

| Novitasphere Features and Functionality | Part A | Part B |
|---|--------|--------|
| ACO REACH Obtain Accountable Care Organization Realizing Equity, Access, and Community Health (ACO REACH) model information | X | X |
| Appeal Development Letters View letters requesting additional information needed to process an appeal | X | X |
| Appeal Status Obtain information regarding status of appeals, including the outcome of the appeal | X | X |
| AR Transaction Details Obtain account receivable details including recoupment, adjustment, collection amounts, and duplicate demand letters | X | X |
| Billed in Error Report entire paid claims, or individual paid lines of a claim, as billed in error | | X |
| Claim Correction Make corrections to claims that include the number of services or units, diagnosis codes and procedure codes, certain history corrections, and much more | | X |
| Claim Count Summary Obtain information for how many claims and/or dollars that are in specific status locations | X | |
| Claim Status Obtain the status of a claim that is accepted into the claim processing system | | X |
| Claim Status and Appeals Request Check the status of a claim as well as submit level 1 (Redeterminations) and level 2 (Reconsiderations) Appeal Requests | X | |
| Claim Summary View claim summary information per provider such as the number of claims approved to process, claims pending, and more | | X |
| Comparative Billing Report (CBR) Obtain reports, which provide insight into billing trends, and assist providers with self-auditsof procedures and billing practices | | X |
| Credit Balance Report Submission Submit quarterly credit balance reports electronically, rather than by mail | X | |
| Electronic Claim Submission – File Upload Upload 837 claim files for processing | X | X |
| Electronic Remittance Advice (ERA) Download 835 ERA files to review claim processing outcomes | X | X |
| Eligibility Check patient eligibility and obtain benefit details | X | X |
| Financial Information Obtain check information such as check number, amount, dates, and check status | X | X |

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| MBI Lookup Tool Look up patient Medicare Beneficiary Identifier (MBI) numbers | X | X |
| Medical Review Claims View Additional Documentation Request (ADR) status and dates, copies of ADR letters, and status and outcome of the review | X | X |
| Medical Review Records Submission Submit requested Medical Review Records in response to ADR letters | X | X |
| Overpayment Letters View, save, or print copies of overpayment letters | X | X |
| Prior Authorization Request Submissions Part A and B: <ul style="list-style-type: none"> Hospital Outpatient Department (OPD) Services Part B Only: <ul style="list-style-type: none"> Submit prior authorization requests for Part B Repetitive non-emergent ambulance transportation in certain JL states | X | X |
| Redetermination Notices Obtain the outcome of appeal decisions by viewing copies of the Redetermination Notices | X | X |
| Retrieve Remittance Advice Copies View, save, or print copies of the remittance like the Standard Paper Remittance (SPR) | X | X |
| Submit Appeal Requests Submit appeal requests with documentation | X | X |
| Submit General Information Requests Submit general inquiries such as questions related to coverage guidelines, policy issues, or how to bill Medicare | | X |
| Submit Immediate Recoupments Submit a request for immediate recoupment after an overpayment request, and avoid having to pay by check, or having to wait for the standard recoupment process to begin | X | X |
| Submit Provider Audit & Reimbursement Documents Submit documentation to Provider Audit & Reimbursement including supplemental Security Income (SSI) realignment requests, wage index/occupational mix submissions, cost report reopening requests, and more | X | |

For instructions on using these features once enrolled for Novitasphere, access the Novitasphere User Manuals:

- [Novitasphere Part A User Manual](#)
- [Novitasphere Part B User Manual](#)
- [Novitasphere Portal User Manual Supplement: Claim Submission/ERA using TIBCO](#)

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