

Novitas Solutions e-News

Volume XI Issue IV

Novitas Solutions, Inc. A/B MAC Electronic Billing Newsletter

November 2022



Inside This Issue

- 1- Annual FISS Recertification
- 2- PC-ACE Upgrade
- 2- Claim Filing Indicator Errors
- 3- Novitasphere Login Help
- 3- Multiple IDM User IDs
- 4- Novitasphere Support
- 5- Information Needed When Calling EDI
- 5- Contact Us

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.

CPT codes, descriptors and other data only are copyright 2011 American Medical Association (or such other date of publication of CPT).



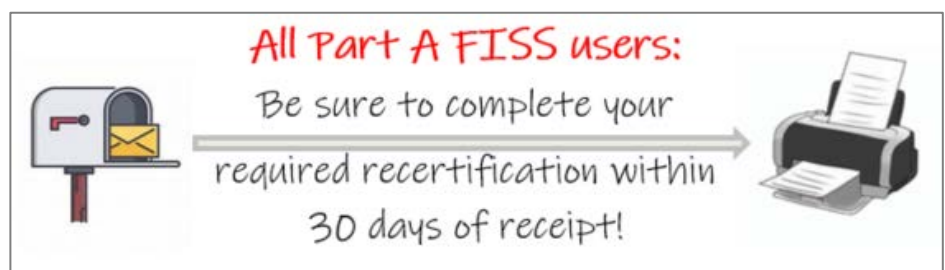
A Annual FISS Recertification

The Centers for Medicare & Medicaid Services (CMS) requires annual recertification of every user that has access to the Fiscal Intermediary Shared System (FISS) using Direct Data Entry (DDE).

Novitas Solutions will mail letters to Part A providers who have active DDE user(s) due to be recertified. These letters contain a list of the user(s) associated with the institution's Provider Transaction Access Number (PTAN) that are due to be recertified. As a reminder, if you have a billing agreement with any third party billing entity, those logon IDs will be included in the list when they are due to be recertified. If an active FISS user is not on your letter, they are not due to be recertified at this time.

It is imperative that the instructions for completing the recertification are completed accurately and timely. The completed letters should be faxed to 1-877-439-5479. Any authorized or delegated official listed on the provider's CMS 855A enrollment record can recertify each of the individual user(s) within 30 days of the date of the letter. If you have recently changed authorized or delegated officials, please update that information with our Provider Enrollment department. Please call (JL) 1-877-235-8073 option 4, or (JH) 1-855-252-8782 option 4, for more details.

Failure to return the letter accurately and timely will result in the user(s) losing access to that facility. The user(s) who lost access due to not being recertified will be required to submit a FISS application to regain access. For any recertification questions, contact our EDI helpdesk at (JL) 1-877-235-8073, Option 3 or (JH) 1-855-252-8782, Option 3.



PC-ACE Version 5.6 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 5.6, was released **October 3, 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 January 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.

Claim Filing Indicator Errors

A common error has been identified on electronic claims for the wrong claim filing indicator being reported for other insurances. If you create your claim files using the free PC-ACE software provided by Novitas, this does not apply to you. The PC-ACE program will generate an internal error to prevent this error.

The claim filing indicator reported in the electronic claim is based on the patient's insurance information that is entered in your billing software. The claim filing indicator represents what type of insurance is being reported for that patient.

Electronic claim file formatting includes loops, segments, and positions. The Medicare insurance information is reported in the 2000B loop. The claim filing indicator is reported in the SBR segment, position 09. There are multiple SBR segments in an electronic claim – one for each insurance. **The claim filing indicator for Medicare must be reported in the 2000B loop SBR09 segment** (as MA for Medicare Part A or MB for Medicare Part B). Any **other** insurance information is reported in the 2320 loop (claim filing indicator in 2320 SBR09).

The common error seen recently is with claims reporting MA or MB in the 2320 SBR09. This is the wrong loop for Medicare information and will cause the entire file to reject on the 999 acknowledgment report. Please be sure to verify the patient insurance setup is accurate prior to submitting your electronic Medicare claims.

