

Novitas Solutions e-News

Volume IX Issue II

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

May 2020



FYIs about the MBI Lookup tool

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The Medicare Beneficiary Identifier (MBI) Lookup tool was implemented to allow providers the option to obtain the MBI number in situations where beneficiaries are not able to provide their new card. This was especially helpful during the card mailing waves, as it allowed providers to update their records ahead of the January 1, 2020 requirement to use the MBI. The MBI Lookup tool is available to registered users when logged in to Novitasphere, our free, secure internet portal.

When implementing this tool, the Centers for Medicare & Medicaid Services (CMS) provided specific directives to the Medicare Administrative Contractors (MACs) on what data elements were **required** for an MBI lookup via the portal. Those elements are:

- Patient Social Security number (SSN) *Note, this may not be the same number as the numeric portion of their former ID number
- Patient last name
- Patient first name
- Patient date of birth
- Provider National Provider Identifier (NPI)

CMS takes privacy and security of provider and patient data very seriously, and especially when the usage of an SSN is required. Therefore, CMS also directed MACs to use a verification method to ensure that the data was being entered by a human (CAPTCHA verification). Novitasphere portal requires you to complete this verification only once for every five consecutive searches.

If your patients are unable to provide a copy of their new card when asked, you are encouraged to utilize the MBI Lookup tool. While we understand that patients may be unwilling to provide their SSN, this is a required search element per CMS. You may direct them to CMS's informational page for beneficiaries: <https://www.medicare.gov/forms-help-resources/your-medicare-card>. This page also includes instructions for obtaining a replacement card.

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Novitasphere is here for you

In an ever changing environment where providers are shifting locations to other offices or working from home, using Novitasphere gives you the ability to access your patients' Medicare data from your new location. Novitasphere will allow you to gain access from wherever you are on a given day. Having real time access to your patients' information will allow for better care coordination and convenience.

Novitasphere offers a number of features that will help your office to easily access Medicare data in a real time manner.

Novitasphere Features	Part A	Part B
Eligibility	X	X
MBI Lookup Tool	X	X
Claim Status	X	X
Claim Count Summary	X	
Claim Summary		X
Electronic Claim Submission – Direct Data Entry		X
Electronic Claim Submission & ERA Retrieval – File Upload	X	X
Claim Correction		X
Billed in Error		X
Medical Review Claims & ADRs	X	X
Financial Information	X	X
Submit Documents:		
• Appeal Requests	X	X
• General Information Requests		X
• Immediate Recoupments	X	X
• Medical Review Records Submission to ADR letters	X	X
• Prior Authorization Request Submissions (JL only)	X	X
• Provider Audit & Reimbursement Documents	X	
Retrieve Documents:		
• Appeal Development Letters	X	X
• Comparative Billing Report (CBR)		X
• Credit Balance Report Submission	X	
• Overpayment Letters	X	X
• Redetermination Notices	X	X
• Retrieve Remittance Advice Copies	X	X

It's easy to get started, by accessing the enrollment instructions and form located on our website:

- [JL Enrollment instructions for provider offices & facilities](#)
- [JH Enrollment instructions for provider offices & facilities](#)

Additionally, we host regular webinar demonstrations of Novitasphere, which review how to use the features in Novitasphere, as well as how to enroll. View our upcoming schedule, and register for an event on our website:

- [Educational Events – JL Part A](#)
- [Educational Events – JH Part A](#)
- [Educational Events – JL Part B](#)
- [Educational Events – JH Part B](#)

We look forward to helping you stay connected!

Unlock your Novitasphere ID – no call required

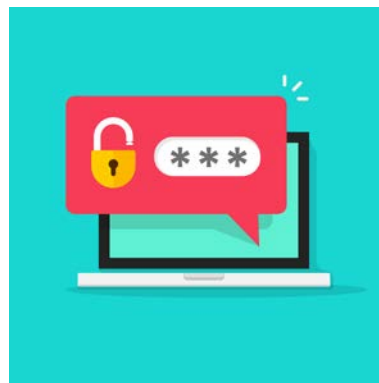
Users who make three consecutive failed attempts to log into Novitasphere will find that their User ID will be locked. The system will automatically unlock the account after 60 minutes. If you don't want to wait, you can follow the self-service password reset steps without having to contact the Novitasphere Help Desk.

The Novitasphere Help desk often receives emails from users asking to have their portal accounts unlocked. Due to privacy concerns, all the required information needed to unlock the account or reset the password cannot be sent in an email. Users can unlock their own accounts by completing the following steps for resetting their password.

1. Access the [Enterprise Identity Management \(EIDM\) website](#).
2. Select the link for Forgot Password?
3. Type their User ID and click Next.
4. Answer the Challenge Questions and enter a new password. Please carefully review the password requirements below. Click Submit.
5. A confirmation will show on the screen that the password has been changed and an email confirmation will also be sent. You will then need to log back in with the new password.

Ensure your new password meets the following CMS Password Policy requirements. Please note, not all requirements will be identified in the Help text displayed on the EIDM screen.

