NOVITAS SOLUTIONS

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CMS CENTERS FOR MEDICARE & MEDICAID SERVICES

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Join Our Email List Today

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- Stay current with Medicare by receiving emails twice a week
- Available email lists (not all-inclusive):
  - Jurisdiction H
  - Jurisdiction L
  - Part B Electronic Billing
  - Novitasphere Portal
  - ABILITY| PC-ACE
  - Medicare Remit Easy Print (MREP) Users
- JH Providers join using:
  - http://www.novitas-solutions.com/webcenter/portal/MedicareJH/pagebyid?contentId=00007968
- JL Providers join using:
  - http://www.novitas-solutions.com/webcenter/portal/MedicareJL/pagebyid?contentId=00007968

Today's Presentation

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- Agenda:
  - 2018 Medicare Updates
    - ✓ RHC Reminders
    - ✓ RHC Top Claim Submission Errors
  - Getting Ready for New Medicare Cards
  - Utilizing the Novitasphere Portal
  - Reminders and Educational Resources
- Objectives:
  - Identify and understand the current 2018 Medicare updates
  - Prepare for New Medicare Cards
  - Understand the benefits of the Novitasphere Portal
  - Identify and utilize the educational resources and information

Acronym List 1

Acronym	Definition
AIR	All Inclusive Rate
BHI	General Behavioral Health Integration
CARC	Claim Adjustment Reason Code
CCM	Chronic Care Management
CMS	Centers for Medicare & Medicaid Services
CNM	Certified Nurse-Midwife
CoCM	Psychiatric Collaborative Care Model
CPT	Current Procedural Terminology
CWF	Common Working Files
EIDM	Enterprise Identity Management
EHR	Electronic Health Records
ERA	Electronic Remittance Advice

Acronym List 2

Acronym	Definition
ERA	Electronic Remittance Advice
FAQ	Frequently Asked Questions
HCPCS	Healthcare Common Procedure Coding System
HETS	HIPPA Eligibility Transaction System
HMO	Health Maintenance Organization
IPPE	Initial Preventive Physical Exam
IVR	Interactive Voice Response
NP	Nurse Practitioner
MBI	Medicare Beneficiary Identifier
MLN	Medicare Learning Network

Acronym List 3

Acronym	Definition
QMB	Qualified Medicare Beneficiary
PA	Physicians Assistant
PPS	Prospective Payment System
RA	Remittance Advice
RHC	Rural Health Clinic
RTP	Return to Provider
SSA	Social Security Administration
TCM	Transitional Care Management

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2018 Medicare Updates

Update to the RHC PPS

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- MM10333:
  - Effective: January 1, 2018
  - Implementation: January 2, 2018
- Key Points:
  - RHC PPS base payment rate is $83.45
    - ✓ 2018 base payment rate reflects a 1.4 percent increase
- Reference:
  - https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/downloads/MM10333.pdf

Care Coordination Services and Payment for Rural Health Clinics (RHCs)

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- MM10175:
  - Effective: January 1, 2018
  - Implementation: January 2, 2018
- Key Points:
  - Payment for care coordination services in RHCs by establishing two new G codes for use by RHCs :
    - ✓ General Care Management HCPCS G0511:
      - ➢ This code could only be billed once per month per beneficiary, and could not be billed if other care management services are billed for the same time period
    - ✓ Psychiatric CoCM HCPCS G0512:
      - ➢ This code could only be billed once per month per beneficiary, and could not be billed if other care management services are billed for the same time period
  - RHC claims submitted using CPT 99490 for dates of service on or after January 1, 2018, will be denied
- Reference:
  - https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/downloads/MM10175.pdf

General Care Management Requirements (G0511)

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- RHCs can bill new General Care Management when:
  - Practitioner furnishes a comprehensive E/M, AWV, or IPPE:
    - ✓ Prior to billing the CCM within one year
  - Beneficiary Consent:
    - ✓ Obtained during or after the initiating visit
    - ✓ Prior to care coordination services by RHC practitioner or clinical staff:
      - ➢ Written or verbal, must be documented in the medical record
- Eligible patients:
  - Option A:
    - ✓ Multiple (two or more) chronic conditions expected to last at least 12 months, or until the death of the patient and place the patient at significant risk of death
  - Option B:
    - ✓ Any behavioral health or psychiatric condition treated by the RHC practitioner:
      - ➢ Including substance use disorders:
        - » Clinical judgment of the RHC practitioner, warrants BHI services

General Care Management Requirements (G0511) (cont.)

- Can only be billed once per month/per patient and by only one physician
- RHCs cannot bill for CCM services for a beneficiary during the same service period as billing any other care management (outside of the RHC AIR) for the same beneficiary
- Informing the patient that only one practitioner can furnish and be paid for the service during a calendar month
- Comprehensive care plan is established implemented revised or monitored
- Beneficiary must be able to receive notification and consent
- Patients must be given a written or electronic care plan

General Care Management Requirements (G0511) EHR

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- Care plan must be a structured recording using EHR technology:
  - Demographics
  - Problems
  - Medications/medication allergies
  - Creation of a structured clinical summary record
- Providers must use EHR:
  - https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/MM9234.pdf
    - ✓ A full list of problems, medications and medication allergies in the EHR must inform the care plan, care coordination and ongoing clinical care
- Access to care management services 24/7 that provides the beneficiary with a means to make timely contact with health care practitioners
- Continuity of care with a designated practitioner or member of the care team with whom the beneficiary is able to get successive routine appointments
- RHCs would continue to be required to meet the RHC Conditions of Participation and any additional RHC payment requirements
- Coordinate with all health care providers:
  - Documentation of communication

General Care Management
Comprehensive Care Management

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- Eligibility requirements of Option B:
  - Initial assessment or follow-up monitoring:
    - ✓ Use of applicable validated rating scales
  - Behavioral health care planning:
    - ✓ Including revision for patients who are not progressing or whose status changes
  - Facilitating and coordinating treatment:
    - ✓ Psychotherapy, Pharmacotherapy, Counseling and/or Psychiatric consultation
  - Continuity of care with a member of the care team

Psychiatric CoCM (G0512)

- RHCs can bill Psychiatric CoCM when:
  - Practitioner furnishes a comprehensive E/M, AWV, or IPPE:
    - ✓ Prior to billing the CCM within one year
  - Beneficiary Consent:
    - ✓ Obtained during or after the initiating visit
    - ✓ Prior to care coordination services by RHC practitioner or clinical staff:
      - ➢ Written or verbal, must be documented in the medical record
  - First calendar month:
    - ✓ Minimum of 70 minutes:
      - ➢ Under direction of RHC practitioner
  - Subsequent calendar months:
    - ✓ Minimum of 60 minutes:
      - ➢ By RHC practitioner and/or Behavioral Heath Care Manager (under general supervision)
- Can only be billed once per month/per patient and by only one physician
- RHCs cannot bill for CCM services for a beneficiary during the same service period as billing any other care management (outside of the RHC AIR) for the same beneficiary

Psychiatric CoCM (G0512) Requirements

- Eligible patients:
  - Any behavioral health or psychiatric condition treated by the RHC practitioner:
    - ✓ Including substance use disorders
    - ✓ Clinical judgment of the RHC practitioner, warrants BHI services
- Requirement elements:
  - Psychiatric CoCM requires a team that includes the following:
    - ✓ RHC (physician, NP, PA, or CNM):
      - ➢ Directs the behavioral health care manager or clinical staff
    - ✓ Oversees the patients care:
      - ➢ Prescribing medications
      - ➢ Providing treatments for medical conditions
      - ➢ Referrals to specialty care when needed
- Continues to oversee ongoing oversight, management, collaboration and reassessment

Psychiatric CoCM (G0512) Behavioral Health Care Manager

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- Behavioral Health Care Manager:
  - Assessment and care management:
    - ✓ Including the administration of validated rating scales
    - ✓ Behavioral health care planning in relation to behavioral/psychiatric health problems:
      - ➢ Including revision for patients who are not progressing or whose status changes
      - ➢ Provision of brief psychosocial interventions ongoing collaboration with the RHC practitioner
      - ➢ Maintenance of the registry
- Acting in consultation with the psychiatric consultant
- Available to provide services face-to-face with the beneficiary
- Continuous relationship with the patient
- Collaborative, integrated relationship with the rest of the care team
- Available to contact the patient outside of regular RHC hours as necessary to conduct the behavioral health care manager's duties

