

# EDI Connections: Partnering for the Future with Section 1011

September 12, 2013  
3:00 pm Eastern Time

# Topics



- What is Section 1011?
- Who is Novitas?
- Novitas Section 1011 and EDI Services – “Partnering for the Future”
- Upcoming changes and impacts for Dial-Up
- Upcoming changes and impacts for SFTP
- What will not be changing
- Next steps for Trading Partners
- Who to contact for help with the changes

# What is Section 1011?



- Section 1011 is part of the Medicare Prescription Drug, Improvement and Modernization Act of 2003 (Pub. L. 108-173) (MMA), which included Section 1011, Federal Reimbursement of Emergency Health Services Furnished to Undocumented Aliens.
- The Act requires the Secretary of Health and Human Services to directly pay eligible hospitals, physicians, and ambulance providers (including the Indian Health Service and Indian tribal organizations) for their otherwise unreimbursed costs of providing emergency medical services to undocumented aliens.

# What Kind of Care is Covered?



- Emergency care for undocumented aliens is required by Section 1867 (the Emergency Medical Treatment and Labor Act, or EMTALA) of the Social Security Act and includes related hospital inpatient, outpatient, and ambulance services furnished to undocumented aliens, aliens paroled into the United States at a United States port of entry for the purpose of receiving such services, and Mexican citizens permitted temporary entry to the United States with a laser visa.

# Who Can Request Payment?



- Section 1011 payments are made quarterly to reimburse eligible enrolled providers for emergency services rendered to undocumented aliens under the EMTALA rules.
- Eligible provider types include hospitals, physicians, physician groups, and ambulance providers. Since patients are undocumented aliens, there is no beneficiary file for the Section 1011 Program.

# Who is Novitas?



- Novitas Solutions, Inc. (Novitas) is a contractor specializing in the healthcare industry
- Novitas was formerly Highmark Medicare Services and is now a division of Diversified Service Options (DSO), a Florida Blue Company
- Novitas is currently the JL and JH Medicare Administrative Contractor (MAC) for the Centers for Medicare and Medicaid Services (CMS)
- Novitas also holds other government contracts, including the CMS contract for the Section 1011 Program

# Section 1011 and EDI Services



- Our top priority as your EDI partner is ensuring the integrity of your Electronic Data Interchange (EDI) transactions (payment requests, electronic remittance advice retrieval, and transmission reports).
- Novitas Solutions continually looks for ways to improve the speed and service we provide electronic customers.
- We are excited to discuss with you a change to our telecommunications platform used for EDI transactions.

# Upcoming EDI Enhancements



- To improve the service, speed and efficiency of electronic transactions, Novitas will use a single dial-up approach for all of our EDI trading partners.
- We are launching these improvements as part of our initiative: “ EDI Connections – Partnering for the Future.”
- To experience these enhancements, you will need to make some minor changes to the way you interact with Novitas as an EDI Trading Partner.



# Types of EDI Transmissions



- There are two (2) major types of EDI transmissions that will be impacted by our system enhancements:
  - Dial-Up transmission sent directly to Novitas through a modem
  - Secure File Transfer Protocol (SFTP) transmissions

# What Is Changing for Dial-Up?



- Specifically, Novitas' phone number for dial-up modem transmissions is changing on September 27, 2013 after 4pm Eastern Time (ET).
- If you submit directly to Novitas, this modem number is usually hard coded into your software system.
- The **new modem phone number** to connect to Novitas is **904-371-9511**.

# What Else is Changing for Dial-Up?



- When you change to the new modem phone number, you will also need to **change the way you enter your Logon ID.**
- You will simply add a suffix containing the @ symbol and your submitter/receiver ID to the end of your existing Logon ID.
- Example: Existing logon ID is PRJ9999 and existing submitter ID is 1939999. New Logon ID is PR9999@1939999.

# What About My Password?



- The first time you connect to your EDI mailbox, a temporary password will be needed.
- The temporary password will contain “HMS#” and the last four digits of the original Logon ID.
- After entering the temporary password, the system will prompt you to change your password.
- Be sure to note your new password for future use.

