Novitasphere login help

[General information](#generalinformation)

[What is the difference between IDM and Novitasphere?](#difference)

[User ID help](#useridhelp)

[What do I do if I forgot my user ID?](#forgotuserid)

[I have a new employer; do I need a new user ID?](#newemployer)

[My account is locked, how do I unlock it?](#accountlocked)

[Password help](#passwordhelp)

[How do I change my password?](#changepassword)

[How do I reset my password?](#resetpassword)

[My end user’s account is locked, how do I reset their password?](#enduserlocked)

[What are the requirements that my password must meet?](#requirementspassword)

[Multi-factor authentication (MFA)](#mfa)

[What is multi-factor authentication (MFA)?](#whatismfa)

[Why do I need to use a token code every time I log into Novitasphere?](#tokencode)

[What MFA device options are there?](#deviceoptions)

[Why am I not receiving my emailed security code timely?](#emailcode)

[How do I add additional MFA devices to my account?](#addmfa)

[General login errors](#generalloginerrors)

[I am receiving an error when attempting to log in. How do I clear my cache/cookies from my browser?](#clearcache)

[I am receiving an error message when attempting to log in. What do I do?](#errormessage)

[I am receiving an internal server error when attempting to log in. What do I do?](#internalservererror)

[I am receiving an idol error message when logging in, or I am getting logged out for being idle when I am not. What is causing the error?](#idolerror)

[I am receiving an error stating “Invalid combination of user ID, password, or security code” error when attempting to log in, but I know my password is correct. How do I correct this?](#errorstating)

[Why am I receiving an app not assigned message when logging into Novitasphere?](#appnotassigned)

General information

What is the difference between IDM and Novitasphere?

The Identity Management (IDM) system is used to create and manage user IDs for access to many CMS systems. In this case, the IDM site will be used to set up your Novitasphere user ID, request a role for Novitasphere with your organization, update your password, and manage annual certifications. IDM can be accessed at <https://home.idm.cms.gov>.

Novitasphere is the free, web-based portal for Novitas Solutions providers, billing services, and clearinghouses. This is where you will log in to access eligibility, claims info, submit, and retrieve documents, and more. After setting up your access through IDM, you will log into Novitasphere at <https://www.novitasphere.com>.

User ID help

What do I do if I forgot my user ID?

Customers who forgot their user ID can use the “Forgot your user ID” link on <https://home.idm.cms.gov>.. On the IDM home page, click the “Forgot your user ID” link. You will be prompted to enter your E-mail address, first and last name, date of birth associated to your IDM account. Enter the zip code on your account and click Submit. If verified, an email will be generated with your user ID.

If you no longer have access to the email address on file or are unsure what email address is registered on your account, please contact the Novitasphere Help Desk at 1-855-880-8424. Do not create a second user ID.

I have a new employer; do I need a new user ID?

Since the user ID belongs to you, do not create a new user ID if you change jobs and need to update your Novitasphere access. Follow the steps outlined on the Updates to IDM page for deleting organizations or roles and adding additional roles.

* [JL customers click here](https://www.novitas-solutions.com/webcenter/portal/MedicareJL/pagebyid?contentId=00209502)
* [JH customers click here](https://www.novitas-solutions.com/webcenter/portal/MedicareJH/pagebyid?contentId=00209502)

My account is locked, how do I unlock it?

If you have not been able to log in after three consecutive attempts, your user ID will be locked. The system will automatically unlock the account after 60 minutes.

If you do not want to wait, you can use the forgot password option, and follow the steps for a Password Reset in the section below. Do not create a new user ID.

Password help

How do I change my password?

You do not have to call the Novitasphere Helpdesk to change your password. The steps below should be used to make routine password changes to your account. You will need to know your existing password to follow these steps.

Follow the below steps to change your password:

1. Access the IDM website at <https://home.idm.cms.gov/>.
2. Enter your username and password. Click the box to agree to the terms & conditions.
3. Select your MFA device type, enter the security code and select verify.
4. Select my profile.
5. Select “change password” from the links on the left.
6. Enter your current password, a new password, and re-enter the new password again to confirm.
7. Click change password. The change password acknowledgment page will display.
8. Click ok to close this screen. You will need to log back in with your new password. You will also receive an email confirmation that the password has been changed.