Psychiatric CoCM (G0512)
Psychiatric Consultant

- Psychiatric Consultant:
  - Participates in regular reviews of the clinical status of patients receiving CoCM services
  - Advises the RHC practitioner regarding diagnosis:
    - ✓ Options for resolving issues with beneficiary adherence and tolerance of behavioral health treatment
  - Making adjustments to behavioral health treatment for beneficiaries who are not progressing
  - Managing any negative interactions between beneficiaries' behavioral health and medical treatments
  - Facilitate referral for direct provision of psychiatric care when clinically indicated

RHC Medicare Benefit Policy Manual Chapter 13 Updates

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- MM10350:
  - Effective: February 15, 2018
  - Implementation: February 15, 2018
- Key Points:
  - Chapter 13 of the Medicare Benefit Policy Manual is being updated and revised for RHCs :
    - ✓ Care Management in RHCs as finalized in the Calendar Year (CY) 2018 Physician Fee Schedule Final Rule
- Reference:
  - https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/MM10350.pdf

Suppression of the Standard Paper Remittance (SPR) Advice

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- MM10151:
  - Effective: January 1, 2018
  - Implementation: January 2, 2018
- Key Points:
  - Beginning on February 14, 2018, Novitas will stop generating SPRs to providers who receive both SPRs *and* ERAs
  - ERA is generated 14 days from the date the file was submitted:
    - ✓ File is available for retrieval for 45 days
  - When you retrieve your ERA, save it to location on your system where you can easily locate it in the future if necessary
  - Those saved ERA files can be translated by your claim software, or by one of our free software products: Medicare Remit Easy Print (MREP) for Part B, PC Print for Part A, or ABILITY | PC-ACE for Part A or Part B:
  - Training modules are offered to help you retrieve and read your ERA files:
    - ✓ Part A: http://www.novitas-solutions.com/webcenter/content/conn/UCM_Repository/uuid/dDocName:00004760
    - ✓ Part B: http://www.novitas-solutions.com/webcenter/content/conn/UCM_Repository/uuid/dDocName:00004761
- Reference:
  - https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/downloads/MM10151.pdf

Prohibition on Billing Dually Eligible Individuals Enrolled in the QMB Program

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- Promoting compliance with QMB billing rules:
  - Identify the QMB status of your patient prior to billing claim:
    - ✓ As of November 2017, the HETS system could be used to verify QMB status and exemption form cost-sharing charges
      - ➢ Novitas added a QMB eligibility tab in Novitasphere
    - ✓ RA contain notifications and information about a patient's QMB status for claims processed on or after October 2, 2017
  - Verify patient's QMB status through State online Medicaid eligibility systems or asking patient for other proof:
    - ✓ Medicaid identification card
  - Determine billing processes that apply to seeking payment for Medicare cost-sharing from the States in which you operate:
    - ✓ Novitas will automatically cross your claim over to Medicaid
- Reference:
  - https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/downloads/se1128.pdf

Qualified Medicare Beneficiary (QMB) Indicator

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- Provider Remittance Advice notify providers that the beneficiary is enrolled in the QMB program and may not bill for Medicare deductibles, coinsurance or copayments
- Beneficiaries are notified through their Medicare Summary Notice there is no Medicare cost-sharing liability because they are enrolled in the QMB program
- Remittance Advice Remark Codes (RARC) specific to those enrolled in QMB
- Reference:
  - https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/MM9911.pdf

Remittance Advice Remark Codes for QMB

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- RARC Codes:
  - N781 – No deductible may be collected as patient is a Medicaid/Qualified Medicare Beneficiary. Review your records for any wrongfully collected coinsurance, deductible or co-payments
  - N782 – No coinsurance may be collected as patient is a Medicaid/Qualified Medicare Beneficiary. Review your records for any wrongfully collected coinsurance, deductible or co-payments
  - N783 – No co-payment may be collected as patient is a Medicaid/Qualified Medicare Beneficiary. Review your records for any wrongfully collected coinsurance, deductible or co-payments
- CARC Code:
  - 209 - Per regulatory or other agreement. The provider cannot collect this amount from the patient. However, this amount may be billed to subsequent payer. Refund to patient if collected. (Use only with Group code OA (Other Adjustment)

QMB Remittance Advice Changes

- Many secondary payers to Medicare are not able to process direct billed claims due to patient responsibility deductible and coinsurance amounts on the Medicare RA showing zero:
  - Claims automatically crossed over from Medicare to secondary payers are not impacted
- On December 8, 2017, CMS systems reverted back to the previous display of patient responsibility on the Medicare RA:
  - Institutional providers can access Direct Data Entry (DDE) to obtain breakdown of deductible and coinsurance
  - CMS is in the process of identifying how professional providers can get a breakdown for previous claims prior to December 8, 2017
- CMS QMB Program Page:
  - https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/QMB.html
- Novitas:
  - JH Providers:
    - ✓ http://www.novitas-solutions.com/webcenter/portal/MedicareJH/pagebyid?contentId=00156102
  - JL Providers:
    - ✓ http://www.novitas-solutions.com/webcenter/portal/MedicareJL/pagebyid?contentId=00156102
- Novitas Claims Issues:
  - JH Providers:
    - ✓ http://www.novitas-solutions.com/webcenter/portal/MedicareJH/pagebyid?contentId=00003625
  - JL Providers:
    - ✓ http://www.novitas-solutions.com/webcenter/portal/MedicareJL/pagebyid?contentId=00003625

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RHC Reminders

Required Billing Updates for RHC

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- MM9269:
  - Effective April 1, 2016
  - Implementation April 4, 2016
- Key Points:
  - RHCs are required to report the appropriate HCPCS code for each service line along with the revenue code and other codes as required
  - Payment for RHCs will continue to be made under the AIR when all of the program requirements are met
- Reference:
  - https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/downloads/MM9269.pdf

RHC HPCS Reporting Requirements and Updates

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- Special Edition Article SE1611
- Key Points:
  - When a preventative service is the primary service for the visit, RHC's should report modifier CG on the revenue code 052x with the preventative health service
  - Coinsurance and deductible are waived for the approved preventative health services
  - Medicare will pay 100 percent of the AIR service
- Reference:
  - https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/SE1611.pdf

Billing for Multiple Visits Same Day

- Multiple encounters on the same day constitute a single RHC visit, except for the following:
  - The patient suffers an illness or injury that requires additional diagnosis or treatment on the same day:
    - ✓ The subsequent medical service should be billed using a valid HCPCS code, revenue code 052X, and modifier 59:
      - ➢ Modifier 59 signifies that the conditions being treated are unrelated and services are provided at separate times of the day
  - The patient has a medical visit and a mental health visit on the same day
  - The patient has an IPPE and a separate medical and/or mental health visit on the same day:
    - ✓ IPPE is a once in a lifetime benefit and should be billed using HCPCS code G0402 and revenue code 052X.

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RHC Top Claim Submission Errors

Top Claim Submission Errors

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JH Reason Codes	JL Reason Codes
38200	38200
U5233	U5233
C7010	W7091
32402	U5200
W7091	C7010
34538	32402
U5210	34538
U5200	U5273
5EXC1	39072

Reason Code 38200

- Duplicate rejection:
  - The newly submitted claim is a duplicate to a previously submitted outpatient claim
- Research:
  - Verify claims history to determine if another claim was submitted for this date of service:
- Reason code action:
  - If the posted claim is incorrect:
    - ✓ Submit an adjustment correcting the information

Reason Code U5233

- RTP error:
  - No Medicare payment can be made because the statement covered period falls within or overlaps an enrollment period in a risk HMO
- Research:
  - Verify the statement covered period
  - Verify the patients eligibility
- Reason code action:
  - Bill the claim to the beneficiaries HMO on file

Reason Code C7010

- RTP error:
  - The edited outpatient claim has a from/through date that overlap a hospice election period
- Research:
  - Verify the statement covered period:
    - ✓ Hospice election period verified through Novitasphere, Fiscal Intermediary Shared System (FISS), HETS or Interactive Voice Response (IVR)
- Reason code action:
  - Related to the terminal illness:
    - ✓ Bill the Hospice
  - Unrelated to the terminal illness:
    - ✓ Resubmit the claim to Medicare with the appropriate condition code 07

Reason Code 32402

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- RTP error:
  - Invalid revenue code for a HCPCS code reported or HCPCS is not valid for the date on which services were provided
- Research:
  - Verify the revenue code billed
  - Verify the HCPCS code billed
  - Verify the “from” and “through” dates
- Reason code action:
  - Once revenue, HCPCS and/or from and through dates verified and corrected F9 claim for processing

