Contents

General Questions ..................................................................................................................... 3

What is Novitasphere? ........................................................................................................... 3

Who can use Novitasphere? ................................................................................................. 4

Where can I find instructions for how to use Novitasphere? ................................................ 4

How will my previous submitter ID be retained? ................................................................. 4

Can I have multiple submitter IDs in Portal? ....................................................................... 4

How can I convert multiple linked PTANs to my new portal submitter ID? ....................... 4

What type of Medicare Communications will be received via the Mailbox? ....................... 4

Can I use Novitasphere with my pop-up blocker enabled? .................................................. 5

If I choose to continue submitting claims with my billing service/clearinghouse, will I be able to use the Claim Status and Claim Correction features? ................................................................. 5

IACS, Password Issues and IACS Annual Certifications ....................................................... 5

I already have an Individual Authorized Access to the CMS Computer Services (IACS) ID. How do I get access to Novitasphere? ........................................................................................................................................................................ 5

I have not logged in to IACS for more than 6 months. What steps do I need to take to enable my account? ........................................................................................................................................................................ 5

When I try to register, I get an error message saying the SSN is already in use. What should I do? ........................................................................................................................................................................ 5

I am unable to complete the E-mail verification step. I have not received the E-mail with the Verification Code. What should I do? ........................................................................................................................................................................ 5

I was enrolling with the Novitasphere Portal for Medicare B usage. On the application, they require our company provider numbers but also require the Security Officer’s social security number (SSN). Can you please explain why this is needed? ........................................................................................................................................................................ 6

How do I re-set my password? ............................................................................................... 6

How often do I need to reset my password? ........................................................................... 6

My password was reset by the Help Desk; however, I am still unable to log in. What password should I use? ........................................................................................................................................................................ 7

I need to change my name and/or date of birth. I am unable to modify this information using the Modify User/Contact Information link when logged into IACS. How can I modify my personal information? ........................................................................................................................................................................ 7

When I submit a request for Annual Certification, the message on the screen states that there are no contracts associated with my IACS account. What do I need to do? ........................................................................................................................................................................ 7

Novitasphere Roles ................................................................................................................ 7

Updated 06/11/14

I am a Provider Office End User. How do I get access to a feature that is not part of my current role? ................................................................. 7

I am established in the Approver role for my organization. How do my colleagues get access to Novitasphere? ........................................................................................................... 7

I am the current Approver user for my organization, but I want to reassign this responsibility to a different individual. What steps do I need to take? ................................................... 7

I am a Provider Office Approver. How do I control which provider data my organization’s End Users can see? .............................................................................................................. 8

Software Vendor Information ........................................................................................................ 8

What changes do software vendors and Network Service Vendors need to make for their customers who choose to use Novitasphere? ................................................................. 8

Do customers need a specific software vendor? ....................................................................... 8

Eligibility .................................................................................................................................... 9

When I tried to submit an eligibility inquiry an error message was displayed. What action should I take? ....................................................................................................................... 9

I entered information into all required fields and submitted the inquiry, and a Date of Service(s) error message displayed. What action should I take? ................................................................ 9

What do I do if no eligibility data displays when I select “Submit”? ........................................ 9

When I select “Submit” and data is displayed, why are some of the tabs grayed out? ............. 9

How do I retain a copy of the Eligibility information? .............................................................. 9

How do I submit an Eligibility inquiry for a second beneficiary? ........................................... 9

Claims Info .................................................................................................................................. 9

How do I ensure that the Claim Summary data that is displayed is unique to an individual provider? .......................................................................................................................... 9

I am an End User and cannot check the status of a claim, as the relevant NPI is not listed in the drop down box. ........................................................................................................... 10

I have entered valid claim data. Why does the message “0 Records Found” display when I select “Submit”? .................................................................................................................. 10

I only want to look at claims that are in a specific status. How do I achieve this? .................. 10

Request Remittance Advice ...................................................................................................... 10

Which remittance data can be viewed via Novitasphere? ........................................................ 10

How do I view remittance data for a claim finalized in the past 45 days? .............................. 10