Note: Users will not be able to change the password more than once per day.

When a user logs in after the password has already expired, they will be prompted to change their password on the “change password” screen.

How do I reset my password?

You do not have to call the Novitasphere Helpdesk to reset your password. You may reset your password via the IDM website at: <https://home.idm.cms.gov/>. The steps below should be used if you have forgotten your password and/or have received an error message that your password is invalid.

To reset a password, the user should take the following steps:

1. Access the IDM website at <https://home.idm.cms.gov/>.
2. Select the link for forgot password?
3. Type your user ID and select the method of how you want to receive the password reset. Note – SMS and voice call can only be used if they’ve been added to your account as MFA devices.
4. Answer the security question and select reset password. Enter a new password and re-enter your new password to confirm. Please carefully review the password requirements below. Click reset password.
5. You will receive confirmation on the screen that your password has been changed. You will also receive an email confirmation that the password has been changed. You will need to log back in with your new password.

Note: Users will not be able to change the password more than once per day.

My end user’s account is locked, how do I reset their password?

Only the owner of the user ID can reset their account. Users can follow the steps outlined above to reset their own password. If the user still cannot access their account, they must call the Novitasphere Portal helpdesk for assistance, at 1-855-880-8424.

What are the requirements that my password must meet?

Your password must conform to the following CMS password policy. Please note, not all requirements will be identified in the help text displayed on the IDM screen. Additionally, passwords may only be changed once per day.

* The password must be 15 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 not contain parts the user ID.
* The password must not contain parts of the first name or last name.
* The password must not contain any four (4) digits that could represent a year between 1900-2100.
* 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.

Multi-factor authentication (MFA)

What is multi-factor authentication (MFA)?

MFA is an enhanced security mechanism that provides an extra layer of security when logging in. This practice requires two forms of identification (your user ID/password, and your security code), and helps to protect our beneficiaries’ information by adding this extra level of authentication.

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 this secondary token code every time that you log in.

What MFA device options are there?

You may select from the following options to use as your MFA device. You may have multiple devices registered.

* 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.
* Users may have more than one phone number for the SMS device type, however, the code will only be sent to one number, and will send to the lowest number.
* 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.
* Google authenticator
* This new option requires the download of the Google authenticator application on your smart phone. The security code is available instantly through the app. There is no wait time for the codes to be available, as the app constantly generates unique codes.
* OKTA verify
* This new option requires the download of the OKTA verify application on your smart phone. When logging in, you will receive a push notification on your phone to confirm you are the one attempting to log in. You can also enter a code manually, which the app generates for you
* E-mail
* The security code is sent to the email address in the account profile.
* CMS is aware of known latency issues with this 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.
* Delays in email transmission, spam filters, and other issues outside the user’s control can make this the least desirable option to receive a security code.
* We do not suggest use of this option as your only MFA device.

Security codes from email must be entered within 30 minutes. All others must be entered within 10 minutes. If you are unable to enter your code in that time, you must request a new code.

Why am I not receiving my emailed security code timely?

There are known latency issues with IDM issuing the security codes for customers who use email as their MFA device, as well as issues with spam filters. Because of this, we do not suggest use of this option as your MFA device, and highly encourage users to setup an alternate MFA device.

How do I add additional MFA devices to my account?

Steps to add additional MFA devices can be located at the links below.

* [JL customers click here](https://www.novitas-solutions.com/webcenter/portal/MedicareJL/pagebyid?contentId=00133572)
* [JH customers click here](https://www.novitas-solutions.com/webcenter/portal/MedicareJH/pagebyid?contentId=00133572)

General login errors

I am receiving an error when attempting to login. How do I clear my cache/cookies from my browser?

Login errors can often be alleviated by clearing your browser cache/cookies. Please follow the below steps to clear your cache and browser history. From most browsers, press “Ctrl-Shift-Delete” (Windows) or “Command-Shift-Delete” (MAC) to open your menu. You may also follow the specific instructions below.