Reason Codes 34538/39072

- RTP error:
  - Claim submitted as Medicare primary positive MSP record exists at CWF
- Research:
  - Verify beneficiaries eligibility:
    - ✓ Novitasphere, Fiscal Intermediary Shared System (FISS), HETS or Interactive Voice Response (IVR)
- Reason code action:
  - MSP file has been terminated:
    - ✓ Submit adjustment stating 'File is updated, Medicare is primary'
  - MSP file is valid and current:
    - ✓ Bill primary payer
    - ✓ Adjust claim to Medicare showing primary insurers payment

Reason Codes U5200/U5210

- Entitlement RTPs:
  - U5200: No Entitlement:
    - ✓ The beneficiary does not have Part B Entitlement
  - U5210: Services after benefits terminated:
    - ✓ The beneficiaries Part B Entitlement has been terminated
- Research:
  - Verify the beneficiaries entitlement:
    - ✓ Novitasphere, Fiscal Intermediary Shared System (FISS), HIPPA Eligibility Transaction System (HETS) or Interactive Voice Response (IVR)
- Reason code action:
  - If entitlement has been updated:
    - ✓ Resubmit, if date of service is within entitlement
  - Advise beneficiary to contact Social Security if discrepancies occur

Reason Code W7091

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- RTP error:
  - Non RHC services
- Research:
  - https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/bp102c13.pdf section 60
- Reason code action:
  - Bill Part B CMS 1500 claim form

Reason Code 5EXC1

- Denial:
  - Exclusions from Medicare
- Research:
  - https://www.medicare.gov/what-medicare-covers/not-covered/item-and-services-not-covered-by-part-a-and-b.html
- Reason code action:
  - Not billable to Medicare

Reason Code U5273

- RTP error:
  - G0438 is once in lifetime service
- Research:
  - Verify the beneficiaries preventive history::
    - ✓ Novitasphere, Fiscal Intermediary Shared System (FISS), HIPPA Eligibility Transaction System (HETS) or Interactive Voice Response (IVR)
- Reason code action:
  - If Medicare has processed a past claim for G0438:
    - ✓ Resubmit as a subsequent visit

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Getting Ready for New Medicare Cards

Removal of Social Security Numbers

- Medicare Access and CHIP Reauthorization Act of 2015 (MACRA) requires CMS to remove Social Security Numbers (SSNs) from all Medicare cards by April 2019:
  - Medicare Beneficiary Identifier (MBI) will replace the SSN-based Medicare Number on the new Medicare cards

- Initiative will help prevent fraud:
  - Fight identity theft
  - Protect private healthcare
  - Protect financial information

Current version of the card

Solution Concept for Removing Social Security Numbers

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- Generate MBIs for all beneficiaries:
  - Includes existing (currently active, deceased or archived)
  - New beneficiaries
- Issue new redesigned MBI cards:
  - Existing beneficiaries
  - New beneficiaries
- Modify systems and business processes
- CMS will use a MBI generator to:
  - Assign 150 million MBIs in the initial enumeration:
    - ✓ 60 million active
    - ✓ 90 million deceased/archived
    - ✓ Each new Medicare beneficiary
  - Generate a new unique MBI for a Medicare beneficiary whose identity has been compromised

Inform Medicare Patients

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- CMS will begin mailing the new MBI cards in April 2018
- Deadline for replacing all existing Medicare cards is April 2019
- Beneficiaries should destroy the traditional Medicare card
- Keep the new MBI confidential
- Issuance of the new number will not change Medicare benefits
- 2018 Medicare & You Handbook includes information regarding the new card

Important Dates For The New Medicare Card

- Beneficiaries will be provided with new replacement cards
- The transition period will occur from **April 1, 2018 through December 31, 2019**
- **Effective October 1, 2018** through the end of transition, when a valid and active Medicare Number is submitted on Medicare fee-for-service claims both the Medicare Number and the Medicare Beneficiary Identifier (MBI) will be returned on the remittance advice

Get Ready for the New MBI

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- Patient may not get a new card if their address with SSA is not correct
- Verify your patients addresses:
  - If the address you have on file is different than the address you get in electronic eligibility transaction responses, ask your patients to contact Social Security and update their Medicare records
  - This may require to verify and correct address
- Beneficiaries contact:
  - Social Security:
    - ✓ 1-800-772-1213
    - ✓ www.ssa.gov/myaccount
  - Railroad Retirement Board:
    - ✓ 1-877-772-5772

Be Prepared

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- Participate in CMS quarterly open door forums
- Sign up for weekly MLN Connects® newsletter
- Obtain technical information from your regular communication channels
- Test your systems
- Work with your billing office staff to be sure you are ready for the new MBI format
- Check CMS' new Medicare card website for updated information:
  - https://www.cms.gov/medicare/new-medicare-card/nmc-home.html

New Medicare Card

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- MBI characteristics:
  - Same number of characters as the current Medicare Number (11)
  - Contains uppercase alphabetic and numeric characters
  - Occupies the same field as the Medicare Number on transactions
  - Unique to each beneficiary (e.g. husband and wife will have their own MBI)
  - Easy to read:
    - ✓ Alphabetic characters upper case only and will exclude S, L, O, I, B, Z
  - Contains no embedded intelligence or special characters
  - Contains no inappropriate combinations of numbers or strings that may be offensive

MBI Format

- Position 1, 4, 7, 10, and 11 will always be a number (0-9)
- Position 2, 5, 8, and 9 will always be a letter (A-Z):
  - Exclusions:
    - ✓ S, L, O, I, B, Z
- Position 3 and 6 will be a letter or a number:
  - Exclusions:
    - ✓ S, L, O, I, B, Z
- Previous Medicare Number format and MBI comparison:

Key	Example
SSA HICN	123-45-6789-A1
MBI	1EG4-TE5-MK73

MBI New Design

- New Medicare card:
  - Health and Human Services (HHS) logo
  - Gender and signature line removed

Railroad Retirement Beneficiaries

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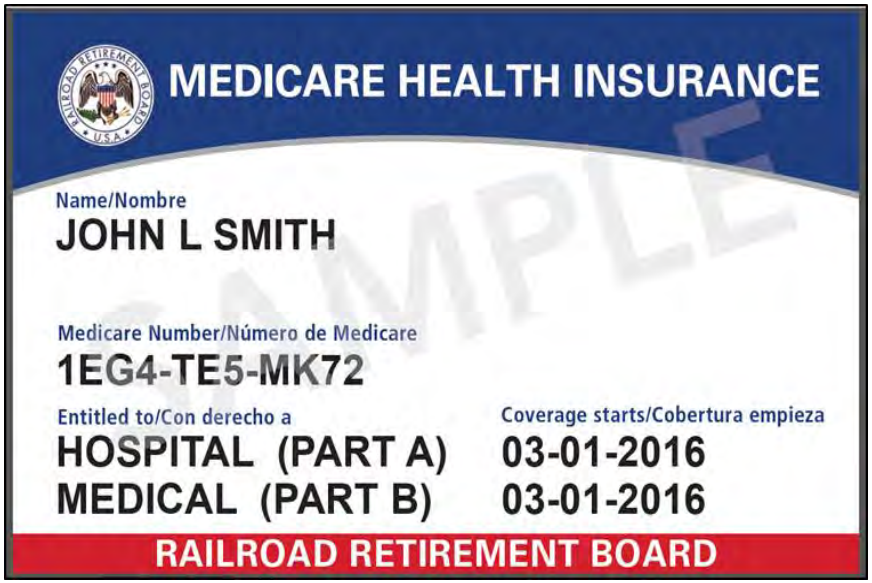
- Railroad Retirement MBI card:
  - Railroad Retirement Board logo will be the key identifier
  - Mailing will begin June 2018



During Transition Period

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- Beginning October 2018 through transition period:
  - When submitting claim using the Medicare Number:
    - ✓ Both Medicare Number and MBI will be returned on remittance advice
  - MBI will be in same place you currently get the changed Medicare Number :
    - ✓ 835 Loop 2100, Segment NM1 (corrected Patient/Insured Name)
    - ✓ Field NM109 (Identification Code)
  - Message field on eligibility transaction responses will indicate when new Medicare card has been mailed to each person

After Transition Period

- January 1, 2020 use MBIs on all your claims
- Exceptions for Fee-for-Service claims:
  - For appeals:
    - ✓ Either Medicare Number or MBI for related forms
  - For claim status query:
    - ✓ Either the Medicare Number or MBI if the earliest date of service is before January 1, 2020
    - ✓ Status of dates of service after January 1, 2020 you have to use the MBI

FAQ's

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- Question:
  - What will the new MBI card be made of?
- Answer:
  - The card will be paper not plastic and this is due to cost. You can laminate the card with clear plastic
- Question:
  - Where will the mailing of the new cards begin?
- Answer:
  - CMS will have a schedule and geographical areas for mailing the new cards and will release it once finalized. They are taking into account releasing this information too soon could open the door to fraudulent activity
- Question:
  - Will there be a gender on the new card?
- Answer:
  - The gender will remain for claims processing but has been removed from the card

FAQ's (cont.)