How do I view remittance data for a claim finalized more than 45 days in the past? ............. 10

How do I retain a copy of the remittance data? ..................................................................... 10

I requested a remittance, but it is not in the mailbox. ............................................................. 11
Claims Correction (Clerical Error Reopenings) ................................................................. 11
I have viewed status information for a claim which I want to correct, why is there no “Reopen” button displayed with the claim? ........................................................................................................ 11
Why are only certain claim fields editable? ........................................................................ 11
How long will I have to wait before I can check the status of my reopened claim via Novitasphere? .................................................................................................................. 11
I received an Appeal Confirmation following submission of a claim reopening, but my adjustment request was denied. ........................................................................................................ 11
Claim Submission/Electronic Remittance Advice (ERA) .................................................... 12
Can I enroll for Novitasphere if I do not wish to change my claim submission and ERA set up? .................................................................................................................................. 12
I want to submit claims through Novitasphere, what changes do I need to make? ............ 12
How will I receive my electronic remittance? ......................................................................... 12
What functionality is provided via the Claims Submission > ERA option? ....................... 12
I selected “Claims Submission / ERA” but I’m not able to access the Mpower Provider Portal. ........................................................................................................................................ 12
Is the customer responsible for the encryption of files? ....................................................... 12
Describe the process to send/receive 837, 277CA, 999, and 835. ........................................ 13
Is it possible to send and receive files automatically? (Automation of the process) ............. 13
How do I determine the status of claims submitted using the DDE function? .................... 13
How do I interpret the 999/277CA/835 reports that I receive in response to my claim files? .. 13
When will the reports be available? ..................................................................................... 13
How long will the reports be available to download? .......................................................... 13

General Questions

What is Novitasphere?
Novitasphere is a secured web-based Internet Portal that the Jurisdiction L (JL) and Jurisdiction H (JH) Medicare Fee-for-Service Part B provider community will utilize for a more proficient interface with Novitas and the Medicare systems. Novitasphere will allow you access to Eligibility, Claim Information and Remittance Advice, Claim Submission with File Status, Electronic Remittance Advice (ERA), Claim Correction, and a MailBox.
Who can use Novitasphere?
Novitasphere access is available to the Part B Medicare Administrative Contractor (MAC) for Jurisdiction L (JL) provider community, which includes Delaware, New Jersey, Pennsylvania, Maryland, the District of Columbia, and the Counties of Arlington and Fairfax in Virginia and the City of Alexandria in Virginia; and the Part B Medicare Administrative Contractor (MAC) for Jurisdiction H (JH) provider community, which includes Arkansas, Colorado, Louisiana, Mississippi, New Mexico, Oklahoma, Texas and Indian Health Service/Tribal Organizations. At this time, Novitasphere is not available for Veterans Affairs providers. To use the Novitasphere portal, you will need to enroll in Electronic Data Interchange (EDI) and receive Electronic Remittance Advices (ERA).

Where can I find instructions for how to use Novitasphere?
The Novitasphere User Manual can be obtained when logged into the Novitasphere Portal, by going to the Reference link on the horizontal toolbar. The Novitasphere User Manual can also be obtained on the Novitasphere Portal center (JL) (JH), under Reference Materials.

How will my previous submitter ID be retained?
We will maintain your existing non-portal submitter ID so long as it is active (claims within the last 12-18 months). If you should chose to return to dial-up/SFTP submission after using Novitasphere, you may do so as long as your ID is still active. If you submit claims under the non-portal submitter number, the reports will generate under that submitter ID. Electronic Remittance Advice (ERA) will be assigned as described under “How will I receive my electronic remittance?” under the Claim Submission/ERA section below.

Can I have multiple submitter IDs in Portal?
Enrollment with Novitasphere can only be set up with a maximum of two portal submitter IDs: one that belongs to a billing service or clearinghouse, and one that is not (i.e. a direct submitter ID). Please note, Novitasphere is not currently enrolling billing services or clearinghouses at this time.

