

Novitas Solutions e-News

Volume IX Issue IV

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

November 2020



EDI Enrollment Form Reminders

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EDI Enrollment forms are needed when a provider is first enrolling to setup for electronic billing and Novitasphere portal access. They are also needed when making changes to information such as doing business with a new Billing service or Clearinghouse and determining who receives the remittance advices.

All EDI Enrollment forms should be signed by an authorized or delegated official with the provider's office.

Form signatures must:

- Include the written signature, printed name, title and date.
- Be original. Stamps or typed signatures of any font style are not accepted.
- Not be signed by a billing service or clearinghouse representative.

For privacy and security purposes, always be sure to review all pages when signing the EDI Enrollment forms. Doing a thorough review prior to submission will avoid any surprise changes to your information on file. The details provided on these forms can change what Billing Service or Clearinghouse has access to you and your patient's personal information.

We encourage you to read the form details and the form instructions carefully. This information is available on our [website](#) located under the Electronic Billing – EDI or Novitasphere Portal enrollment sections.

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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Novitasphere Multi-Factor Authentication (MFA) Devices

Multi-Factor Authentication (MFA) is a type of login that, in addition to a User ID and password, requires a second device to validate your access to the system. To comply with CMS policy, all Novitasphere portal users will need to establish a second login device type to commensurate with the level of access requested.

Users will be prompted to register an MFA device when you initially access Novitasphere. You will be given a choice of MFA delivery methods. You can choose to receive your MFA security code through the VIP Access software on a device such as a computer, laptop, tablet, or cell phone. This option will require you to download the VIP Access software from Symantec and install it in your device of choice.

Users are also able to choose to set up Text Message, IVR or E-mail as the method to receive your MFA security code. These options do not require a software download. **The E-mail code is known to experience delays.** Because of this known issue, we do not suggest use of the E-mail option as your sole MFA device. It is recommended to have more than one option setup to receive your MFA security codes.

Visit our website for the details on how to register an MFA Device in the Enterprise Identity Management System (EIDM) system ([JL](#))([JH](#)).

New PC-ACE Version 4.8 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 4.8, was released on **October 5, 2020**. **All current PC-ACE users should 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 in your EDI/Novitasphere Welcome letter. If you do not have this letter, please contact an EDI Analyst to obtain the password. 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 [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 the Electronic Billing (EDI) Center on our [website](#).

CWF Eligibility Transactions Eliminated

As a reminder, access to the eligibility information was eliminated from the Common Working File (CWF) for all new and reinstated Part A Fiscal Intermediary Standard System (FISS) users effective August 1, 2019. The beneficiary eligibility information must now be obtained through the HIPAA Eligibility Transaction System (HETS) system for all new and reinstated FISS users. This is part of the CMS effort to transition providers and third-party billing agencies from using the CWF transactions: HIQA, HIQH, ELGA, and ELGH. The Part A Medicare Administrative Contractors (MACs) are no longer processing requests for direct access to the CWF eligibility transactions. Looking ahead, HETS will be the only source for this data.

Options to Obtain Beneficiary Eligibility Details:

1. Contacting the Interactive Voice Response (IVR)
2. Enrolling for direct access to the CMS HETS system in order to submit and receive the HIPPA compliant 270/271 transactions
3. Enrolling for access to Novitasphere, our FREE secure internet portal

By enrolling in Novitasphere, users not only have the ability to obtain beneficiary eligibility and benefits information, but also have access to numerous other features such as Electronic Batch Claim Submission, Electronic Remittance Report (ERA) file downloads, Credit Balance Report Submission, Medicare Beneficiary Information (MBI) Lookup Tool, Medical Review Information, Print Remittance Advice Copies, Submit Appeals, Immediate Recoupments and much more!

To get started with Novitasphere enrollment, visit the Novitasphere Portal Center at:

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

Medicare Learning Network (MLN) Connects articles

Claim Status Category and Claim Status Codes Update	
MLN Matters Number: MM11796	Related Change Request (CR): 11796
Related CR Release Date: August 28, 2020	Effective Date: January 1, 2021
Related CR Transmittal Number: R10322CP	Implementation Date: January 4, 2021
https://www.cms.gov/files/document/mm11796.pdf	

Information Needed When Calling

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 of this information readily available will allow for us to more quickly and efficiently assist with your inquiry.

Contact Us

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

Novitasphere Help Desk
1-855-880-8424
Monday-Friday
8 a.m. – 5 p.m. ET

JL EDI Help Desk
1-877-235-7083, Option 3 or say Electronic
Billing
Monday-Friday
8 a.m. – 4 p.m. ET

JH EDI Help Desk
1-855-252-8782, Option 3 or say Electronic
Billing
Monday-Friday
8 a.m. – 4 p.m. ET and CT



Thank You for Reading our Newsletter!