- Question:
  - Will Medicare Advantage (MA) Plans be issuing new cards?
- Answer:
  - For MA plans, Medicare cards are the same as traditional Medicare and will be replaced, CMS will include in their marketing for the beneficiary not to throw away the MA card, that the MA card for their plan is not being replaced, only the Medicare card
- Question:
  - Will there be testing for Medicare fee-for-service systems that use the MBI?
- Answer:
  - No end-to-end testing with Medicare fee-for-service claims processing systems. You'll be able to use either Medicare Number or MBIs to submit claims during the transition period. You can use the transition period as a live test and make adjustments as necessary, yet still have claims submitted and processed with Medicare Number until the transition period ends

CMS Published Flyer

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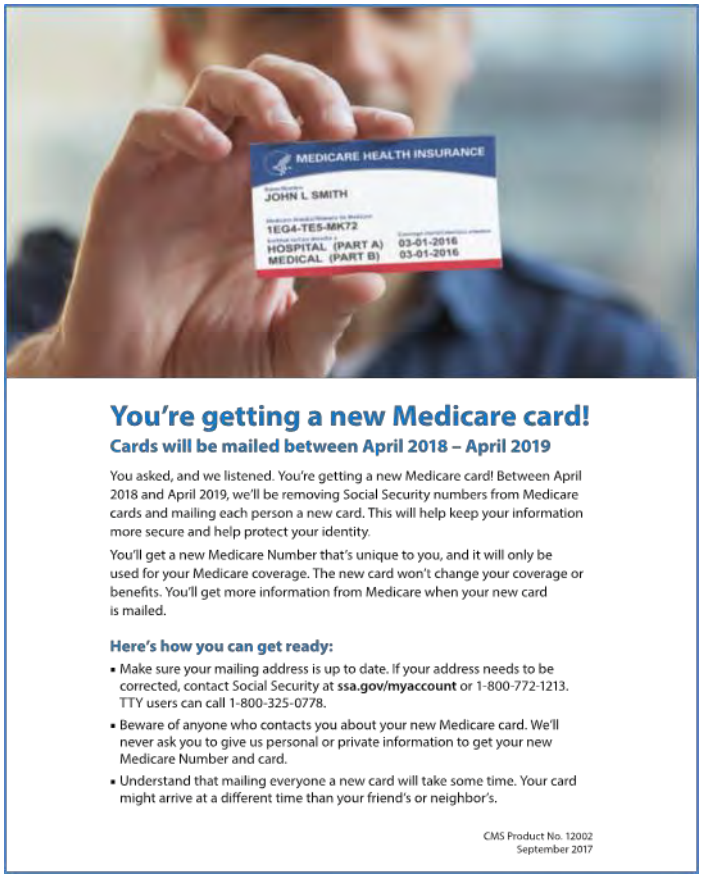

https://www.medicare.gov/Pubs/pdf/12002-New-Medicare-Card-flyer.pdf

More CMS Products

NOVITAS SOLUTIONS

- Poster:
  - https://www.cms.gov/Medicare/New-Medicare-Card/Partners-and-Employers/New-Medicare-Card-Poster.pdf
- Tear off pad:
  - https://www.cms.gov/Medicare/New-Medicare-Card/Partners-and-Employers/New-Medicare-Card-Tear-Off.pdf
- Product ordering:
  - https://productordering.cms.hhs.gov/

CMS Resources

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- CMS New Medicare Card Home:
  - https://www.cms.gov/medicare/new-medicare-card/nmc-home.html
- CMS Open Door Forums and recordings:
  - https://www.cms.gov/Medicare/New-Medicare-Card/Open-Door-Forums.html

NOVITAS
SOLUTIONS

Utilizing the Novitasphere Portal

What is Novitasphere?

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- Free, secure web-based portal
- Part A – Access to Eligibility, Claim Submission with File Status, ERA, Medical Review Record Submission, and Audit and Reimbursement Cost Reports Submission
- Part B - Access to Eligibility, Claim Information and Remittance Advice, Claim Submission with File Status, ERA, Claim Correction, Secure Messaging and a Mailbox
- Live Chat feature
- Dedicated Help Desk- 1-855-880-8424
- For demonstrations and more information:
  - JH Providers:
    - ✓ http://www.novitas-solutions.com/webcenter/portal/Novitasphere_JH/
  - JL Providers:
    - ✓ http://www.novitas-solutions.com/webcenter/portal/Novitasphere_JL/

Novitasphere Enrollment Steps

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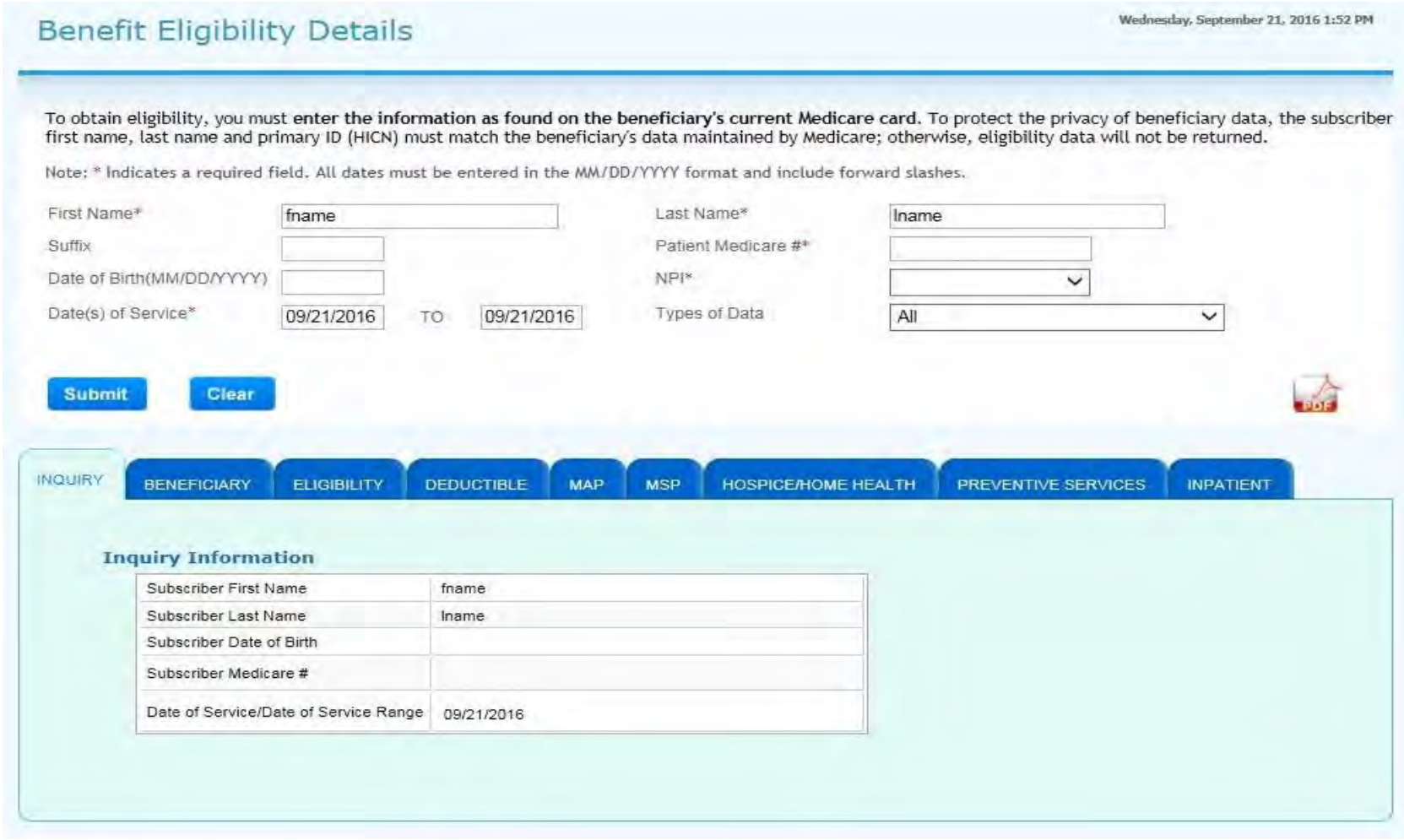
- Three steps to enroll:
  - Determine Office Approver
  - Complete the Novitasphere Portal Enrollment form
  - Create User ID and login credentials
- Visit our Novitasphere center for enrollment, user manuals and other reference materials:
  - JH Providers:
    - ✓ http://www.novitas-solutions.com/webcenter/portal/Novitasphere_JH
  - JL Providers:
    - ✓ http://www.novitas-solutions.com/webcenter/portal/Novitasphere_JL

Benefits & Eligibility

Benefits & Eligibility Results



Benefit Eligibility Details

Wednesday, September 21, 2016 1:52 PM

To obtain eligibility, you must **enter the information as found on the beneficiary's current Medicare card.** To protect the privacy of beneficiary data, the subscriber first name, last name and primary ID (HICN) must match the beneficiary's data maintained by Medicare; otherwise, eligibility data will not be returned.

