

# Electronic Billing Newsletter

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

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## Smart Edits

Novitas Solutions will be introducing Smart Edits to our electronic billing systems. This enhancement will alert providers of any claims that can be repaired prior to a denial. The messages will display on the 277CA electronic claim response report and may require the claim to be resubmitted.

Continue to monitor your email and the Smart Edits ([JH](#))([JL](#)) web page for more information on these upcoming changes.



- Identify problematic claims sooner
- Receive clear notifications on how to fix claim errors
- Reduce time spent on claim resubmissions

**Part A note:** Have you seen the recent emails about making sure you are reporting the valid Medicare payer ID in your electronic claim files? If not, please read the Payer ID smart edit details on the Smart Edit web page referenced above to ensure your claims do not start to reject.

## 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 later this year.

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



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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## **A** Zixcorp Secure Email

To protect the personal information of our customers, email communications from our Electronic Data Interchange (EDI) team will sometimes arrive in your inbox as an encrypted message using Zixcorp secure mail. These instances are one-on-one communications and are often related to Fiscal Intermediary Shared System (FISS) enrollment-related inquiries and information.

The Zixcorp secure email will be from a “@novitas-solutions.com” address. The first time you receive a Zixcorp secure e-mail from us, you will be required to complete a few brief steps to establish a new account. Once registration is complete, you can then log in and view the email details. The registration process only needs to occur one time per email address. Any additional emails sent to you will automatically redirect you to the login screen to view them instead of the registration screen.

Please review the web page “Accessing secured email messages from Provider Enrollment or other Novitas departments ([JH](#))([JL](#))” for step by step instructions and screen prints of the Zixcorp registration process.

## **A B** PC-ACE Version 5.8 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 5.8, was released **April 3, 2023**.

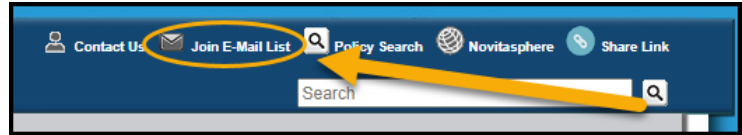
To streamline the distribution process for software program upgrades, the PC-ACE software program is available via internet download from our webpage ([JH](#))([JL](#)). **Please take time to upgrade now.** The Centers for Medicare & Medicaid Services (CMS) requires you to use the most current version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

Join our email lists for the latest Medicare broadcasts from Novitas Solutions, delivered directly to your email inbox. Follow these simple steps to join:



1. Navigate to [www.novitas-solutions.com](http://www.novitas-solutions.com) and select the applicable Medicare jurisdiction.
2. Click the “Join E-Mail List” link in the upper right of the dark blue menu.
3. Enter your email, first name, and last name.
4. Select all appropriate mailing lists. We encourage all EDI billers to subscribe to the EDI list and all Novitasphere users to subscribe to both the EDI and Novitasphere lists.
5. Click Subscribe. You will then be sent a verification email.

## 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](http://www.novitas-solutions.com)

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***Thank you for reading our newsletter!***

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