



## SYSTEM CHANGES CAUSE SERVICE ISSUES FOR NOVITAS

Novitas recently sent out an email (10/30/13) indicating that due to recent system changes customers may experience some service issues while utilizing the Novitas website. Novitas is diligently working to resolve these issues and provided some helpful 'work arounds' as listed below.

MEDTRON will continue to post updates as they are provided by Novitas. Also, please visit, [www.novitas-solutions.com](http://www.novitas-solutions.com), Jurisdiction H, to view Part B active informational alerts and active system alerts.

Issue	Cause/Resolution	Status/Date Resolved	What Can You Do?
<b>Enrollment information</b> not in Enrollment Inquiry Status Tool	CMS-855s received after September 23, 2013 may not be entered in the Provider Enrollment Inquiry Status Tool as expected. This may not be an accurate method to determine if a CMS-855 application has been received by Novitas.  We are working diligently to correct this issue with a goal that all applications are available for viewing by mid-November.	<b>10/24/2013:</b> Progress is being made; goal of availability within two weeks remains.	Please do not resubmit your application as this compounds the problem. We suggest you check the status tool in about 10 to 12 days from the date of this notice.
<b>Enrollment determination letters</b> are being duplicated	Due to technical issues, some providers/suppliers may have, or will, receive duplicate auto-generated letters from Novitas' Provider Enrollment department.	<b>10/24/2013:</b> The root cause of the issue has been identified and we are aggressively pursuing a resolution. We apologize for any inconvenience this may have caused.	If you receive duplicate letters, you may discard as you deem appropriate.
<b>Delays are</b> occurring with processes (e.g., Medical Review, Claims Processing) requiring <b>submission of documentation</b>	Due to recent system changes, technical difficulties have been encountered by Novitas Solutions' Mailroom with respect to imaging of submitted documents such as medical records and responses to inquiries. As a result, providers who have submitted medical records and/or other correspondence, in response to Additional Development Requests (ADR), Automated Development System (ADS) message or other communications such as submission of paperwork (PWK) may not be seeing these documents accurately reflected as such in the claims processing systems.	<b>10/24/2013:</b> Please be assured that documentation has not been "lost". Novitas Solutions continues to receive and process all incoming correspondence.	Please do not resubmit your documents or call the Customer Contact Center repeatedly as these actions compound problems.

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<b>Delays: Medical Review</b>	See description above.	<b>10/24/2013:</b> In the event that ADRs time-out (i.e. at day 45) for non-receipt of documentation, relative to the imaging issue, providers should contact the Customer Contact Center. Medical Review will work directly with the Customer Contact Center to reopen, review and process these claims accordingly.	
<b>Delays: Claims Processing-Part B</b>	See description above.	<b>10/24/2013:</b> In the event that ADRs time-out (i.e. at day 45) for non-receipt of documentation, relative to the imaging issue, we will work directly with providers to reopen / reprocess claims accordingly. Interest will be paid on any paper claims that are not paid within 30 days.	
<b>Part B solicited cash</b> refund checks are not being processed timely	<p>Novitas is experiencing delays in processing of Part B solicited cash. Because of this delay, the automatic system offset may occur. As a result:</p> <p>Novitas will still process your check as if we were processing it on the date of receipt. This means that if interest was automatically assessed in error and not due, it will be returned.</p> <p>If your debt is resolved, we are required to apply your payment to any other outstanding Medicare debt.</p> <p>If no additional monies are owed to Medicare, a check will be returned to you for any balance that remains.</p>	Ongoing	There is no further action you need to take.
<b>Long Wait Times</b> for Customer Service	<p>Receipt of a high volume of calls in our Customer Contact Center is causing longer than usual wait times.</p> <p>We understand this is causing an inconvenience for you, our customers, and we are working diligently to correct this issue.</p>	<b>10/24/13:</b> We continue to resolve key issues driving the extended wait time and anticipate improvement throughout the upcoming week.	

Issue	Cause/Resolution	Status/Date Resolved	What Can You Do?
<p><b>Appeal</b> is not in Appeals Status Tool</p>	<p>Appeals received after September 23, 2013 may not be entered in the Appeals Status Tool as expected. Therefore, this may not be an accurate method to determine if an Appeal request has been received by Novitas.</p>	<p><b>10/24/13:</b> –</p> <p>Part A - We are on track to resolve this issue in the next week.</p> <p>Part B - We are on track to resolve this issue in the next two weeks from today's date.</p>	<p>Please do not resubmit Appeal(s) or call the Customer Contact Center repeatedly as these actions compound problems.</p>
<p><b>Website</b> Keeps unexpectedly shutting down</p>	<p>The website keeps unexpectedly shutting down completely or is shut down without notice during the day.</p>	<p><b>10/24/2013:</b> Website is now stable. Additional system resources are being procured to ensure ongoing stability.</p>	
<p><b>Website Content Pages</b> Are Not Functioning Right</p>	<p>We are experiencing various issues when trying to review content on our Website. Content is displaying in a small, scrolling upper portion of the browser window, rather than on the full screen. Additionally, when using a device like an iPad or iPhone, content cannot be scrolled through.</p>	<p><b>10/24/2013:</b> Findings indicate this is related to incompatibility with certain web browsers (e.g., Google Chrome, Internet Explorer v9 and v10, and Apple Safari). Timeframe for resolution is due to be set by Friday, 10/25/2013.</p>	
<p><b>Policy Pages (e.g., LCDs, Articles, IDEs)</b> Are Not Functioning Properly</p>	<p>We are currently experiencing various issues with the policy pages on our website. Problems encountered include the inability to effectively search for LCDs, the inability to print LCDs directly from the website, problems viewing entire pages from certain devices (e.g., iPads and iPhones) and presence of older versions of Clinical Trials and IDE Request information.</p> <p>We are aware of these issues and are working to correct them.</p>	<p><b>10/24/2013:</b> Updates will be provided as they become available. We thank you for your continued patience.</p>	<p>We encourage providers to submit questions, concerns, and suggestions regarding the policy area of the website so that we can continue to enhance the webpage.</p>
<p><b>CERT Claim ID (CID)</b> tool is not functioning.</p>	<p>While coding modifications are being made, the CERT Claim ID tool is not available. Therefore, the tool cannot be used to determine the outcome of a review completed by CERT.</p>	<p>Ongoing</p>	<p>Providers can email the CID to <a href="mailto:Questcert@novitas-solutions.com">Questcert@novitas-solutions.com</a></p>

Contact Software Support for assistance or any questions via:

From **MEDPM** or **MEDEHR** Sign On screens, double click on 'support@medtronsoftware.com' to compose an email to the Software Support Dept.

-OR-

Phone: (985) 234-0599 (local)  
(800) 978-0599 (toll free)

-OR-

Fax: (985) 234-0609