

Novitas Solutions e-News

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ERA Reload Request

All EDI and Novitasphere customers are required to receive Electronic Remittance Advice (ERA). The ERA file is an 837 X12N ANSI 835 electronic transaction file that is available when claims are processed. All providers are encouraged to establish a routine to retrieve the ERA daily and save the downloaded file to a location that all applicable staff can access.

The ERA is only available for download for 60 calendar days in our system. However, it is only available to be downloaded one time. After it is received, it is no longer available without being reset or reloaded. We understand that there may be times when a previously downloaded ERAs are misplaced or deleted.

Previously, a telephone call to the EDI helpdesk would be required to request an ERA be reset. Now, you can reload ERAs that you've previously downloaded by utilizing Novitas Solutions' ERA Reload Request tool ([JH](#))([JL](#)) on our website without the need to contact the EDI Help Desk!

To ERA Reload Request tool requires the following information:

- **Login ID** – the Login ID was sent to your office in the initial EDI welcome letter via the U.S. Postal Service. If you no longer have access to that information, you will need to contact Novitas Solutions EDI Department and request a copy of the letter that contains your Login ID.
- **Submitter ID** – the Submitter ID was also sent to your office in the same initial EDI welcome letter via the U.S. Postal Service. To use the ERA Reload Request tool, the submitter ID that receives your ERAs must be owned by your organization and not a third-party Clearinghouse or Billing Service.
- **Check Number** - the check number associated to the payment or transaction.
- **Check Date** - the date the ERA was issued.
- **ERA Payment Amount** - the dollar amount associated to the ERA.

Remember, the ERA can be reset for retrieval anytime within the 60 days it is available. After the 60 days expire, the ERA Reload Request tool cannot be used. If you are not enrolled for Novitasphere, you would need to request a paper remittance be mailed by calling the Customer Contact Center (for Part A) or the Interactive Voice Response until (for Part B). If you have access to Novitasphere, a readable format of the remittance is available in the View Remittance Advice feature located under Retrieve Documents.

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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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PC-ACE Version 5.5 Upgrade

PC-ACE is a free 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 5.5, was released **July 6, 2022**.

To streamline the distribution process for software program upgrades, the PC-ACE software program is available via internet download from our webpage ([JH](#))([JL](#)). **Please take time to upgrade now.** The Centers for Medicare & Medicaid Services (CMS) requires you to use the most current version of the software program and to eliminate the use of prior versions within 90 days of receipt of this notification. Therefore, please install this software as soon as possible, but no later than October 1st, which is the required upgrade compliance date.



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 the EDI Help Desk. The password is needed for each quarterly upgrade or new installation; therefore, please keep it in a safe place where it is readily available.

PC-ACE Resources

With the recent gateway migration, we have welcomed many new PC-ACE users! We want to make sure you have the materials needed to get you started and continue using this software successfully. Below is a list of online resources that are available to assist you with PC-ACE software at any time:

- [PC-ACE with SFTP](#) - this training module includes step-by-step instructions and screenshots for using PC-ACE with the SFTP connection.
- [PC-ACE with Novitasphere Portal](#) - this training module includes step-by-step instructions and screenshots for using PC-ACE with the Novitasphere connection.
- **PC-ACE Quick Steps** ([JH](#))([JL](#))– this web page is a summary of the steps to set up and use PC-ACE.
- **PC-ACE User Guide** ([JH](#))([JL](#))– this guide contains more details on each step needed to set up and use PC-ACE.
- **Submitting Claims using PC-ACE** ([JH](#))([JL](#))– this webinar recording is a demonstration of PC-ACE including how to submit your claim file via Secure File Transfer Protocol (SFTP) or through the Novitasphere Portal.
- **PC-ACE Help feature** – this feature is categorized by topic and is available in the PC-ACE software program on the main toolbar.

To ensure you are reviewing the most up-to-date information, we do not recommend printing this information. The online content is updated often.

A B Medicare Learning Network (MLN) Connects

Remittance Advice Remark and Claims Adjustment Reason Code (RARC and CARC) and Medicare Remit Easy Print (MREP) and PC Print Update	
MLN Matters Number: MM12774	Related Change Request (CR): 12774
Related CR Release Date: June 23, 2022	Effective Date: October 1, 2022
Related CR Transmittal Number: R11466CP	Implementation Date: October 3, 2022
Remittance Advice Remark Code (RARC), Claims Adjustment Reason Code (CARC), Medicare Remit Easy Print (MREP) and PC Print Update	

A B Information Needed When Calling EDI

To ensure the privacy of our customer's protected information, we must verify certain criteria with every telephone call. When you call EDI Services or the Novitasphere Help Desk, please be sure to have your Provider Transaction Access Number (PTAN), National Provider Identifier (NPI), and the last five digits of the organization's Tax ID. Having all this information readily available will allow for us to assist with your inquiry more quickly and efficiently.



A B Contact Us

We are available at the times and numbers shown below. Please contact us with any questions related to information in this newsletter.

JH EDI Help Desk

1-855-252-8782, Option 3
Monday-Friday, 8 a.m. – 4 p.m. ET/CT

- **Novitasphere Help Desk**

1-855-880-8424
Monday-Friday, 8 a.m. – 5 p.m. ET/CT

JL EDI Help Desk

1-877-235-7083, Option 3
Monday-Friday, 8 a.m. – 4 p.m. ET/CT

- **Website Contact Information** ([JL](#))([JH](#))

www.novitas-solutions.com

Thank you for reading our newsletter!
