

NOVITAS

 SOLUTIONS

Understanding the Electronic Remittance Advice (ERA) Part A

For X12N 835 Receivers

UPDATED: 05/22/2026

Overview of ERA

- Electronic Remittance Advice (ERA) is an electronic report sent from Novitas to a provider, billing service, or clearinghouse.
- ERA will be available daily, based on claim finalization, and is only available for 60 days.
- ERA files can be reset by Novitas as many times as needed during that timeframe.
- Once the ERA file is retrieved, it may be translated through software written by PC-Print (Part A), PC-ACE, created in-house, or by any other approved vendor.
- Most software products offer the ability to print the ERA in a format very similar to the Standard Paper Remittance (SPR).
- Software products may also offer the ability to use the ERA for accurate posting to an automated accounts receivable system (check with software vendor for availability).

Overview of ERA, continued

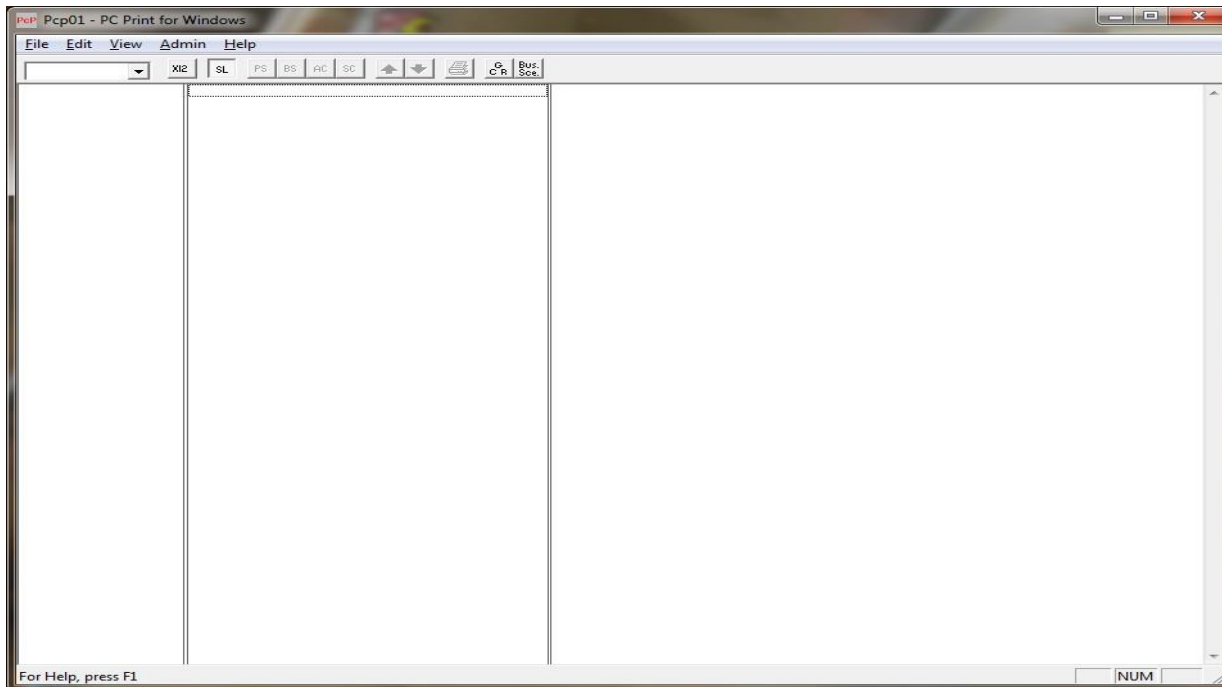
- The ERA file should be saved on your system where you can easily locate it in the future. Saved copies should be made available to all staff that needs access.
- ERA should be maintained in your system until all accounts are reconciled and for future auditing purposes.
- Accounts should be reconciled within 60 days to verify all ERA files were received.
- When changing billing services or clearinghouses, continue to work with the outgoing services until all ERA files are received. Only one receiver can receive ERA at a time.

PC-Print

- The PC-Print software is available to view and print the ERA in a format that looks like the SPR.
- This software is available to download free to Medicare providers and suppliers.
 - JH: <https://www.novitas-solutions.com/webcenter/portal/MedicareJH/pagebyid?contentId=00004608>
 - JL: <https://www.novitas-solutions.com/webcenter/portal/MedicareJL/pagebyid?contentId=00004608>
- Providers and suppliers can view and print as many or as few claims as needed. This will be especially helpful when you need to print only one claim from the ERA when forwarding the claim to a secondary payer.

