

Novitasphere

Your link to online Medicare claims, eligibility, and more.



Feature / Functionality	Part A	Part B
Appeal Development Letters <ul style="list-style-type: none"> View letters requesting additional information needed to process an appeal 	X	X
Appeal Status <ul style="list-style-type: none"> Obtain information regarding status of appeals, including the outcome of the appeal 	X	X
Billed in Error <ul style="list-style-type: none"> Report entire paid claims, or individual paid lines of a claim, as billed in error 		X
Claim Correction <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> Obtain information for how many claims and/or dollars that are in specific status locations 	X	
Claim Status <ul style="list-style-type: none"> Obtain the status of a claim that is accepted into the claim processing system 		X
Claim Status and Appeals Request <ul style="list-style-type: none"> Check the status of a claim as well as submit level 1 (Redeterminations) and level 2 (Reconsiderations) Appeal Requests 	X	
Claim Summary <ul style="list-style-type: none"> View claim summary information per provider such as the number of claims approved to process, claims pending, and more 		X
Comparative Billing Report (CBR) <ul style="list-style-type: none"> Obtain reports, which provide insight into billing trends, and assist providers with self-audits of procedures and billing practices 		X
Credit Balance Report Submission <ul style="list-style-type: none"> Submit quarterly credit balance reports electronically, rather than by mail 	X	
Electronic Claim Submission – Direct Data Entry <ul style="list-style-type: none"> Submit single claims for processing 		X
Electronic Claim Submission – File Upload <ul style="list-style-type: none"> Upload 837 claim files for processing 	X	X
Electronic Remittance Advice (ERA) <ul style="list-style-type: none"> Download 835 ERA files to review claim processing outcomes 	X	X
Eligibility <ul style="list-style-type: none"> Check patient eligibility and obtain benefit details 	X	X

Feature / Functionality	Part A	Part B
Financial Information <ul style="list-style-type: none"> Obtain check information such as check number, amount, dates, and check status 	X	X
MBI Lookup Tool <ul style="list-style-type: none"> Look up patient Medicare Beneficiary Identifier (MBI) numbers 	X	X
Medical Review Claims <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> Submit requested Medical Review Records in response to ADR letters 	X	X
Overpayment Letters <ul style="list-style-type: none"> 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 JL Part B Only Submit prior authorization requests for Part B Repetitive non-emergent ambulance transportation in certain JL states 	X	X
Redetermination Notices <ul style="list-style-type: none"> Obtain the outcome of appeal decisions by viewing copies of the Redetermination Notices 	X	X
Retrieve Remittance Advice Copies <ul style="list-style-type: none"> View, save, or print copies of the remittance like the Standard Paper Remittance (SPR) 	X	X
Submit Appeal Requests <ul style="list-style-type: none"> Submit appeal requests with documentation 	X	X
Submit General Information Requests <ul style="list-style-type: none"> Submit general inquiries such as questions related to coverage guidelines, policy issues, or how to bill Medicare 		X
Submit Immediate Recoupments <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 Part B User Manual Supplement: Direct Data Entry](#)

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