How can I convert multiple linked PTANs to my new portal submitter ID?
Direct EDI submitters can send a letter with their enrollment form to request the conversion of multiple Provider Transaction Access Numbers (PTANs) from their dial-up submitter ID to their new Novitasphere submitter ID, rather than EDI Enrollment forms for each provider. When sending with an EDI Portal Enrollment form (8292P/8292PJH), the request must be on office letterhead and include the PTAN and National Provider Identifier (NPI) of each customer converting, the name of the provider, the current Submitter ID, and an authorized signature. If you wait to send this request until after your enrollment request is processed, please also include the new Novitasphere submitter ID that has been assigned, and send the request using the EDI Fax Cover Sheet.

What type of Medicare Communications will be received via the Mailbox?
The only communication that will be placed here are items that are specific to the Novitasphere portal system. For example, if there is an upgrade to the Portal, this is where the notifications will be placed. For all routine items and any questions related to how a claim was processed, you should continue to refer to the www.novitas-solutions.com website.
Can I use Novitasphere with my pop-up blocker enabled?
You will need to disable your pop-up blocker for Novitasphere to function correctly.

If I choose to continue submitting claims with my billing service/clearinghouse, will I be able to use the Claim Status and Claim Correction features?
Yes, you will still be able to use those features within Novitasphere.

IACS, Password Issues and IACS Annual Certifications

I already have an Individual Authorized Access to the CMS Computer Services (IACS) ID. How do I get access to Novitasphere?
You will still need to complete the EDI Portal Enrollment form. Once the form is processed and you have been notified, please follow the steps in our Novitasphere IACS Instructions (JL) (JH) for Existing IACS User Registration/Adding the Novitasphere Application. This will add the Novitasphere application to your existing IACS ID.

I have not logged in to IACS for more than 6 months. What steps do I need to take to enable my account?
CMS requires inactive accounts to be disabled. The account will be considered inactive if the user has not logged in for 60 days. The user’s account will be disabled and the user will be unable to access any application. The user will be able to re-activate his account by using IACS’s self-service function. Below are the steps the user should take:

2. Click Enter CMS Application Portal.
3. Select the Account Management hyperlink.
4. Select the My Profile hyperlink in the Account Management screen.
5. Accept the Terms and Conditions.
7. If prompted (e.g. if the Forgot Password option was selected), answer the Security Questions and Authentication Questions.
8. Change the Password.

When I try to register, I get an error message saying the SSN is already in use. What should I do?
This message means that the SSN entered has an IACS account. First, validate that the SSN is typed correctly. If the SSN is correct, you may have an account. To verify this, use the Forgot Your User ID? feature on the Login to IACS screen or CMS web page.

2. Navigate to the Account Management hyperlink.
3. Select the Forgot Your User ID hyperlink.
4. Enter First Name, Last Name, Date of Birth, SSN, and E-mail.

After the information is validated, an E-mail will be sent to you with your User ID. If you are unable to retrieve your User ID, please contact the Help Desk for assistance.

**I am unable to complete the E-mail verification step. I have not received the E-mail with the Verification Code. What should I do?**

Here are possible solutions to your problem:

- the E-mail correct? Verify the E-mail address displayed on the E-mail Address Verification screen. If the E-mail is not correct, cancel your request and start over again.
- the E-mail you provided is correct, please check your Junk/Spam folder. Some email systems may filter this response automatically.
- may also try adding IACS_Support@cms.hhs.gov to your contact list.
- may want to try a different E-mail service (e.g. Gmail vs Yahoo). Please note, there is a known issue for Hotmail users. This service deletes the verifications emails, so we suggest using/setting up another e-mail address.
- you have tried the above solutions but still do not receive the E-mail, please contact your E-mail Administrator for resolution.

Please note, your Verification Code is only valid for 30 minutes. If more than 30 minutes has elapsed, you will need to cancel your registration and start over.

**I was enrolling with the Novitasphere Portal for Medicare B usage. On the application, they require our company provider numbers but also require the Security Officer’s social security number (SSN). Can you please explain why this is needed?**

The Novitasphere portal utilizes IACS for Identity management. IACS requires a user to enter their SSN during registration as a unique identifier. This SSN is not used in any way other than to identify the user associated with it and to ensure there are no duplicate accounts in IACS or users with the same SSN.