Note: * Indicates a required field. All dates must be entered in the MM/DD/YYYY format and include forward slashes.

First Name*	fname	Last Name*	lname
Suffix		Patient Medicare #*	
Date of Birth(MM/DD/YYYY)		NPI*	
Date(s) of Service*	09/21/2016 TO 09/21/2016	Types of Data	All

Submit Clear

INQUIRY | BENEFICIARY | ELIGIBILITY | DEDUCTIBLE | MAP | MSP | HOSPICE/HOME HEALTH | PREVENTIVE SERVICES | INPATIENT

Inquiry Information

Subscriber First Name	fname
Subscriber Last Name	lname
Subscriber Date of Birth	
Subscriber Medicare #	
Date of Service/Date of Service Range	09/21/2016

Eligibility Information

- Eligibility:
  - Part A Eligibility Effective and Termination Dates
  - Part B Eligibility Effective and Termination Dates
  - Inactive Periods
  - End Stage Renal Disease (ESRD) dates and information
- Deductible:
  - Part B Total Deductible Remaining for Calendar year
  - Occupational, Physical and Speech Therapy amounts applied to the capitation limits
  - Rehabilitation Session counts
- Medicare Advantage Plan (MAP):
  - Contract Name and Number
  - Type of Medicare Advantage Plan
  - The Bill Option code of the Plan type
  - Effective and Termination Dates
  - Plan Address and Telephone Number
- Medicare Secondary Payer (MSP):
  - The reason Medicare is secondary
  - Effective and Termination Dates
  - Name of Insurance Company and Address
- Hospice/Home Health:
  - Certification codes and dates
  - Home Health Eligibility History
  - Insurer Name and Address
  - Home Health Episode Start and End Dates
  - Home Health Episode termination date
  - Provider NPI Number of the Home Health Facility
- Preventive Services:
  - Number of Smoking Sessions remaining for the beneficiary
  - Next Available Smoking Cessation Date
  - Preventive Service Procedure Code
  - Preventive Technical and Professional Dates
  - Calendar Year
  - Deductible Applied for the Calendar Year
  - Deductible Remaining for the Calendar Year
  - Coinsurance Remaining for the Calendar Year
- Inpatient:
  - Date of earliest and latest billing activity for the spell of illness
  - Hospital Information
  - Skilled Nursing Facility Information

Novitasphere MBI Lookup Coming June 2018

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- New MBI crosswalk tool in Novitasphere June 2018
- Enroll now!
  - Part B:
    - ✓ Claim corrections, eligibility, claim status, electronic claim submission, electronic remittance advice, comparative billing reports, medical review record submission, and more
  - Part A:
    - ✓ Eligibility, electronic claim submission, electronic remittance advice, medical review record submission, cost report submission, and more

Documentation Submission

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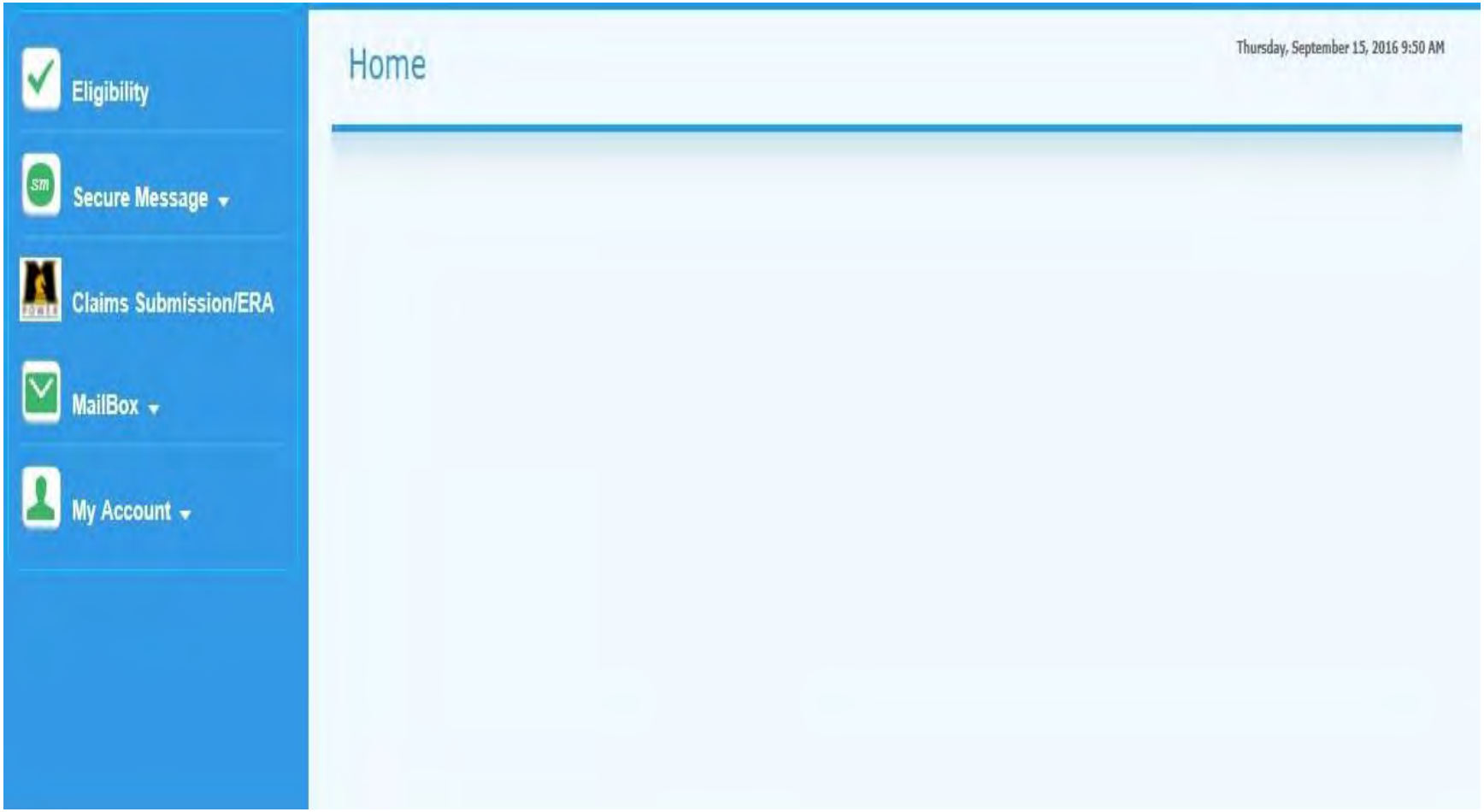
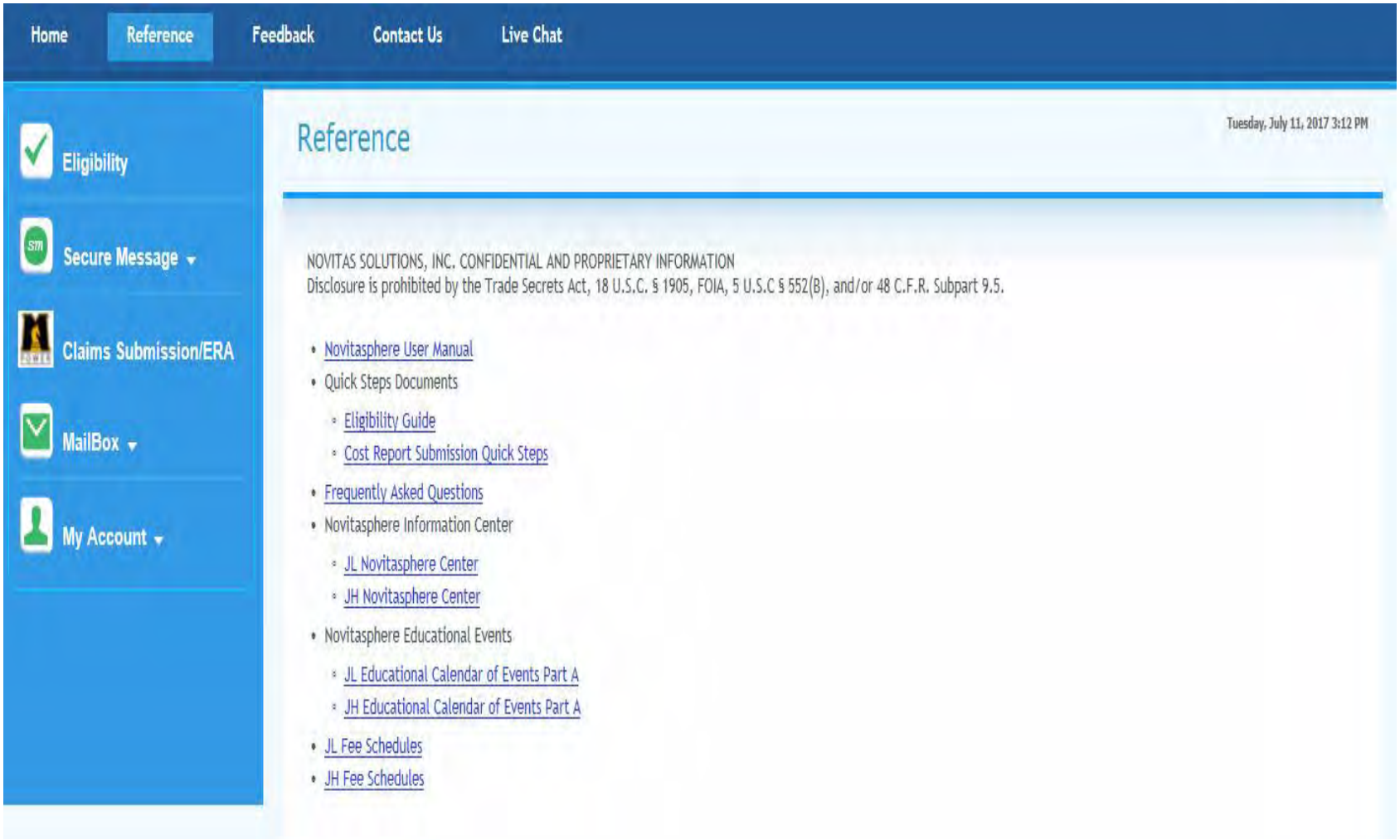
- Cost Report Reopening:
  - Used for Submission of reopening Requests for a cost report after it has been settled
- Cost Report Appeals:
  - Used for the submission of supporting documents for cost reposts that are under appeal
- SSI Realignment Request (DSH):
  - Used to request an update to a provider's disproportionate share statistics
- Provider-Based Determination:
  - Used to request initial setup or change in a unit's provider-based status
- Wage Index/Occupational Mix Submissions:
  - Used to upload documentation for the yearly wage index and occupational mix audits
- Desk Review/Audit Additional Documentation:
  - Used to upload documentation requested by the Novitas audit staff during the time of a desk review and/or audit
- Submit FOIA Request:
  - Used to submit a Freedom of Information Act request for Medicare cost reports
- Submit PS&R Request:
  - Used to submit a Provider Statistical & Reimbursement report request for fiscal years not covered on the CMS PS&R online system. Providers may utilize this selection if they are currently experiencing PS&R access issues as well
- General Correspondence:
  - Used to submit documentation for items not covered in the above-mentioned table selections; such items include:
    - ✓ Request for Interim Rate Change
    - ✓ Request for Tentative Settlement Change
    - ✓ TEFRA Exception Request
    - ✓ SCH Low Volume Request
    - ✓ Request for Change in Statistical Basis
    - ✓ CMS Tie-In-Notice
    - ✓ Bankruptcy
    - ✓ Other Supporting Documentation
    - ✓ 50%Reduction Request