# What is not Changing for Dial-up?



- You will not need to sign a new EDI Agreement
- You will not need a new submitter/receiver ID
- If you connect through a network service vendor (e.g. IVANS or Ability), you will not need to make the modem number change; we are working with these NSVs to make these changes in their transmissions
- The format of your EDI reports [including Electronic Remittance Advice (ERA)] will not be changing.

# What Do I Need to Do?



- If you are a provider billing Section 1011 directly via dialup modem, please contact your software vendor with questions on how to update the modem phone number in your telecommunications software.
- If you are a provider using a billing service, network service vendor or clearinghouse, please work with them to ensure they have updated their connections to Novitas in preparation for this change on September 27, 2013 after 4pm ET.

# What is Changing for SFTP?



- Novitas' URL for Secure File Transfer Protocol (SFTP) transmissions is changing. This value is usually hard coded into your software system.
- **The new URL for SFTP transmissions is:**  
**[prod11-smartxfer.novitas-solutions.com](https://prod11-smartxfer.novitas-solutions.com)**
- **NOTE: the SFTP port must be 22.**

# What Else Is Changing for SFTP?



- When you change to the new URL, you will also need to **change the way you enter your logon ID.**
- You will simply add a suffix containing the @ symbol and your submitter/receiver ID to the end of your existing logon ID.
- Example: Existing logon ID is PRJ9999 and existing submitter ID is 1939999. New Logon ID is PR9999@1939999.



# What About My Password?



- The first time you connect to your EDI mailbox via SFTP, a temporary password will be needed.
- The temporary password will contain “HMS#” and the last four digits of the original Logon ID.
- After entering the temporary password, the system will prompt you to change your password.
- Be sure to note your new password for future use.

# What is Not Changing for SFTP?



- You will not need to sign a new EDI Agreement
- You will not need a new submitter/receiver ID
- If you connect through a network service vendor (e.g. IVANS or Ability), you will not need to make the URL change; we are working with these NSVs to make these changes in their transmissions
- The format of your EDI reports [including Electronic Remittance Advice (ERA)] will not be changing.

# What Do I Need to Do?



- If you are a provider, billing service or clearinghouse connecting to Novitas Section 1011 using SFTP to submit payment requests or retrieve ERA, please contact your Network Service Vendor (IVANS, Ability or McKesson) to ensure the URL will be updated on September 27, 2013 after 4pm Eastern Time.

# Is Direct Data Entry Impacted?



- The Direct Data Entry (DDE) method for submitting Section 1011 Payment Requests is not impacted by this change.
- However, all providers retrieve their Electronic Remittance Advice (ERA), so if you dial in directly to retrieve ERA, the change will impact you in that instance.

# When Do Changes Take Effect?



- EDI trading partners serving providers in the Section 1011 contract must complete the transition to the new modem phone number or SFTP URL after 4:00 pm Eastern Time on **September 27, 2013**.
- EDI trading partners who do not transition to the new modem phone number or SFTP URL by this date will experience transmission failures and/or rejected payment requests and /or will not be able to retrieve ERA after 4pm ET on September 27, 2013.

# What Should I Do to Be Ready?



- If you are a provider billing Section 1011 directly via dialup modem, please contact your software vendor with questions on how to update the modem phone number in your telecommunications software.
- If you are a provider using a billing service, network service vendor or clearinghouse, please work with them to ensure they have updated their connections (either dial up or SFTP) to Novitas in preparation for this change

# Who Do I Call at Novitas?



- If you have any questions related to the “EDI Connections – Partnering for the Future” changes, please contact an EDI Analyst at **1-877-235-8073, Option 3**, Monday through Thursday from 8:00 a.m. to 4:00 p.m. Eastern, Central and Mountain Times. Due to training, Friday hours of availability are:
  - 8:00 a.m. - 2:00 pm Eastern Time
  - 9:00 a.m. to 4:00 pm Central Time
  - 8:00 a.m. to 3:00 pm Mountain Time

# Questions and Answers



- We will now take questions on this topic from the participants on the Ask the Contractor call.
- Questions and Answers will be added to our “Frequently Asked Questions” segment on the Section1011 website at:  
<https://www.novitas-solutions.com/section1011/index.html>