

# Electronic Billing Newsletter

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

May 2024



## Inside This Issue

- 1- Change Healthcare Cybersecurity Incident
- 2- Novitasphere Account Changes
- 3- PC-ACE Upgrade
- 3- Educational Events
- 4- Top Ten Errors – Part A
- 5- Top Ten Errors – Part B
- 6- Subscribe to our Email Lists
- 6- Information Needed When Calling EDI
- 6- Contact Us

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** Change Healthcare Cybersecurity Incident

Change Healthcare experienced a cybersecurity incident in February that impacted a large volume of Medicare providers. Those impacted were not able to submit electronic claims or receive their electronic reports, including the Electronic Remittance Advice (ERA) files through their normal method.

We provided the impacted providers with several different options for claim submission and remittance retrieval. Many submitted enrollment requests to make changes to their electronic setup. This created an atypical inventory level and **increased the timeframe for EDI enrollment form processing**. Please be patient while we work diligently to process the forms as quickly as possible. Do not send duplicate forms.

In the beginning of April, Change Healthcare successfully transitioned the impacted providers to a secure connection through the Optum clearinghouse. Providers who have not changed their electronic setup are now instructed to contact their clearinghouse representatives to discuss system updates and **resume electronic billing** right away.

Novitas also approved a temporary exception to Medicare's electronic submission requirements that would allow for impacted providers to submit paper claims. Now that the connection has been restored, paper claim submissions should be discontinued immediately.

To be prepared for any future disruptions, we encourage all electronic billers to have a backup billing solution. The combination of the free PC-ACE ([JH](#)) ([JL](#)) software and the Novitasphere portal is an excellent backup option. The [Novitasphere Enrollment eGuide](#) outlines the necessary steps needed to gain access to the Novitasphere portal. The PC-ACE software can be requested on the Novitasphere enrollment form.

**CONNECTION RESTORED!**  
**RESUME** electronic billing  
**DISCONTINUE** paper billing

## Novitasphere Account Changes

Enrollment for Novitasphere is only required one time per provider office. Once you are enrolled, changes can be made to your existing account as indicated below.

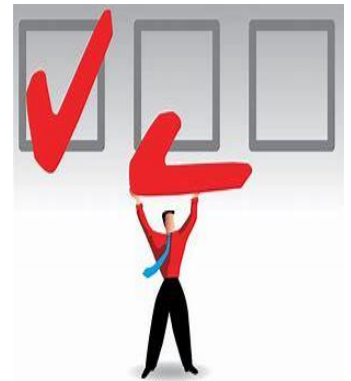
**To add users** – Each new user will need to setup an account and request the Novitasphere End User role in the identity management (IDM) system by following steps one and two linked below. The office approver or backup approver would then need to follow step three to approve the end user request.

1. New IDM User Registration - Creating a User ID and Password ([JH](#)) ([JL](#))
2. Office Back-Up Approver and End Users Steps to Request Novitasphere Role ([JH](#)) ([JL](#))
3. Office Approver/Office Back-Up Approver Steps to Approve End Users ([JH](#)) ([JL](#))

**To enroll additional providers** – Each provider office with a different group PTAN will need to complete the [Novitasphere Portal Enrollment form \(8292P\)](#). Affiliated PTANS may be setup by attaching the [EDI Enrollment Affiliated Provider List](#) to the 8292P. Complete all required fields. The type of request section of the 8292P form gives you the option to request a new submitter ID for the additional provider or to link them to your existing portal submitter ID. You will be able to view the additional provider using your IDM account for either option. If a new submitter is assigned, you will need to request an additional role for the new submitter/organization. If they are linked to your existing portal submitter ID, the new provider will display for all users in your current organization.

**To change ERA to Novitasphere** - the [Novitasphere Portal Enrollment form \(8292P\)](#) is needed with all required fields completed. Select the 'ERA Change' box in the Type of Request section. Select the 'Assign ERA to an existing submitter/receiver ID' option in the ERA section and fill in your existing Novitasphere Submitter ID. This submitter ID can be found by clicking on "My Account Profile" while logged into Novitasphere.

