰 🅱 Medicare Learning Network (MLN) Connects Articles

Remittance Advice Remark and Claims Adjustment Reason Code (RARC and CARC) and Medicare Remit Easy Print (MREP) and PC Print Update	
MLN Matters Number: MM11204	Related Change Request (CR): CR11204
Related CR Release Date: March 15, 2019	Effective Date: July 1, 2019
Related CR Transmittal Number: R4253CP	Implementation Date: July 1, 2019

http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/MM11204.pdf

Healthcare Provider Taxonomy Codes (HPTCs) April 2019 Code Set Update	
MLN Matters Number: MM11121	Related Change Request (CR): CR11121
Related CR Release Date: February 15, 2019	Effective Date: July 1, 2019
Related CR Transmittal Number: R4239CP	Implementation Date: July 1, 2019
http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/MM11121.pdf	