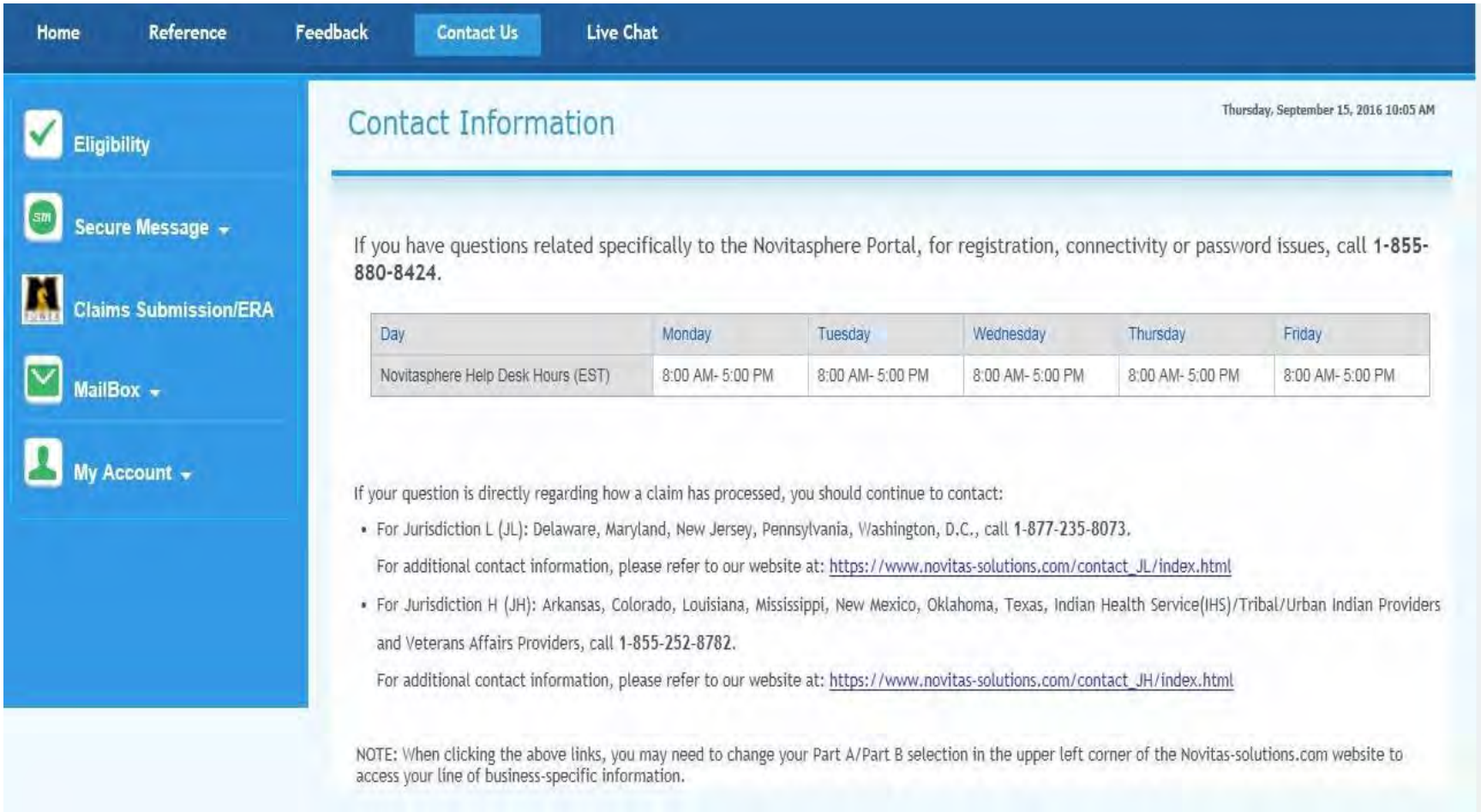
Claim Submission/ERA



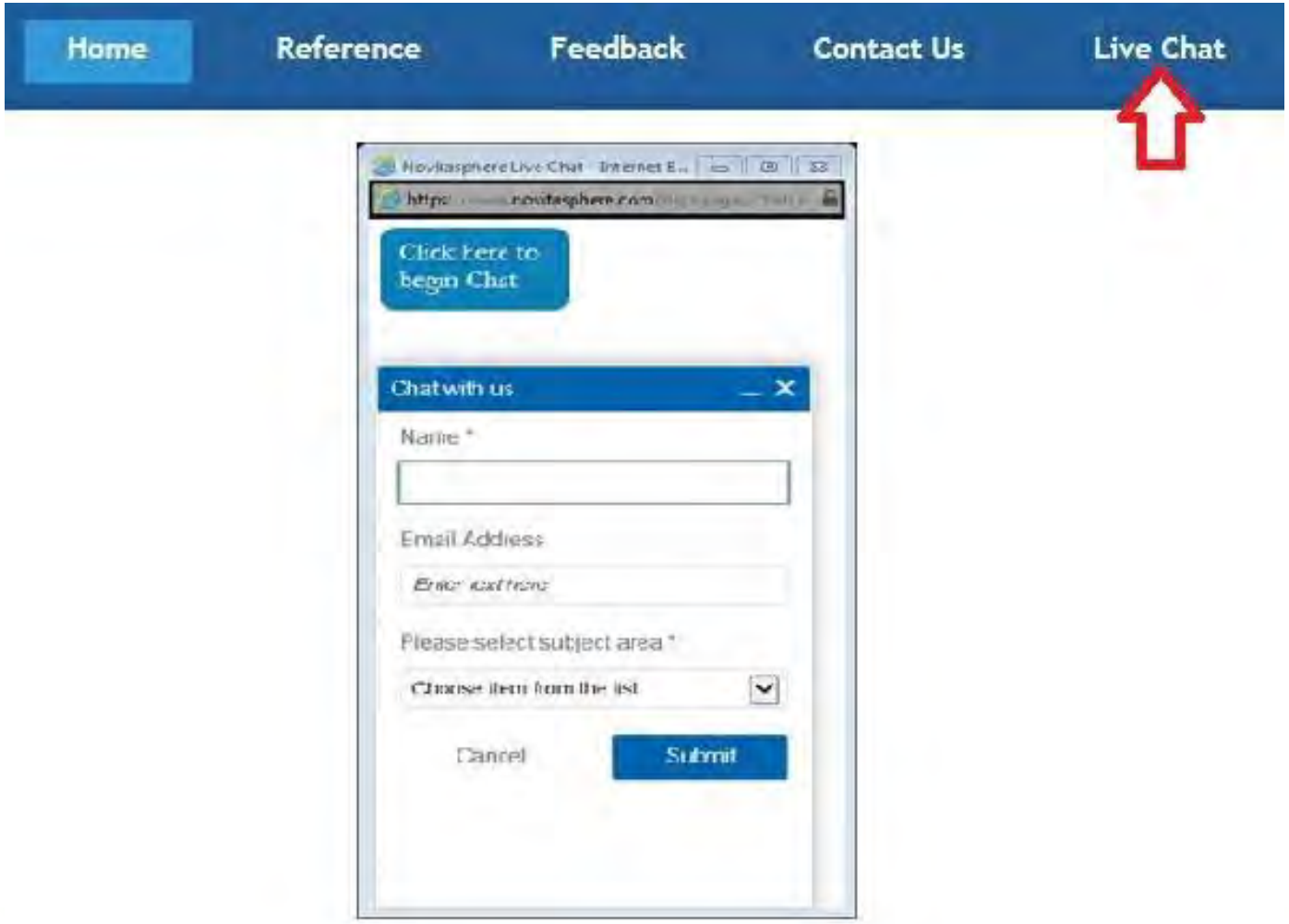
Reference


Home
Reference
Feedback
Contact Us
Live Chat
Eligibility
Secure Message
Claims Submission/ERA
MailBox
My Account
Reference
Tuesday, July 11, 2017 3:12 PM
NOVITAS SOLUTIONS, INC. CONFIDENTIAL AND PROPRIETARY INFORMATION
Disclosure is prohibited by the Trade Secrets Act, 18 U.S.C. § 1905, FOIA, 5 U.S.C § 552(B), and/or 48 C.F.R. Subpart 9.5.
Novitasphere User Manual
Quick Steps Documents
Eligibility Guide
Cost Report Submission Quick Steps
Frequently Asked Questions
Novitasphere Information Center
JL Novitasphere Center
JH Novitasphere Center
Novitasphere Educational Events
JL Educational Calendar of Events Part A
JH Educational Calendar of Events Part A
JL Fee Schedules
JH Fee Schedules

Contact Us


Home
Reference
Feedback
Contact Us
Live Chat
Eligibility
Secure Message
Claims Submission/ERA
MailBox
My Account
Contact Information
Thursday, September 15, 2016 10:05 AM
If you have questions related specifically to the Novitasphere Portal, for registration, connectivity or password issues, call 1-855-880-8424.
Day
Monday
Tuesday
Wednesday
Thursday
Friday
Novitasphere Help Desk Hours (EST)
8:00 AM- 5:00 PM
8:00 AM- 5:00 PM
8:00 AM- 5:00 PM
8:00 AM- 5:00 PM
8:00 AM- 5:00 PM
If your question is directly regarding how a claim has processed, you should continue to contact:
For Jurisdiction L (JL): Delaware, Maryland, New Jersey, Pennsylvania, Washington, D.C., call 1-877-235-8073.
For additional contact information, please refer to our website at: https://www.novitas-solutions.com/contact_JL/index.html
For Jurisdiction H (JH): Arkansas, Colorado, Louisiana, Mississippi, New Mexico, Oklahoma, Texas, Indian Health Service(IHS)/Tribal/Urban Indian Providers and Veterans Affairs Providers, call 1-855-252-8782.
