

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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A B New claim edits coming to the 277CA electronic billing report

CMS issued change request 13224 requiring the new edits shown below. These edit changes will be effective January 2, 2024, and they will display on the 277CA electronic billing report. The [Understanding the 277CA Claims Acknowledgement](#) training module is available for more information regarding the 277CA reports.

You are encouraged to review your claim data today to verify the information in the fields listed below is being reported correctly. If you have a billing service or clearinghouse and have questions on the 277CA report, please contact the billing service or clearinghouse.

Please contact your software vendor with questions regarding these edits.

Part A:

X223.150.2300.DTP03.050

Edit will set if 2300 DTP03 Statement Date is a future date. The Edit Claim Status Category and Claim Status Codes are A7:510:188

Part B:

X222.166.2300.DTP03.030

Edit will set if 2300 DTP03 Date Last Seen is a future date. The Edit Claim Status Category and Claim Status Codes are A7:510:757.

X222.386.2400.DTP03.020

Edit will set if 2400 DTP03 Date Last Seen is a future date. The Edit Claim Status Category and Claim Status Codes are A7:510:757.

Submitting a Question to EDI Services

There is an online tool available on our website to email EDI ([JH](#)) ([JL](#)). Submitting a question through this web tool will send an email directly to the EDI Analysts. You will receive an email reply with the answer or a telephone call to discuss your question directly from an EDI Analyst.

When submitting this type of question, please make sure you are submitting **only** information that is needed for us to properly respond to your request:

Inquiry Type	Information Needed:
EDI enrollment status	PTAN, NPI, Submitter and/or Receiver ID
Missing response files	PTAN or NPI, Submitter ID, and the type of files you are requesting (999 or 277ca), file name, date of file submission, and time of file submission
EDI claim file rejections	PTAN, NPI, last 5 digits of the TIN, Submitter ID, rejection details, file name, date of file submission, and time of file submission
Resetting remittance advises	PTAN, NPI, last 5 digits of the TIN, Receiver ID, check number, date of remittance, and amount of the check (when applicable)

Please call the EDI help desk if you need to discuss the response received. Contact information is on the last page of this newsletter.

Annual FISS Recertification

CMS requires annual recertification of every user that has access to the Fiscal Intermediary Shared System (FISS) using Direct Data Entry (DDE) and/or Health Insurance Query Access (HIQA). 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.



Novitasphere Feature Highlight



FINANCIAL INFO

One of the many useful features available to you in the Novitasphere portal is the ability to view financial information.

The Financial Info feature is found under the Claims Info section in Novitasphere. This feature is helpful to view a list of payments including the check amount, check status, and check dates. The payment information is available for claims processed within one year of the current date.

The Novitasphere User Manual ([Part A](#)) ([Part B](#)) is available to provide step-by-step instructions and screen images for this – and all other – Novitasphere features.

PC-ACE Version 6.0 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 6.0, was released **October 2, 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 December 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.

A Top Ten Electronic Billing Errors – Part A

Edit Claim Status Category and Claim Status Codes	Business Edit Message	How to Avoid/Correct
A8:496:85	Claim Rejected for relational field in error. Submitter not approved for electronic claim submissions on behalf of the Billing Provider.	Verify the provider's NPI is registered with the Submitter ID prior to submitting claims. When sending EDI Enrollment forms to change submitters, list any existing submitters in the Maintain Existing Submitter/Receiver ID Setup block that still have claims to submit on your behalf. Failure to maintain existing submitters will result in claim rejections.
A8:562:128:85	This Claim is rejected for a relational field in error within the Billing Provider's National Provider Identifier (NPI) and Billing Provider's Tax ID.	Only submit the Tax ID that is registered with the billing NPI.
A8:663:732:IL	Claim Rejected for relational field in error. Information submitted inconsistent with billing guidelines. Subscriber's Group Name.	Verify the Subscriber's Group Name is not reported for Medicare.
A7:164:IL	This Claim is rejected for containing Invalid Information within the Subscriber's contract/member number.	Verify the Subscriber's Medicare Beneficiary ID (MBI) is entered correctly on the claim.
A7:228	This Claim is rejected for Invalid Information within the Type of bill for UB claim.	Verify the Type of Bill is valid.
A7:480	Claim rejected for invalid information in the Other Carrier Claim filing indicator.	The Claim Filing Indicator for the other insurance cannot be MA.
A7:500:GB	This Claim is rejected for Invalid Information within the Other Insured's Postal/Zip Code.	Verify the zip code for the Other Insured.
A3:121	This Claim is rejected for the Service line number greater than maximum allowable for payer.	Verify the number of Service lines does not exceed 449.
A8:306	This Claim is rejected for a relational field in error for Service(s) Rendered.	Not Otherwise Classified (NOC) procedure codes require a detailed description of the service. NOC drug codes require the name and dosage of the drug. Enter the description in the 2400 SV101-7.
A8:746:40	Rejected due to duplicate ST/SE submission.	Verify the file was not already sent prior to submitting.

B Top Ten Electronic Billing Errors – Part B

Edit Claim Status Category and Claim Status Codes	Business Edit Message	How to Avoid/Correct
A7:562:85	This Claim is rejected for Invalid Information in the Billing Provider's NPI (National Provider ID).	Verify the billing provider's NPI is correct prior to submitting claims.
A8:496:85	This Claim is rejected for relational field due to Billing Provider's submitter not approved for electronic claim submissions on behalf of this Billing Provider.	Verify the provider's NPI is registered with the Submitter ID prior to submitting claims. When sending EDI Enrollment forms to change submitters, list any existing submitters in the Maintain Existing Submitter/Receiver ID Setup block that still have claims to submit on your behalf. Failure to maintain existing submitters will result in claim rejections.
A8:562:128:85	This Claim is rejected for relational field in the Billing Provider's NPI (National Provider ID) and Tax ID.	Only submit the Tax ID that is registered with the billing NPI.
A7:164:IL	This Claim is rejected for Invalid Information for a Subscriber's contract/member number.	Verify the Subscriber's Medicare Beneficiary ID (MBI) is entered correctly on the claim.
A7:164:IL	This Claim is rejected for containing Invalid Information within the Subscriber's contract/member number per the claim effective date.	Verify the Medicare Beneficiary ID (MBI) is entered correctly on the claim.
A7:501:PR	This Claim is rejected for Invalid Information for a Payer's State/Province.	Verify the Payer's state code is entered correctly on the claim.
A8:562:82	This Claim is rejected for Invalid Information for a Rendering Provider's National Provider Identifier (NPI).	Verify the rendering NPI is correct and a member of the group NPI.
A7:507	This Claim is rejected for relational field Information within the Healthcare Common Procedure Coding System (HCPCS).	Verify that the HCPCS code is valid for Medicare.
A7:453	This Claim is rejected for relational field Information within the Procedure Code Modifier(s) for Service(s) Rendered.	Verify the procedure modifier is valid.
A8:746:40	Rejected due to duplicate ST/SE submission.	Verify the file was not already sent prior to submitting.

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 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

([JH](#)) ([JL](#))
www.novitas-solutions.com

Thank you for reading our newsletter!