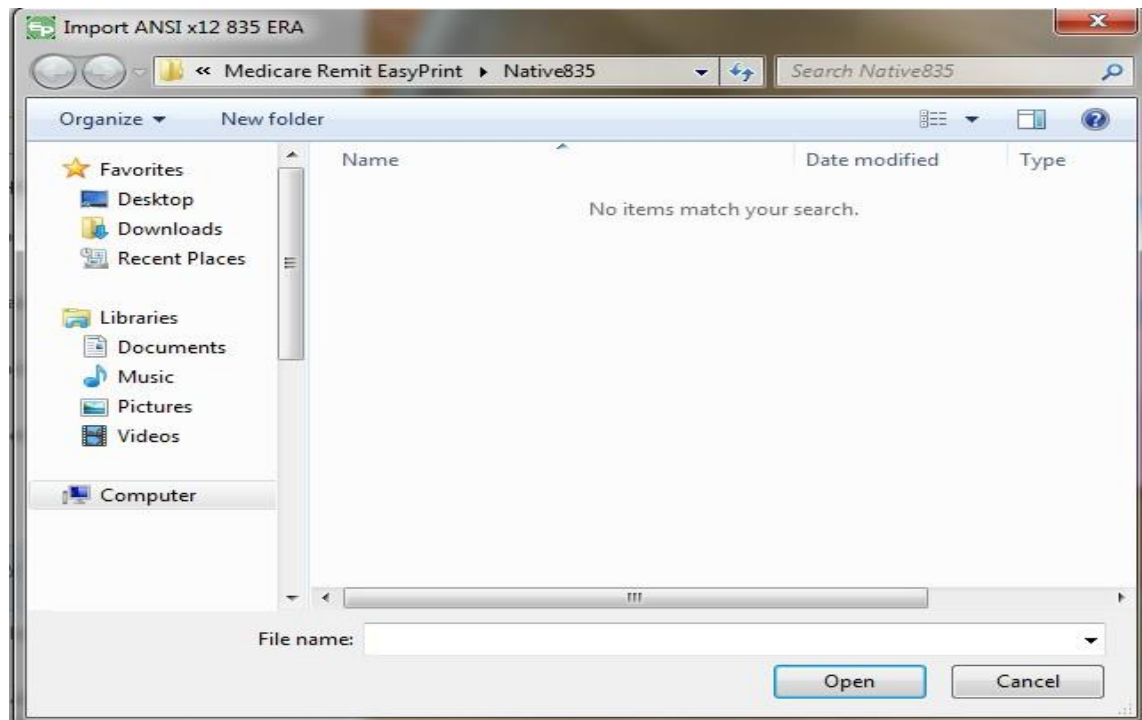
Demonstration of PC-Print

- Open the program by double clicking on the PC-Print icon.
- To view an ERA, click the X12 button.