Novitasphere Login Help

There is a page on our website dedicated to helping you login to Novitasphere. This webpage provides information on common login errors including steps to resolve the internal server error. Please mark this page in your favorites and review it if you experience any login issues.

- [Novitasphere log in help - JL](#)
- [Novitasphere log in help - JH](#)



The internal server error has been seen quite often lately. Below are the detailed steps to follow if you receive this error when attempting to access Novitasphere:

1. Clear your internet browser's cache/history/cookies, etc.
2. Delete your current favorite/bookmark for Novitasphere.
3. Close and reopen the internet browser.
4. Type www.novitasphere.com and set a new favorite/bookmark BEFORE pressing enter.
5. Verify the bookmark is set directly to www.novitasphere.com.

Following these steps should allow you to access Novitasphere without issue for all future uses of the new bookmark/favorite. Keep this information handy, and bookmark the page above, so that you may resolve errors on your own without needing to call the Novitasphere helpdesk

Multiple IDM User ID Issues

Identity Management (IDM) is a CMS system used for access management of the Novitasphere portal as well as many other business applications. The new user registration process is used to create a unique user ID and password for each individual person who needs access to one of the applications. Once you establish a user ID in the IDM system, that same user ID will be used for all future access to the IDM system and Novitasphere.



The new user registration process should only be completed by each person one time. After the user ID and password is created, that ID will remain with that person indefinitely. **Multiple user IDs should never be created for the same person.** If you change jobs, have a name or address change, or even if it becomes inactive, a new registration is not needed. Refer to the Novitasphere Account Updates ([JH](#))([JL](#)) web page for instructions on how to handle any changes that may be needed.

If you do not remember your user ID, or are not sure if you have one, try the 'Forgot your User ID' feature at the bottom of the IDM Sign in screen. If that does not provide the information needed, please call the Novitasphere Helpdesk for assistance. Do not try to resolve the issue by creating another user ID. Creating multiple IDM user ID's results in complex system issues that prevent access and take considerable time to resolve.

Are you using the Novitasphere Portal and have a question on a new feature? Or are you interested in enrolling and not sure how to get started? There are several support options available for you: informative web pages, an online live chat service, a dedicated help desk, and educational events.

Novitasphere Website Center

- Available: 24 hours a day, 7 days a week.
- For Novitasphere questions related to Enrollment, Account Updates, System Status or Reference Materials (such as User Guides and FAQs), please refer to our website at:
 - [Novitasphere Portal Home Page \(JH\)](#)
 - [Novitasphere Portal Home Page \(JL\)](#)

Novitasphere LIVE CHAT

- Available: Monday – Friday from 10:00 AM Eastern Time (ET) – 2:00 PM ET, excluding observed Novitas holidays.
- To initiate a chat: Select the Live Chat option from within Novitasphere or on the Novitasphere website.
- For general Novitasphere questions only. Questions regarding specific account information, password resets, or any other details that would require personal information cannot be answered through chat due to privacy restrictions. This is to protect your information as well as your patients!

Novitasphere Help Desk

- Available: Monday to Friday, from 8:00AM - 5:00PM Eastern Time (ET), 7:00AM - 4:00PM Central Time (CT).
- Please have your Provider Transaction Access Number (PTAN), National Provider Identifier (NPI) and Tax ID for Novitasphere available when calling.
- For all Novitasphere portal related questions, call an EDI Analyst at 1-855-880-8424.

Novitasphere Education Events

- Available when scheduled on the events calendar:
 - [Educational Events Calendar - JL](#)
 - [Educational Events Calendar - JH](#)
- Register online for any of our informative webinars.



We look forward to supporting you with the Novitasphere portal!

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.

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

JL EDI Help Desk

1-877-235-7083, 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

Website Contact Information

[\(JL\)](#)[\(JH\)](#)

www.novitas-solutions.com

Thank you for reading our newsletter!