**To enroll for PC-ACE software** - the [Novitasphere Portal Enrollment form \(8292P\)](#) is needed with all required fields completed. Select the 'PC-ACE Enrollment Only' box in the Type of Request section and fill in your existing Novitasphere Submitter ID. This submitter ID can be found by clicking on "My Account Profile" while logged into Novitasphere. Then select yes from the dropdown box to enroll for the PC-ACE software in the PC-ACE section.



**To change OA/OBA** - the [EDI Novitasphere Portal Submitter ID Update Request Form](#) is needed with all required fields completed. Your Portal Submitter ID can be found by clicking on "My Account Profile" while logged into Novitasphere.

For information on other types of account updates, please refer to the Novitasphere account updates ([JH](#)) ([JL](#)) web page. Full instructions are also available for completing the EDI Novitasphere Portal Enrollment Form 8292P ([JH](#)) ([JL](#)).

If you are not familiar with Novitasphere, it is our free online portal for providers, billing services, and clearinghouses. The [Novitasphere Enrollment eGuide](#) will walk you through the steps needed to gain access. To enroll for the PC-ACE software, simply select Yes from the PC-ACE dropdown on the [Novitasphere enrollment form](#).

## PC-ACE Version 6.2 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 6.2, was released **April 1, 2024**.

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.

## Educational Events

Novitas offers a variety of education events every month. The events shown below are the EDI-related topics that are available routinely.

- Submitting electronic claims using PC-ACE
- Novitasphere enrollment
- Novitasphere features – Part A
- Novitasphere features – Part B
- Enrolling for electronic billing

Access to our events is free with no required accounts to manage. Simply complete a few fields in our registration form and you are ready to participate. Continuing education units (CEUs) may be awarded for successfully completing events.

We encourage you to visit the Event Calendar ([JH](#)) ([JL](#)) often to review the upcoming events and register to attend.

## A Top Ten Electronic Billing Errors – Part A

<b>Edit Claim Status Category and Claim Status Codes</b>	<b>Business Edit Message</b>	<b>How to Avoid/Correct</b>
A8:746:40	Rejected due to duplicate ST/SE submission.	Verify the file was not already sent prior to submitting.
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.
A8:496:85	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.
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.
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.
A7:500:77	This Claim is rejected for Invalid Information within the Service Location's Postal/Zip Code.	Verify that that facility zip code is the correct full 9 digit zip code.
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.
A7:500:286:PR	This Claim is rejected for Invalid Information within the Other payer's Explanation of Benefits/payment information's Postal/Zip Code.	Verify the other payer's zip code is valid prior to submitting the claim.
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.
A7:455	This Claim is rejected for Invalid Information within the Revenue code for services rendered.	Verify the revenue code is valid.

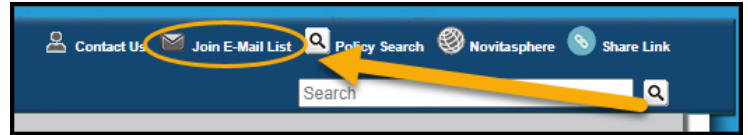
## **B Top Ten Electronic Billing Errors – Part B**

<b>Edit Claim Status Category and Claim Status Codes</b>	<b>Business Edit Message</b>	<b>How to Avoid/Correct</b>
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.
A8:746:40	Rejected due to duplicate ST/SE submission.	Verify the file was not already sent prior to submitting.
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.
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 containing Invalid Information within the Subscriber's contract/member number per the claim effective date.	Verify the Subscriber's Medicare Beneficiary ID (MBI) is entered correctly on the claim.
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.
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.
A7:164:IL	This Claim is rejected for containing Invalid Information within the Subscriber's contract/member number per the claim effective date.	Verify the Subscriber's Medicare Beneficiary ID (MBI) is entered correctly on the claim.
A7:732:464	This Claim is rejected for Invalid Information within the Payer Assigned Claim Control Number Information submitted inconsistent with billing guidelines.	The only valid value for CLM05-3 (Claim Frequency Type Code) for Part B claims is '1' (ORIGINAL). When other values are reported the claim looks for the Payer Assigned Claim Control number to be reported in the 2300 REF. This number should not be reported for Medicare Part B.
A7:535	This Claim is rejected for Invalid Information within the Claim Frequency Code	Verify the Claim Frequency Code reported is a "1." 1 is the only valid code for Part B.



## 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**

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

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

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