**How do I re-set my password?**

Password re-sets are controlled via the IACS website, use the following link to access your account and change your password: [https://idm.cms.hhs.gov/idm/user/login.jsp](https://idm.cms.hhs.gov/idm/user/login.jsp).

**How often do I need to reset my password?**

CMS requires that you change your IACS password at least every 60 days.
My password was reset by the Help Desk; however, I am still unable to log in. What password should I use?
Once your password is reset, you will receive an E-mail with a one-time password. Use your IACS User ID and the password received in the E-mail to log in. After a successful login, you will be prompted to change the password in accordance with the password policy.

I need to change my name and/or date of birth. I am unable to modify this information using the Modify User/Contact Information link when logged into IACS. How can I modify my personal information?
Legitimate changes to the First Name, Last Name, and/or Date of Birth will require a Service Request. You should contact your application Help Desk, who in turn, will submit the Service Request directed to the IACS Administrator to modify your personal information. Refer to the Contact Us tab on Novitasphere for contact information.

When I submit a request for Annual Certification, the message on the screen states that there are no contracts associated with my IACS account. What do I need to do?
Your Annual Certification request cannot be processed when there are no application roles associated with your ID. To retain your IACS account, you will need to request and be approved for an application role before your certification due date. If you choose to take no action before your certification due date, your IACS account will be archived.

Novitasphere Roles

I am a Provider Office End User. How do I get access to a feature that is not part of my current role?
Your role assignment is controlled by the individual from your organization who is registered as an “Approver” in IACS. Please contact your organization’s Approver, and then request that the My Account > User Management screen be updated for your access.

I am established in the Approver role for my organization. How do my colleagues get access to Novitasphere?
As the Approver, it is part of your role to approve End Users from your organization, via the IACS website: https://idm.cms.hhs.gov/idm/user/login.jsp. Instruct your colleagues to access IACS and register as End Users, this will generate an email to you that you have a request that is “Pending Approval”. You will need to log into IACS and approve the request. In addition, once you have approved End Users at IACS, it is necessary for you to log-in to Novitasphere and assign functional roles to the same End Users via: My Account > User Management Options on the vertical toolbar.

I am the current Approver user for my organization, but I want to reassign this responsibility to a different individual. What steps do I need to take?
There are a few steps to complete this:
1. You will need to the EDI Submitter ID Update Request form (JL) (JH) to update the Security Official (SO) name.
2. Once this form is processed, the new SO will need to log into IACS and register as the Approver for your office.
3. Once the new SO is approved and has an IACS logon ID, you will need to log into IACS and disassociate from the Approver role.

I am a Provider Office Approver. How do I control which provider data my organization’s End Users can see?
To segregate access to specific provider data, on the My Account > User Management screen in Novitasphere you will have to save role selections separately. For example, select particular End Users from the first box, then check off only the metadata combinations for the providers you wish them to carry out transactions for, and then select roles from the third box, then select “Save”. Then repeat this process, assigning different provider metadata to your other End Users.

Software Vendor Information

What changes do software vendors and Network Service Vendors need to make for their customers who choose to use Novitasphere?
Customers enrolling for Novitasphere portal connect through the internet with a URL. If they currently use dial up, they will no longer need a dial up software and will not need to dial up to connect. They will simply use the URL provided to connect to portal via the internet. If they use SFTP, they will not need a direct connection to the SmartXfr SFTP hostname, they will connect to portal via the internet using the URL provided. Software Vendors and NSVs may need to make changes to their product to accommodate these changes for portal users only. Their remaining dial-up/SFTP users will not need to make any changes.

Software vendors may also need to support their customers who choose portal with proper location of electronic files in their system. A provider submitting 837 claim files via Novitasphere will need to locate the file and upload it manually. They will also need to understand where to download the 835 Electronic Remittance Advice (ERA) files for any type of auto-posting features.