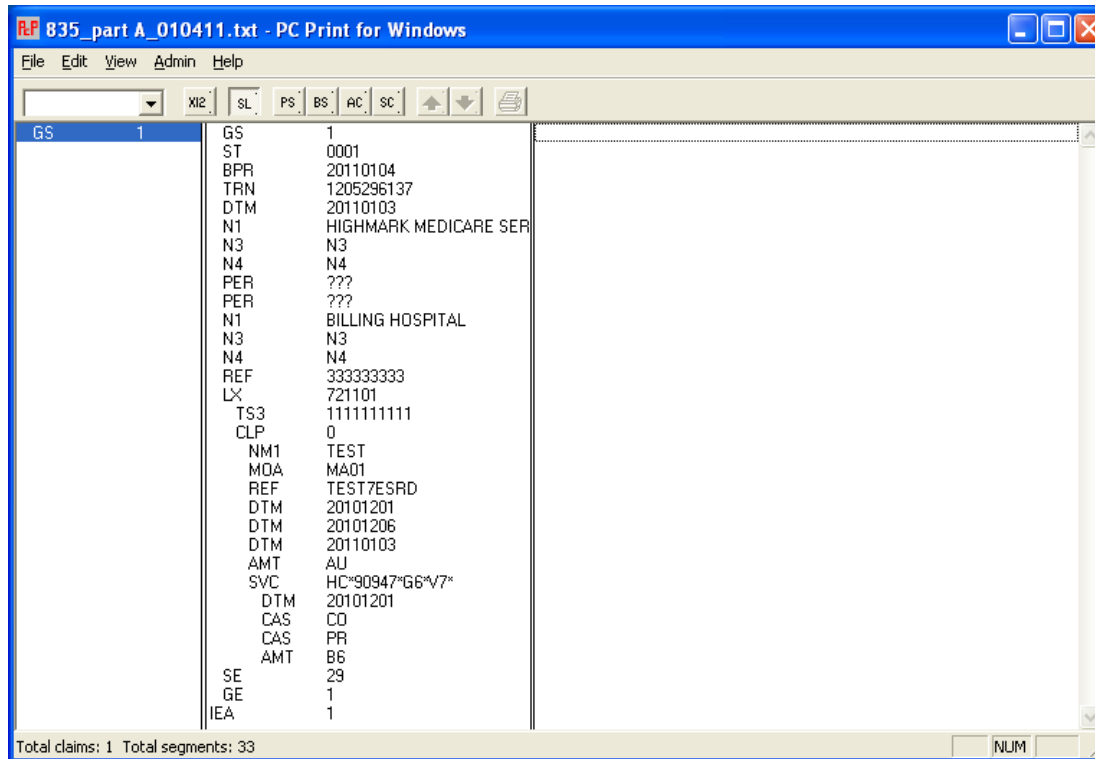
Demonstration of PC-Print, open file

- Locate the ERA file in the designated folder.
- Click the file name.
- Click Open.



Demonstration of PC-Print, import

- Below is showing a view of an imported ERA.



Demonstration of PC-Print, single claim

- To view a single claim detail, click the SC button to receive the following single claim screen.

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PCP 835Ansi_from_flat.0394.txt - PC Print for Windows
File Edit View Admin Help
[XI2] [SL] [PS] [BS] [AC] [SC] [C] [R] [Bus. Soc.]
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Medicare National Standard Intermediary Remittance Advice
FPE: 12/31/2010
PAID: 01/04/2011
CLM#: 1
TOB: 721
NPI: 1111111111
-----
PATIENT: TEST A PCN: 0
HIC: 999999999A SVC FROM: 12/01/2010 MRN: TEST7ESRD
PAT STAT: CLAIM STAT: 1 THRU: 12/06/2010 ICN: 21100300000008PAA
-----
CHARGES: PAYMENT DATA: =DRG 1.000=REIM RATE
222.90=REPORTED 0.00=DRG AMOUNT 0.00=MSP PRIM PAYER
0.00=NCVD/DENIED 0.00=DRG/OPER/CAP 0.00=PROF COMPONENT
0.00=CLAIM ADJS 107.01=LINE ADJ AMT 0.00=ESRD AMOUNT
115.89=COVERED 0.00=OUTLIER 0.00=PROC CD AMOUNT
DAYS/VISITS: 0.00=CAP OUTLIER 0.00=ALLOW/REIM
0=COST REPT 115.89=CASH DEDUCT 0.00=G/R AMOUNT
0=COVD/UTIL 0.00=BLOOD DEDUCT 0.00=INTEREST
-----
REV DATE HCPCS APC/HIPPS MODS QTY CHARGES ALLOW/REIM GC RSN AMOUNT REMARK CODES
0851 12/01 90947 G6 U7 1 222.90 0.00 C0 45 107.01
PR 1 115.89
0.00

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PC-ACE

- The PC-ACE software is available to view and print the ERA in a format that looks like the SPR.
- This software is available for free to Medicare providers and suppliers.
- Prior to retrieving reports, the communication program must be set up to direct the reports into the “mailbox” folder located on the local drive where the PC-ACE software is installed (e.g. C:\WINPCACE\mailbox). This is a one-time process and should not have to be done again.
- Providers and suppliers can view and print as many or as few claims as needed. This will be especially helpful when you need to print only one claim from the ERA when forwarding the claim to a secondary payer.

