

#### Provider Portal Submissions

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# Agenda

- Portal Benefits
- Gaining Access
- SPOT/Novitasphere Portal Features
- Document Types for Portal Submissions
- CR Submission Walkthrough
- Misc Docs/Requests Submissions Walkthrough
- Future Enhancements
- Userguides & Help Links (See Attached)
- Q & A

### Portal Benefits

Time

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- Security
- Cost Reduction
- Process Streamlining

# Gaining Access

Step I

- Create an EIDM account
- Step 2
  - Request additional access to SPOT/Novitasphere via your EIDM profile

## SPOT/Novitasphere Portal Features

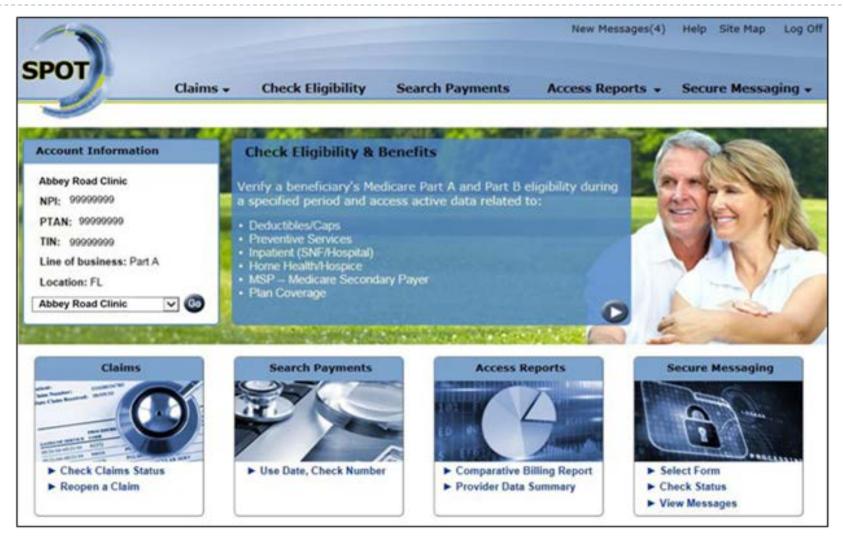
#### SPOT

- Cost Report Submissions
- Claim Submissions
- EDI Enrollment Changes
- Obtain Beneficiary Eligibility
- Claim Reopenings
- Data Reports
- Live Chat

#### Novitasphere

- Cost Report Submissions
- Med Record Submissions
- Claim Submissions
- Obtain Beneficiary Eligibility
- Live Chat

### SPOT Secure Messaging



### Novitasphere Secure Messaging

Novitaspher Your link to online Medicare information	e 🔘	Organizatio Provider :	LOGOUT Welcome m :
Home Reference Co	mments Contact Us		
<ul> <li>Secure Message</li> <li>Medical Review Records</li> <li>Audit &amp; Reimbursement</li> <li>Submission History</li> <li>MailBox -</li> <li>My Account -</li> </ul>	Provider Audit and Reimbur   To begin, select the type of e-Documentation reque Note: * Indicates a required field. Document Type:* Next	st you wish to submit, and click the Next button to access the Submit A Cost Report Reopening Appeals SSI Realignment Request (DSH) Provider-Based Determination Wage Index/Occupational Mix Submission Desk Review/Audit Additional Documenta Submit FOIA Request Submit FOIA Request General Correspondence (not defined in co	18 tion

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# Document Types for Portal Submissions

#### Submit A Cost Report

 Used for submitting As-Filed, Amended, and Low/No Utilization Cost Reports

#### Reopening

 Used for Submission of reopening Requests for a cost report after it has been settled

#### Appeals

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 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

 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

## CR Submission Walkthrough

- I. Login to SPOT/Novitasphere
- 2. Navigate to Secure Messaging
- 3. Select "Audit & Reimbursement"
- 4. Select "Submit A Cost Report"
- 5. Answer Questions To Classify Your C/R Submission
- 6. Select Fiscal Period and Upload Documents
- 7. Add Comments if Necessary and Submit

### Selecting a Document Type

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ocument Type: lease select one		
ubmit a Cost Report eopening ppeals SI Realignment Request (DS rovider-Based Determination		
/age Index/Occupational Mix esk Review/Audit Additional ubmit FOIA Request ubmit PS&R Request eneral Correspondence	Submissions	

