

# Novitas Solutions e-News

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## Reduce Duplicate EDI Form Submissions

When sending an EDI Enrollment form (8292) or Novitasphere Portal Enrollment form (8292P), **please refrain from sending multiple copies of the same request.** Duplicate requests unnecessarily increase the number of forms EDI must review, and **may result in longer processing times for you.**

Tips to avoid duplicate forms:

- You may fax **OR** mail your form. If you choose to submit your form via fax, **do not** also mail a hard copy.
- If you are working with a billing service or clearinghouse, confirm with them if they will be sending the form on your behalf.
- If you believe you are having difficulty with your fax machine, please follow up with the EDI Help Desk the following business day to confirm receipt.

Please allow 10 business days before contacting EDI Services for a status of electronic billing forms sent for processing. If there is an email address provided on the form, you will receive a confirmation email when your form is processed. If the form has to be returned, you will receive an email detailing the corrections that must be made. If no email is available, we will return the form by mail.

If you want to check the status of your current EDI Enrollment, or an Enrollment form recently submitted for processing, we encourage you to use the EDI Enrollment Form Status/Verification Form. This will allow you to confirm your EDI or Novitasphere enrollment, and eliminate the possibility of submitting a form requesting the exact setup you already have.

This form is available by using the links below:

- [JL Form Status](#)
- [JH Form Status](#)

Upon the receipt of your inquiry, the EDI department will research the request and respond. This feature will allow for faster response to your requests, as well as the capability to verify information or existing setup before sending an incorrect or unnecessary form.

Novitas Solutions e-News is published by Novitas Solutions, Inc.'s EDI Services for providers, vendors, billing services, and clearinghouses. This bulletin should be shared with all health care practitioners and managerial members of the provider/supplier staff.

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## Reminders Regarding Inactive Submitter IDs

Are you wondering why you received a letter indicating your submitter ID has been removed from EDI's files? The process to remove inactive submitter IDs is a privacy measure, and ensures our EDI records are up to date.

EDI Submitters that are considered inactive will be removed from our files when at least one of the following criteria is met:

- No claims have been submitted or remittances received by the submitter in over a year.
- The submitter is not linked to any providers.
- The submitter is only approved in a HIPAA transaction version that is no longer accepted.
- The submitter was setup for a contract that they have not conducted business in.
- Novitasphere enrollment process was not fully completed.

Upon removal from our files, a letter will be issued to the Submitter address on file. This letter is informational only, and no action is necessary on your part.

## Does Your Staff Want Access to Novitasphere?

Everyone who accesses Novitasphere, our free, secure internet portal, is required to create and use their own unique User ID in the Enterprise Identity Management (EIDM) system. Once the Novitasphere Enrollment form (8292P) has been processed for your Organization, the Office Approver as listed on the form must first create their own User ID and setup the Organization in EIDM. Only then can additional staff request access.

When requesting access to your Organization, only the person listed as the Office Back-Up Approver on the Enrollment form should request the appropriate Provider Office Back-Up Approver, or Billing Office Back-Up Approver role (for Billing Services and Clearinghouses). All other staff who are accessing Novitasphere are considered "End Users", and will select that role. End Users should **not** be listed on the Novitasphere Enrollment form, and should not submit a form to gain access.

To gain access to Novitasphere, staff must complete the following steps.

1. Create a User ID and Password
  - [JL Instructions](#)
  - [JH Instructions](#)
2. Request Novitasphere Role
  - [JL Office Approver Steps](#)
  - [JL Office Back-Up Approver, and End User Steps](#)

- [JH Office Approver Steps](#)
- [JH Office Back-Up Approver, and End User Steps](#)

3. End User requests will be approved by the Office Approver or Office Back-up Approver.

- [JL Steps to Approve End Users](#)
- [JH Steps to Approve End Users](#)

Important reminders:

- **All users are required to log in to Novitasphere portal at least once every 30 days to maintain access.** Logging into the Enterprise Identity Management (EIDM) system at <https://portal.cms.gov> to reset your password or approve users does **not** meet the 30 day requirement. Any user IDs that do not meet this requirement will be considered inactive and the Novitasphere role will be removed. After a role is considered inactive and removed, you will be required to re-request the Novitasphere role in EIDM to re-gain access to Novitasphere.
- Sharing of User IDs is prohibited. Users who share their ID will be disabled from using Novitasphere for two weeks. To regain access, the owner of the ID must contact the Novitasphere Help Desk. Users who are identified as sharing their ID three times will have their ID permanently disabled and will no longer be permitted to access any EIDM system applications, including Novitasphere.

## **Attention ABILITY | PC-ACE Customers:** **New Version 4.5 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 4.5, was released on **January 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. Please call 1-877-235-8073 if you are a JL customer or 1-855-252-8782 for JH customers. 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

<b>Remittance Advice Remark and Claims Adjustment Reason Code (RARC and CARC) and Medicare Remit Easy Print (MREP) and PC Print Update</b>	
MLN Matters Number: MM11489	Related Change Request (CR): 11489
Related CR Release Date: November 15 , 2019	Effective Date: April 1, 2020
Related CR Transmittal Number: R4461CP	Implementation Date: April 6, 2020
<a href="https://www.cms.gov/files/document/mm11489">https://www.cms.gov/files/document/mm11489</a>	

<b>Claim Status Category and Claim Status Codes Update</b>	
MLN Matters Number: MM11467	Related Change Request (CR): 11467
Related CR Release Date: November 15, 2019	Effective Date: April 1, 2020
Related CR Transmittal Number: R4460CP	Implementation Date: April 6, 2020
<a href="https://www.cms.gov/files/document/mm11467">https://www.cms.gov/files/document/mm11467</a>	