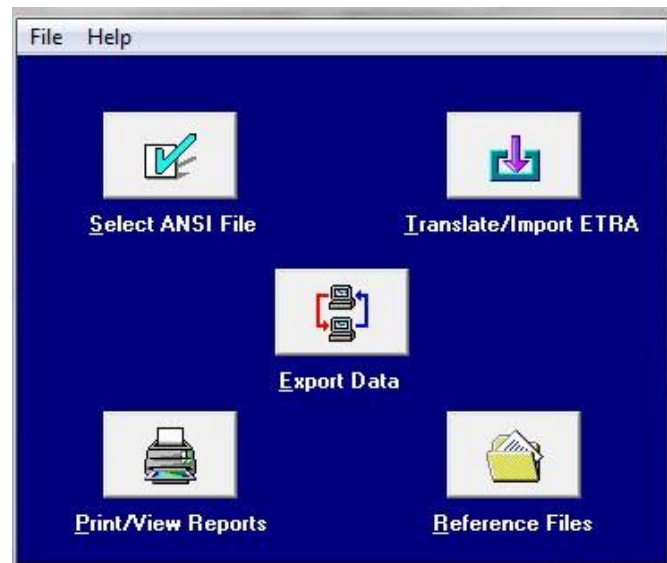
Demonstration of PC-ACE

- Click the ANSI – 835 Functions icon
- Click Institutional



Viewing ERA in PC-ACE

- Click Select ANSI File
- Click on the ERA file you would like to view
- Click Select
- Click Translate/Import ETRA
- Click Print/View Reports
- Choose the type of report you would like to view and click OK
- Enter specific pages to view or click OK



Novitasphere

- Novitasphere, is a free web-based portal that is offered by Novitas Solutions to allow users to access, view and print electronic remittances via a secure website portal.
- ERA files are available for download as claims finalize by using the Claim Submission/ERA option.
- ERA files will be available for 60 days.
- To access the ERA, click Claim Submission/ERA and then click File Status and Reports. Choose the files labeled 835 and download them to the specific location/folder.

Novitasphere, continued

- For a more detailed demonstration of Novitasphere, review the Novitasphere User Guide.
 - JH: <https://www.novitas-solutions.com/webcenter/portal/MedicareJH/pagebyid?contentId=00298193>
 - JL: <https://www.novitas-solutions.com/webcenter/portal/MedicareJL/pagebyid?contentId=00298193>

Important Notes

- ERA will be available daily, based on claim finalization, and is available for 60 days.
- Providers should download reports on a regular basis to avoid missing any important information and save them to a location where they can be easily retrieved by all staff that needs access to the files.
- Clean claims normally are available on the ERA within 14 days of being submitted.
- Electronic billers will need to select where to receive their ERA when completing the EDI enrollment forms.
- The SPR is discontinued 31 days after enrolling for ERA.
- Providers using a clearinghouse or billing service can choose to download the ERA on their own and not receive from the clearinghouse or billing service by enrolling for a direct EDI receiver ID.

ERA Receiver Option

- To receive ERA directly and not through a clearinghouse or billing service providers must complete the following steps:
 - Verify they can retrieve the ERA via Secure File Transfer Protocol (SFTP) or Novitasphere Portal. More information on connection is available in the 5010 Companion Guides
 - JH: <https://www.novitas-solutions.com/webcenter/portal/MedicareJH/pagebyid?contentId=00197704>
 - JL : <https://www.novitas-solutions.com/webcenter/portal/MedicareJL/pagebyid?contentId=00197705>
 - Complete the EDI Enrollment form to request an ERA Receiver ID.
 - If interested, download one of Medicare's free software, PC Print or PC- ACE for viewing/printing. PC-ACE requires completion of an enrollment form to accept the software terms.

Enrolling for ERA

- New providers will enroll for ERA when they enroll for EDI using the EDI or Portal Enrollment form.
- Existing EDI billers can add ERA by completing the appropriate sections of the EDI or Portal Enrollment form.
- Information is available in the How to Enroll for ERA.
 - JH: <https://www.novitas-solutions.com/webcenter/portal/MedicareJH/pagebyid?contentId=00004584>
 - JL: <https://www.novitas-solutions.com/webcenter/portal/MedicareJL/pagebyid?contentId=00004584>

Contact Information

- Forms should be faxed to 1-877-439-5479.
- If you choose to fax your form, please do not mail your form. Only use one method to send your form.
- Forms can be mailed to:

JH: Novitas Solutions, Inc.
EDI Services
P.O. Box 3093
Mechanicsburg, PA 17055-1811

JL: Novitas Solutions, Inc.
EDI Services
P.O. Box 3011
Mechanicsburg, PA 17055-1801

- For more information on the completion of the forms or help with ERA, contact our Help Desk.

JH: 1-855-252-8782, option 2

JL: 1-877-235-8073, option 2

Novitasphere Portal 1-855-880-8424

