Novitasphere Features and Functionality	Part A	Part B
1099 Retrieve the 1099 form	X	X
ACO REACH participation Obtain Accountable Care Organization Realizing Equity, Access, and Community Health (ACO REACH) model information	X	X
Appeal Development Letters View letters requesting additional information needed to process an appeal	X	X
Appeal Request Submit an appeal request with documentation	X	X
Appeal Status Obtain information regarding status of appeals, including the outcome of the appeal	X	X
AR Transaction Info Obtain account receivable details including recoupment, adjustment, collection amounts, and duplicate demand letters	X	X
Billed in Error Report entire paid claims, or individual paid lines of a claim, as billed in error		X
Claim Correction 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 Submission/ERA Submit electronic claims via batch files (approved 5010 ANSI X12 837) and retrieve the electronic reports through TIBCO PartnerExpress	X	X
Claim Status Obtain the status of a claim that is accepted into the claim processing system	X	X
Claim Status and Appeals Request Check the status of a claim as well as submit level 1 (Redeterminations) and level 2 (Reconsiderations) Appeal Requests	X	
Claim Summary View claim summary information per provider such as total claims, total amounts, and status	X	X
Comparative Billing Report (CBR) Obtain reports, which provide insight into billing trends, and assist providers with self-audits of procedures and billing practices		X
Credit Balance Report Submit quarterly credit balance reports electronically, rather than by mail	X	
DCN/FCN Lookup Obtain the patient account number and date of service for a claim using the document control number (DCN) for Part A claims or the financial control number (FCN) for Part B claims	X	X

Novitasphere Features and Functionality	Part A	Part B
Demand Letter/Overpayment Details Obtain overpayment / demand letters and corresponding financial details	X	X
Electronic Claim Submission – File Upload Upload 837 claim files for processing	X	X
Electronic Remittance Advice (ERA) Download 835 ERA files to review claim processing outcomes	X	X
Eligibility Check patient eligibility and obtain benefit details	X	X
Financial Information Obtain check information such as check number, amount, dates, and payment status	X	X
General Inquiry Submit general questions regarding the Medicare program	X	X
Immediate Recoupments 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
MBI Lookup Tool Look up patient Medicare Beneficiary Identifier (MBI) numbers	X	X
Medical Review Claims View Additional Documentation Request (ADR) status and dates, copies of ADR letters, and status and outcome of the review	X	X
Medical Records/ADRs Respond to both Claim and Medical ADR requests for additional information or medical record submissions	X	X
Overpayment Demand Letter Retrieve an overpayment demand letter	X	X
Prior Authorization Requests Submit prior authorization requests – limited to outpatient departments (OPD) and Part B Repetitive non-emergent ambulance transportation in certain states	X	X
Prior Auth Status Tool View Pre-claim Review, Postpayment Review, and Prepayment Review Requests and their associated statuses - only available for applicable Inpatient Rehabilitation Facilities (IRF)	X	
Prior Auth Review Choice Demo - IRF Make review choice selection, submit review choice documentation, history of selections and cycle stats – only available for applicable Inpatient Rehabilitation Facilities (IRF) services and locations in the state of Pennsylvania	X	
Provider Audit & Reimbursement Documents 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	

Novitasphere Features and Functionality	Part A	Part B
Provider Data Summary Request a customized Provider Data Summary (PDS) report	X	X
Redetermination Notices Obtain the outcome of appeal decisions by viewing copies of the Redetermination Notices	X	X
Remittance Advice View, save, or print copies of the remittance like the Standard Paper Remittance (SPR)	X	X
Submission History Review submission history details of documents submitted through Novitasphere	X	X

For instructions on using these features once enrolled for Novitasphere, access the Novitasphere User Guide (JH)(JL).

Updated 04/01/2025