For additional contact information, please refer to our website at: https://www.novitas-solutions.com/contact_JH/index.html
NOTE: When clicking the above links, you may need to change your Part A/Part B selection in the upper left corner of the Novitas-solutions.com website to access your line of business-specific information.

Live Chat


Home
Reference
Feedback
Contact Us
Live Chat
Click here to begin Chat
Chat with us
Name *
Email Address
Please select subject area *
Cancel
Submit

Novitasphere References

- Novitasphere Provider Portal Enrollment Overview Training Module:
  - JH Providers:
    - ✓ http://novitas-solutions.com/cs/idcplg?IdcService=GET_FILE&RevisionSelectionMethod=LatestReleased&dDocName=00082245&allowInterrupt=1
  - JL Providers:
    - ✓ http://novitas-solutions.com/cs/idcplg?IdcService=GET_FILE&RevisionSelectionMethod=LatestReleased&dDocName=00082245&allowInterrupt=1
- EIDM Registration Instructions:
  - JH Providers:
    - ✓ http://www.novitas-solutions.com/webcenter/spaces/MedicareJH/page/pagebyid?contentId=00024651
  - JL Providers:
    - ✓ http://www.novitas-solutions.com/webcenter/spaces/MedicareJH/page/pagebyid?contentId=00024651

Novitasphere References (Continued)

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- Novitasphere Portal Enrollment Forms:
  - JH 8292PJH:
    - ✓ http://www.novitas-solutions.com/webcenter/spaces/MedicareJH/page/pagebyid?contentId=00081357
  - JL 8292P:
    - ✓ http://www.novitas-solutions.com/cs/idcplg?IdcService=GET_FILE&RevisionSelectionMethod=LatestReleased&dDocName=00024645&allowInterrupt=1
  - JH 8291PJH:
    - ✓ http://novitas-solutions.com/cs/idcplg?IdcService=GET_FILE&RevisionSelectionMethod=LatestReleased&dDocName=00094673&allowInterrupt=1
  - JL 8291P:
    - ✓ http://novitas-solutions.com/cs/idcplg?IdcService=GET_FILE&RevisionSelectionMethod=LatestReleased&dDocName=00094672&allowInterrupt=1

