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A B Novitasphere User IDs with Shared Email Addresses

Novitasphere Enterprise Identity Management (EIDM) user IDs cannot use the same email address as another ID. Just as your User IDs cannot be shared, shared email addresses are also prohibited.

Immediate action is required if you used a shared email address when setting up your User ID. In order to update your email address associated to your Novitasphere EIDM User ID, complete the following steps:

1. Go to <https://portal.cms.gov> and log in with your EIDM User ID.
2. Click your name in the top menu bar and select My Profile from the drop down.
3. Click Change Email Address under Change My Profile. If the Change My Profile options are not displayed, click the arrow to the left to expand the menu.
4. Answer your security questions.
5. Enter a unique email address for your User ID and click Next.
6. Click OK on the confirmation screen.
7. Click Log Out at the top of the screen.

You will receive an email confirming the change.

We appreciate your prompt attention to this matter. If you have any questions, please contact the Novitasphere Help Desk at 1-855-880-8424.

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A B New Medicare Cards are Coming!

The Centers for Medicare & Medicaid Services (CMS) is removing Social Security Numbers from Medicare cards. New Medicare cards will be issued to all people with Medicare beginning in April 2018.

The current Health Insurance Claim Number will be replaced with a unique, randomly generated number on the new Medicare cards. This new Medicare number will be referred to as the Medicare Beneficiary Identifier or MBI.

Although you should be able to receive the new MBI number from your Medicare patients, you will be able to look up your Medicare patient's MBI using Novitas' secure web portal, Novitasphere, starting in June 2018. Existing Novitasphere users will not need to complete any additional steps to access this new tool once available.

Detailed information on Novitasphere, including complete enrollment steps, User Manuals, and other Reference Materials, is available on the Novitas Solutions' website.

- JH: http://www.novitas-solutions.com/webcenter/portal/Novitasphere_JH
- JL: http://www.novitas-solutions.com/webcenter/portal/Novitasphere_JL

A B Helpful Electronic Remittance advice (ERA) Tips

If you are enrolled to receive your remittances via 835 Electronic Remittance Advice (ERA), please review these helpful tips for successfully managing your remittance files.

- ERA is generated 14 days from the date the file was submitted. That file is available to retrieve for 45 days.
- When you retrieve your ERA, we encourage you to save it to location on your system where you can easily locate it in the future if necessary.
- Those saved ERA files can be translated by your claim software, or by one of our free software products: Medicare Remit Easy Print (MREP) for Part B, PC Print for Part A, or ABILITY | PC-ACE for Part A or Part B. These software products have the ability to print one or more patients as needed to send to a secondary insurance
- We suggest ERA customers get into the habit of retrieving ERAs each day so you don't miss any important information.
- We offer training modules to help you successfully retrieve and read your ERA files.
 - Part A: http://www.novitas-solutions.com/webcenter/content/conn/UCM_Repository/uuid/dDocName:00004760
 - Part B: http://www.novitas-solutions.com/webcenter/content/conn/UCM_Repository/uuid/dDocName:00004761

A B Attention ABILITY | PC-ACE Customers: New PC-ACE Version 3.6 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 3.6, was released on **October 2, 2017. 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](#).

A Adding Providers to Your FISS Access

When requesting access to additional Provider Transaction Access Numbers (PTANs) on your Fiscal Intermediary Standard System (FISS) Direct Data Entry (DDE) application, you are only required to list the PTANs you would like to **add** to your ID. All current PTANs linked to a DDE user ID will be maintained, and it is **not** required to include them on any additional applications.

Additionally, DDE access can only be added for valid/active Novitas Part A PTANs. PTANs that have been termed over a year, Part B PTANs, and PTANs that are not in a Novitas contractor ID cannot be added.

Effective November 6, 2017 any FISS DDE Access Applications containing duplicate PTAN requests will be returned for corrections. Please be sure to complete accurate and complete applications to prevent delayed processing times and impacts to your billing.

A B Medicare Learning Network (MLN) Connects Articles

Suppression of the Standard Paper Remittance Advice (SPR) in 45 Days if also receiving Electronic Remittance Advice (ERA)	
MLN Matters Number: MM10151	Related Change Request (CR): CR10151
Related CR Release Date: August 4, 2017	Effective Date: January 1, 2018
Related CR Transmittal Number: R1890OTN	Implementation Date: January 2, 2018
https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/downloads/MM10151.pdf	

Claim Status Category and Claim Status Codes Update	
MLN Matters Number: MM10132	Related Change Request (CR): CR10132
Related CR Release Date: August 17, 2017	Effective Date: January 1, 2018
Related CR Transmittal Number: R3839CP	Implementation Date: January 2, 2018
https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/downloads/MM10132.pdf	