



Make changes to your claims faster with Novitasphere

It's free, quick, easy, and secure to do online!

Claim Corrections in Novitasphere

Use the **Claim Correction** feature to make changes for clerical errors. Make these changes directly in Novitasphere:

- Change the referring provider name and NPI
- Change the number of services or units
- Add or change the claim diagnosis codes
- Add, change, or delete eligible modifiers
- Change the procedure code
- Change the date of service
- Change the place of service
- Change the billed amount

Using the Claim Correction feature

- Step 1:** Access the Claim Correction feature on the Appeals submenu.
- Step 2:** Access the claim by entering the required fields in the search tab and click the Search button.
- Step 3:** Click the claims summary icon under the Actions column to perform a Claim Correction. See limitations to the right.
- Step 4:** Enter the Beneficiary's first and last name and click Submit.
- Step 5:** Click Yes to resubmit the entire claim for a history correction with no changes OR click No to edit details on the claim for correction.
- Step 6:** Complete the claim corrections as needed:
- If header edits are needed, click the Edit button. Once edits are complete, click Submit. If line edits are not needed, click the second Submit button at the bottom of the page.
 - If line edits are needed, click the pencil icon to make corrections to a particular line. Once edits are complete, click Save and then click Submit.

Novitasphere will only allow the claim summary icon to be active on a claim that is eligible to be reopened, and the data fields on the claim will only open when information is eligible to be edited.

Claim Correction limitations

- Line items may not be added or removed via the Claim Correction Feature
- Requests may not be submitted later than one year from the receipt of the initial determination
- Rendering provider's National Provider Identifier (NPI) may not be changed
- Services requiring the review of medical documentation, limitation of liability, or involving Medicare as a secondary payer cannot be resolved through the Claim Correction feature
- Excluded modifiers are: 22, 24, 52, 53, 55, 62, 66, 80, 81, EA, GA, GX, GY
These modifiers cannot be added to a claim, and claims containing these modifiers cannot be corrected through Novitasphere.
- Only assigned claims can be reopened through the Claim Correction feature
- For any claims that cannot be corrected through the Claim Correction feature, please utilize the **Appeal Requests** feature to submit your appeal. This option will allow you to upload any documents you may need to support your request. Instructions can be located in the Novitasphere User Guide: Section 6 ([JH](#)) ([JL](#)).

Using the Billed in Error feature

- Step 1:** Access the Billed in Error feature on the Appeals submenu.
- Step 2:** Access the claim by entering the required fields in the search tab, and click the Search button.
- Step 3:** Click the third icon in the Actions column, then select the full claim or individual lines that were billed in error and click **Submit**.