Do customers need a specific software vendor?
Customers who enroll for Novitasphere must use one of our approved software vendors (JL) (JH). However, this information will not be collected on the enrollment form, unless using PC-ACE.
Eligibility

When I tried to submit an eligibility inquiry an error message was displayed. What action should I take?
The HETS system is subject to periodic maintenance. Information will be shared via the Novitasphere home page and/or the mailbox feature regarding planned maintenance. Where there is an unexpected system outage, the eligibility feature will not be available, and an error message will be displayed. In these circumstances, users should instead seek eligibility information from an alternative source until the HETS connection has been restored.

I entered information into all required fields and submitted the inquiry, and a Date of Service(s) error message displayed. What action should I take?
HETS only accepts a date of service range which falls between the current date and 27 months into the past. Please use the date range provided in the error message to select new dates of service.

What do I do if no eligibility data displays when I select “Submit”?
If no data is displayed, and no error message is present on the screen, this means that there are no eligibility records for the particular beneficiary you entered in the date range you selected. Please check the accuracy of the information you entered for the beneficiary against your records.

When I select “Submit” and data is displayed, why are some of the tabs grayed out?
Grayed out tabs indicate where data is not available for a specific beneficiary in the date range selected. For example if the “MSP” tab is grayed out, there is no Medicare Secondary Payer information available for that beneficiary.

How do I retain a copy of the Eligibility information?
Select the PDF icon in the upper right hand region of the screen, then Save and/or Print the document using functionality provided by your PDF reader software.

How do I submit an Eligibility inquiry for a second beneficiary?
Select the “Clear” button, then enter the new data for the second beneficiary, and click “Submit”.

Claims Info

How do I ensure that the Claim Summary data that is displayed is unique to an individual provider?
Once you have selected an NPI from the dropdown, the data displayed should be specific to the PTAN that is auto-displayed.
I am an End User and cannot check the status of a claim, as the relevant NPI is not listed in the drop down box.
The provider data you have access to is based on your organization’s Approver completing the User Management screen and granting you access. Please contact your office’s Approver to update your access.

I have entered valid claim data. Why does the message “0 Records Found” display when I select “Submit”?  
Novitasphere provides status information for claims processed in the last 12 months. To view data for claims that are older than 12 months, please refer to an alternate source for information.

I only want to look at claims that are in a specific status. How do I achieve this?  
When you enter claim data, select a specific status from the “Status” dropdown box, then select “Submit”.

**Request Remittance Advice**

Which remittance data can be viewed via Novitasphere?  
Remittance data for claims finalized in the past 45 days is available for immediate viewing via: Claim Info > Request Remittance Advice. Remittance data for claims finalized more than 45 days in the past (and up to 3 years old) are also available via the request feature. However, when requested, data will be delivered for viewing in your mailbox the next business day.

How do I view remittance data for a claim finalized in the past 45 days?  
Use the Claim Info > Request Remittance Advice tool and enter the relevant metadata for your claim, and select “Submit”. The table of results will include any matching remits for claims finalized in the past 45 days; use the “View” button to open the data as PDF.

How do I view remittance data for a claim finalized more than 45 days in the past?  
Use the Claim Info > Request Remittance Advice tool and enter the relevant metadata for your claim, and select “Submit”. The table of results will include any matching remits. For claims finalized more than 45 days in the past, the user should select the “Request” button. A message should display indicating that the remit will be available via your mailbox under “Requested Remittance Advices” within 1 business day.

How do I retain a copy of the remittance data?  
Once you have opened the PDF remit file, you can Save and/or Print the file using functionality provided by your PDF reader software.
I requested a remittance, but it is not in the mailbox.
If you made your request recently, it is possible that another user whose role gives them access to mailbox data for the same provider deleted the remittance link. If your request was made more than 45 days in the past, the link has been automatically purged from your mailbox. Use the Claims Info > Request Remittance Advice option to submit a new request.

Claims Correction (Clerical Error Reopenings)

I have viewed status information for a claim which I want to correct, why is there no “Reopen” button displayed with the claim?
For a claim to be eligible for correction via Novitasphere it must satisfy the following conditions:
   a) Claim must be Assigned in MCS
   b) Claim must be in the “Denied” Status, or “Paid” Status with at least one Denied Line of Service. There are some exceptions to this, depending on how the claim processed within the MCS shared system
   c) Claim must not have been previously Adjusted
   d) Claim must have been processed in the past 12 months. If any of these conditions are not met the claim will be ineligible and so there will be no “Reopen” button displayed.