- The password **must be changed at least every 60 days**.
- The password **must** be a minimum of eight (8) and a maximum of 20 characters long.
- The password **must** contain at least one number.
- The password **must** contain at least one lower case letter.
- The password **must** contain at least one upper case letter.
- The password **must** contain at least one special



character.

- The password **must not** contain the User ID.
- The password **must not** contain the following special characters:
 - ?
 - < >
 - ()
 - ‘ “
 - / \
 - &
- The password **must not** contain any commonly used dictionary words of three (3) or more characters.
- The password **must not** contain any four (4) digits that could represent a year between 1900-2100.
- The password **must not** contain any easily guessed alpha/alphanumeric strings (e.g. abc123, 123123, 1111, qwerty).
- The password **must be different** from the previous six (6) passwords.
- Passwords will be considered "different" when at least one character has been changed from the previous password.
- Passwords may only be changed once per day.

If you are still unable to log in, and have also reviewed our [Novitasphere Log In Help](#) document, please contact the [Novitasphere Helpdesk](#). We cannot unlock your account or reset your password via an email request, or through our Live Chat feature.

Important Novitasphere multi-factor authentication (MFA) reminders

Novitasphere users are encouraged to review the below reminders about Multi-Factor Authentication (MFA).

Why do I need to use a token code every time I log into Novitasphere?

Due to privacy requirements and the protected health information (PHI) that Novitasphere contains, CMS requires all users to authenticate using a password plus a secondary token code each time that you log in. This practice, also known as MFA, is a security enhancement that is requiring two forms of identification and helps to protect our beneficiaries' information by adding this extra level of authentication.

Using Email as a MFA Device – Known Latency Issues

CMS is aware of known latency issues with the Email MFA option. During periods of extreme latency, codes may not be received timely, and may cause error messages when attempting to log in if the code is no longer valid once received. We do not suggest use of this option as your MFA device.

DON'T WAIT! To avoid impacts to your access, we **highly** suggest that users with Email as their MFA device **register an alternate MFA device** on their account, such as the text message

or IVR phone call options. Customers who are unable to have a cell phone available during working hours are encouraged to set up their desk phone as the IVR option to receive a security code via telephone call.

The other MFA device options available to use are:

- **Phone/Tablet/PC/Laptop**
 - This option requires a software download of the **VIP Access software** on your smart phone, tablet, PC or laptop. The security code is available instantly through the **VIP Access software** on a mobile phone, tablet, PC or laptop. There is **no wait time** for the codes to be available, as the software constantly generates unique codes.
- **Text Message Short Message Service (SMS)**
 - This option requires a mobile phone capable of receiving a **text message**. The security code is delivered immediately to the user' mobile phone via **text message**.
- **Interactive Voice Response (IVR)**
 - This option requires access to any telephone capable of receiving a **phone call** – this could be a mobile phone, or landline phone at your desk. The security code is provided immediately through an automated **phone call**.

Instructions for adding additional devices are available on our website:

- [JL Instructions for Registering an MFA Device](#)
- [JH Instructions for Registering an MFA Device](#)

Please note, if you are not receiving the email MFA codes, you may need to contact the [Novitasphere Helpdesk](#) for a one-time code in order to login and register another device.



Turn phone calls into conversations with Novitasphere Live Chat

If you have general questions about Novitasphere, such as how to enroll or navigate the site, you can chat with a representative using Live Chat. Live Chat is a quick and easy way to get your questions answered without calling the Novitasphere Help Desk.

Live Chat can be found in the top banner when logged in to Novitasphere Portal, or on any Novitasphere-related page on our provider website at www.novitas-solutions.com

Topics that can be handled through chat are:

- Novitasphere Enrollment
 - Location of the Novitasphere Enrollment Form
 - How to add an additional user
- Novitasphere Navigation
 - How to request a remittance advice
 - How to view acknowledgement reports for submitted claims
- Enterprise Identity Management (EIDM) Registration
 - Role selection for Novitasphere access
 - How to add another Multi-factor Authentication (MFA) device



Live Chat is available Monday-Friday from 10 a.m. – 2 p.m. ET, excluding observed Novitas holidays.

Questions regarding password resets, specific claim details, or which require additional Personally Identifiable Information (PII) or Protected Health Information (PHI) data to research will need to be directed to the Novitasphere Help Desk for assistance.

Attention ABILITY | PC-ACE customers: New version 4.6 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 4.6, was released on **April 6, 2020. 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 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 our Electronic Billing (EDI) Center on our [website](#).

Medicare Learning Network (MLN) Connects articles

Remittance Advice Remark and Claims Adjustment Reason Code (RARC and CARC) and Medicare Remit Easy Print (MREP) and PC Print Update	
MLN Matters Number: MM11638	Related Change Request (CR): 11638
Related CR Release Date: February 21, 2020	Effective Date: July 1, 2020
Related CR Transmittal Number: R4536CP	Implementation Date: July 6, 2020
https://www.cms.gov/files/document/mm11638.pdf	

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