* Microsoft Edge
* Click the Edge menu (three dots in the upper right corner).
* Select settings.
* Select privacy, search, and services.
* On the right side of the screen, scroll down to the Delete browsing data section and click the Choose what to clear box.
* Select All time from the time range drop down options.
* Select all boxes to be cleared.
* Click Clear now.
* Google Chrome
* Click the Chrome menu (three dots in the upper right corner).
* Select history.
* Select history again from the fly-out menu.
* Select the amount of data you want to delete from the dropdown. We suggest All time.
* Select the types of history to delete.
* Select all boxes to be cleared.
* Click Delete data.
* Apple Safari
* Click the Safari menu.
* Click clear history and website data.
* Select the time range to delete.
* Click clear history.
* Mozilla Firefox
* Click the Firefox menu icon (three horizontal bars in the upper right corner).
* Click options.
* Click privacy.
* Click clear all current history.
* Select the time range to clear from the dropdown. We suggest “everything.”
* Click the down arrow to view details.
* Select the types of history to delete on the clear recent history/clear all history screen.
* Click clear now.

After deleting your history, close out of your browser completely, open a new browser, and try to log in again.

I am receiving an error message when attempting to log in. What do I do?

Customers receiving either the Oracle access manager error or the unauthorized user message should try opening a “private” browser window.

To access a private browser using Internet Explorer or Mozilla Firefox, use the following keyboard shortcut: control + shift + p. The new browser window will say “InPrivate is turned on” for Internet Explorer, or “You’re browsing privately” for Mozilla Firefox.

Google Chrome users will use the keyboard shortcut: control + shift + n. The new browser window will say “You’ve gone incognito.”

To exit private browsing, close the window.

I am receiving an internal server error when attempting to log in. What do I do?

If you receive an internal server error when attempting to access Novitasphere, carefully follow the steps below:

* Clear your internet browser’s cache/history/cookies, etc. See detailed steps [above](#clearcache).
* Delete your current favorite/bookmark for Novitasphere.
* Close and reopen the internet browser.
* Type [www.novitasphere.com](https://novitas-solutions.us10.list-manage.com/track/click?u=70b33bb8ca1e1344ebeb85c48&id=035c729006&e=6bb901cfc2) and set a new favorite/bookmark BEFORE pressing enter.
* Verify the bookmark is set directly to [www.novitasphere.com](https://novitas-solutions.us10.list-manage.com/track/click?u=70b33bb8ca1e1344ebeb85c48&id=0f777cf54e&e=6bb901cfc2).

I am receiving an idol error message when logging in, or I am getting logged out for being idle when I am not. What is causing the error?

Confirm that the date/timestamp and time zone on your computer is accurate. If the date/time or time zone is not correct, you will need to correct it before attempting to log in.

I am receiving an error stating “Invalid Combination of user ID, password, or security code” error when attempting to log in, but I know my password is correct. How do I correct this?

There are several possible situations that would cause you to receive this error.

* You may have selected a different MFA device from the dropdown after requesting a code be issued. Do not change the MFA device dropdown after generating your security code.
* You may be attempting to log into Novitasphere too soon after changing your password in IDM. Please allow 10-15 minutes, then retry your log in.

Why am I receiving an App Not Assigned message when logging into Novitasphere?

There are several possible situations that would cause you to receive this error.

* You did not complete your IDM registration. You must log back into IDM to request the appropriate Novitasphere role with your organization. Please follow the steps outlined for requesting the Novitasphere role available here. You will need to follow the steps for the specific role you are requesting.
* [JL customers click here](http://www.novitas-solutions.com/webcenter/portal/MedicareJL/pagebyid?contentId=00024651)
* [JH customers click here](https://www.novitas-solutions.com/webcenter/portal/MedicareJH/pagebyid?contentId=00024651)
* Your access has been removed due to annual certification requirements. To re-request access, please follow the steps available here:
* [JL customers click here](https://www.novitas-solutions.com/webcenter/portal/MedicareJL/pagebyid?contentId=00142937)
* [JH customers click here](https://www.novitas-solutions.com/webcenter/portal/MedicareJH/pagebyid?contentId=00142937)