Why are only certain claim fields editable?
As with telephone reopening cases, CMS regulations restrict which claim fields can be modified, in the absence of hard copy documentation submitted by the provider, or their representative.

How long will I have to wait before I can check the status of my reopened claim via Novitasphere?
   • If you submit a reopening before 4PM, the claim will be processed in the MCS overnight batch cycle on the next business day. In this case your claim will be available for viewing via the claim status tool on the second day after the reopening date.
   • If you submit a reopening after 4PM, the claim will be processed in the MCS overnight batch cycle in two business days. In this case your claim will be available for viewing via the claim status tool on the third business day after the reopening date.

I received an Appeal Confirmation following submission of a claim reopening, but my adjustment request was denied.
The information provided in the Appeal Confirmation does not relate to the outcome of claim adjudication, it simply provides a summary of the claim changes made by the user. The claim status tool can be used to track the status of payment following adjustment, and where eligible, providers can submit a second level of appeal.
Claim Submission/Electronic Remittance Advice (ERA)

Can I enroll for Novitasphere if I do not wish to change my claim submission and ERA set up?

Yes, you can enroll for Novitasphere even if you will continue to submit claims and receive ERA as you are currently setup. You will still need to complete the EDI Portal Enrollment form. You must obtain a new, or link to an existing, Novitasphere portal submitter ID in Block D of the form – even if you will not be using it to submit your claims. This is due to required database updates. You can select to maintain your existing ERA setup in Block D as well.

I want to submit claims through Novitasphere, what changes do I need to make?

Once your new submitter ID is assigned, you will need to update your submitter ID information in your billing software before submitting a claim via the Portal. Check with your billing software for information on how to update this information. PC-ACE Pro32 Users should review the PC-ACE User Quick Steps for information on updating their software.

How will I receive my electronic remittance?

All Novitasphere Portal users will be set up to receive Electronic Remittance Advice (ERA) through one of the following options:

- Provider Direct Portal Submitter ID
- Maintain existing ERA receiver ID setup—*if you are currently receiving paper remittance, your ERA will be sent to the provider’s direct portal submitter ID*

If no preference is indicated, ERA will be sent to your direct Novitasphere portal submitter ID.

What functionality is provided via the Claims Submission > ERA option?

Users can submit electronic claims, which are subject to a 14 day payment floor, as well as view 837 claim acknowledgements and ERAs via their Mailbox. These features are provided by the Mpower Provider Portal, which will launch in a separate window, or tab, when you select “Claims Submission / ERA”.

I selected “Claims Submission / ERA” but I’m not able to access the Mpower Provider Portal.

Mpower is a separate secured website or application which requires a new window or tab, please ensure that your pop-up blocker setting is turned off which will allow the second browser window to load.

Is the customer responsible for the encryption of files?

No, the data will be encrypted within the application. Mpower and the file transfer is SSL encrypted.

Updated 06/11/14
Describe the process to send/receive 837, 277CA, 999, and 835.
Customers will connect via the internet and chose to upload 837 files from their computer or download reports to their computer.

Is it possible to send and receive files automatically? (Automation of the process)
Due to the login process, choices which need to be made once in the portal, and safeguards in place, this process can not be automated.

How do I determine the status of claims submitted using the DDE function?
A response report called the 277CA will be available for retrieval within 15 minutes of submitting the claims. Training modules are available on our website for help with interpreting this report to determine acceptance or if correction and resubmission is needed.

How do I interpret the 999/277CA/835 reports that I receive in response to my claim files?
Software is available for interpretation of the ERA. Training modules are available on our website for help with interpreting the 999/277CA.

When will the reports be available?
The 999/277CA reports are available for download within 15 minutes of the file submission. The ERA report is available for download after claims have finalized on the payment floor.

How long will the reports be available to download?
The response reports and ERA are available to download for 45 days.