

Electronic Billing Newsletter

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

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This **Electronic Billing Newsletter** is published by Novitas Solutions, Inc.'s Electronic Data Interchange (EDI) department for the electronic billing 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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Novitasphere Redesign

Novitas Solution's online portal is being redesigned to a more modern look and feel. The redesigned Novitasphere will include the same current features and many enhancements. This update is expected in the Spring of 2023.

Videos will be available to provide a sneak peek of the most frequently used features. An email will be sent to announce each video as they become available. If you are not receiving emails from us, please subscribe to our email lists as described on page two of this newsletter. You are encouraged to watch the videos and become familiar with the changes before the implementation date.



If you are not familiar with Novitasphere, it is a secure internet portal that is available to you for free! It provides easy and quick access to information on patient eligibility, claim status, medical review records, and payments. Novitasphere also has features to submit appeal requests, prior authorizations, immediate recoupments, and provider audit and even electronic claims. All that – and more! Please review the [Novitasphere Features and Functionality](#) chart to see the full list of resources.

Not enrolled? The [Novitasphere Enrollment eGuide](#) will walk you through the steps needed to gain access.

PC-ACE Version 5.7 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 5.7, was released **January 3, 2023**.

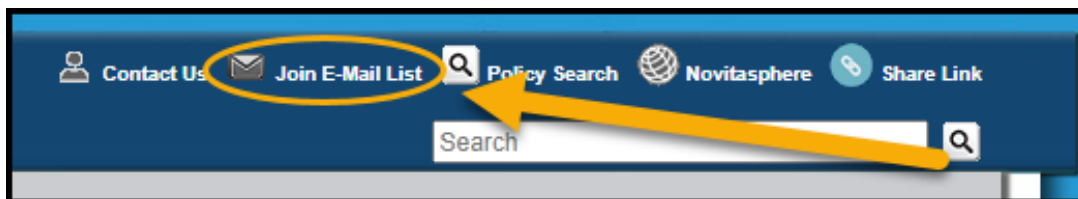
To streamline the distribution process for software program upgrades, the PC-ACE software program is available via internet download from our webpage ([JH](#))([JL](#)). **Please take time to upgrade now.** The Centers for Medicare & Medicaid Services (CMS) requires you to use the most current version 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 April 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.

Subscribe to our Email Lists

Do you want to be the first to be notified about changes related to Electronic Data Interchange (EDI), Novitasphere Portal announcements, and the EDI Newsletter? Join our email lists for the latest Medicare broadcasts from Novitas Solutions, delivered directly to your email inbox. Navigate to www.novitas-solutions.com.



Signing up is simple:

1. Select the applicable Medicare jurisdiction.
2. Click the “Join E-Mail List” link in the upper right of the dark blue menu.
3. Customize your subscription to request notifications that best apply to you or your office.
4. Receive a verification email.

If you do not receive the verification email from us shortly after you subscribe, a network firewall or spam filter within your company could be blocking it. Please contact your network administrator or technician and ask them to follow the steps on this page: <https://mailchimp.com/about/ips/>. This page contains steps they should take to allow our emails to be delivered to you.

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!