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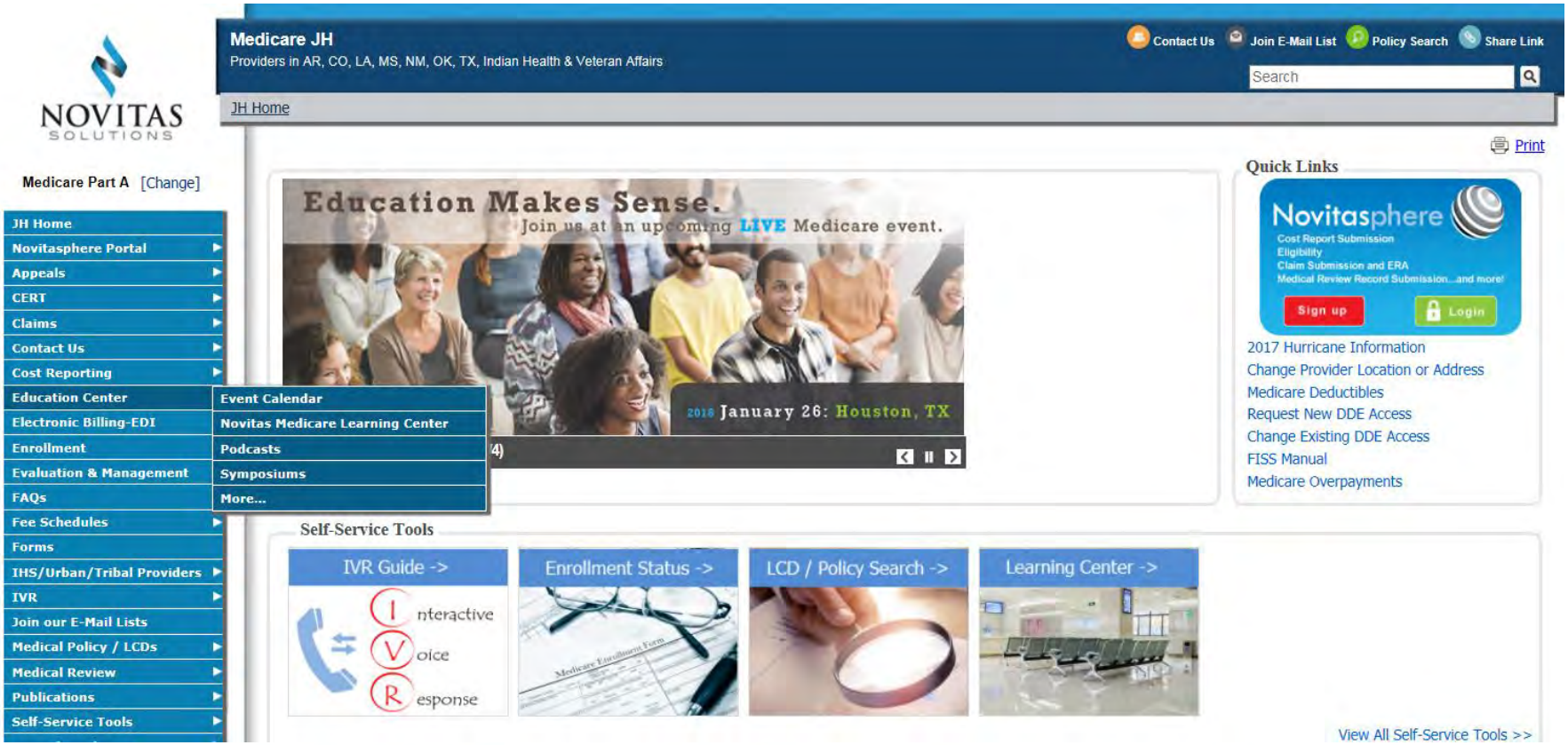
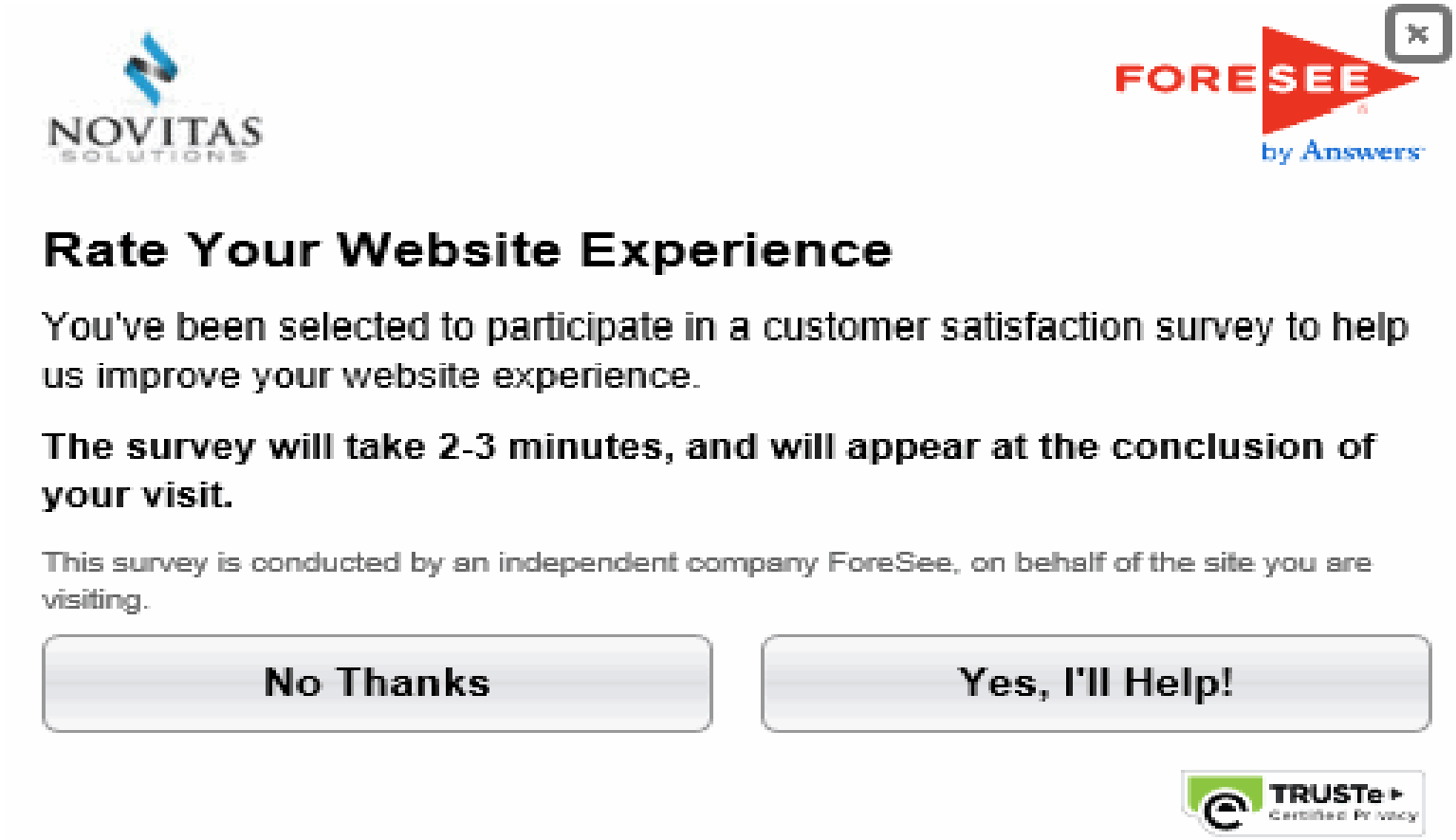
Reminders and Educational Resources

Novitas Website

- http://www.novitas-solutions.com/webcenter/portal/MedicareJH/Medicare+JH+Home
- http://www.novitas-solutions.com/webcenter/portal/MedicareJL/Medicare_JL



Website Satisfaction Surveys



Novitas Solutions eNews Mailing Schedule

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- In response to your feedback, we are implementing a new delivery schedule for our “Novitas Solutions eNews” email
- Our emails will arrive in your inbox just twice a week:
  - Every Tuesday and Thursday
- These emails will still contain all the important Medicare news and updates you need
- We will continue to send any urgent Medicare news or alerts to your inbox instantly
- Join:
  - JH Providers:
    - ✓ http://www.novitas-solutions.com/webcenter/portal/MedicareJH/pagebyid?contentId=00007968
  - JL Providers:
    - ✓ http://www.novitas-solutions.com/webcenter/portal/MedicareJL/pagebyid?contentId=00007968

Customer Contact Information

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- Providers are required to use the IVR unit to obtain:
  - Claim Status
  - Patient Eligibility
  - Check/Earning
  - Remittance inquiries
- Jurisdiction H:
  - Customer Contact Center- 1-855-252-8782
  - Provider Teletypewriter- 1-855-498-2447
- Jurisdiction L:
  - Customer Contact Center- 1-877-235-8073
  - Provider Teletypewriter- 1-877-235-8051
- Patient / Medicare Beneficiary:
  - 1-800-MEDICARE (1-800-633-4227)
  - http://www.medicare.gov

Summary

NOVITAS SOLUTIONS

- Provided the latest news, updates, reminders and top claim submission errors
- Discussed the importance of the new Medicare cards
- Demonstrated the user-friendly functionality of the Novitasphere Portal
- Reviewed helpful Medicare reminders and education resources

Thank You

- Kim Robinson
  Education Specialist, Provider Outreach and Education
  Kim.Robinson@novitas-solutions.com
  442-400-7523
- Janice Mumma
  Supervisor, Provider Outreach and Education
  janice.mumma@novitas-solutions.com
  717-526-6406
- Stephanie Portzline
  Manager, Provider Engagement
  Stephanie.Portzline@novitas-solutions.com
  717-526-6317