### Classify Cost Report Submission

	Check Eligibility	Search Payments	Access Reports +	Secure Messaging 🗸
Pr	ovider Audit & Rein	nbursement Request		
* R	equired			
D	ocument Type:			
S	ubmit a Cost Report	~		
No	ote: If you are filing an amended	ocumentation for an existing Me cost report please select "No" in th icare utilization cost report: Ple	e following dropdown. No	
	Next	Yes		

### Selecting Fiscal Period & Upload

Þ

	Search Payments	Access Reports   Secure Message	ng
ost Reports Submiss	sion Form		
	nation in the fields below. Cost re r submission exceeds the size lin	eports are processed within 30 business days of recei	pt.
Required		in 01200mb.	
NPI:	PTAN:	Location:	
123456789	123456789	FL	
Fiscal Period:			
01/01/2016:12/31/2016			
	ar fiscal pariod you are searching	for, please email PARDSupport@fcso.com	
		ior, please email PARD support @rcso.com	
ECR File:	Browse Clear		
PI File:	Browse Clear		
Supporting Documentation:			
	ent Type 🗸	Browse Clear	
Please Select a Sub Docume	ent Type 🗸	Browse Clear	
	ent Type 🗸	Browse Clear	
Please Select a Sub Docume Add More Documentation	ent Type 🗸	Browse Clear	
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Please Select a Sub Docume	ent Type 🗸	Browse <u>Clear</u>	
Please Select a Sub Docume Add More Documentation	ent Type 🗸	Browse <u>Clear</u>	
Please Select a Sub Docume Add More Documentation Comment:	ent Type 🗸	Browse Clear	
Please Select a Sub Docume Add More Documentation	ent Type 🗸	Browse Clear	

### Selecting Sub Document Types

Check Eligibility	Search Payments	Access Reports +	Secure Messaging 🗸
ost Reports Submis	sion Form		
lease enter the required infor	rmation in the <mark>fields below. Cost r</mark> ur submission exceeds the size li		) business days of receipt.
NPI:	PTAN:	Location:	
123456789	987654	FL	
Fiscal Period:			
	der fiscal period you are searchin	a for please email PARDSupr	ort@fcso.com
Supporting Documentation:	ael liscal period you are searchin	g ior, please eniair PARD Supp	on the resolution
supporting Documentation.	2.00		
Please Select a Sub Docum Cover Letter		Brows	se <u>Clear</u>
Worksheet S with Signature CMS 339 with Signature Bad Debt Listing(s)	·		
CMS 339 with Signature Bad Debt Listing(s) Financial Documents			
CMS 339 with Signature Bad Debt Listing(s) Financial Documents Protested Items PS&R Information			^
CMS 339 with Signature Bad Debt Listing(s) Financial Documents Protested Items PS&R Information Wage Index			Ĵ
CMS 339 with Signature Bad Debt Listing(s) Financial Documents Protested Items PS&R Information			<u></u>

## Adding Comments & Submitting

Check Eligibility	Search Payments	Access Reports +	Secure Messaging -
Cost Reports Submiss	sion Form		
Please enter the required inform	nation in the fields below. Cost r submission exceeds the size li		) business days of receipt.
NPI:	PTAN:	Location:	
123456789	123456789	FL	
Fiscal Period			
01/01/2013:12/31/2013 V			
If you cannot locate the provide	er fiscal period you are searchin	n for please email PARDSupp	ort@fcso.com
Supporting Documentation:	in ilsear period you are searching	g ior, picase cinai r Artosupp	in the resolution
Financial Documents	$\sim$	Brows	se <u>Clear</u>
Please Select a Sub Docume	ent Type 🗸	Brows	se Delete
Please Select a Sub Docume	ent Type 🗸	Brows	se Delete
Please Select a Sub Docume		Brows	se Delete
		Diowa	Delete
Add More Documentation			
Comment:			
			~
			~
· · · ·			
Requester Name:			
Electronic signature			
	ided on and in connection with this	submission is true, accurate, and	correct.
Upload File Reset Form			

#### **Confirmation Page**

#### Thank you for your submission

Thank you for using SPOT to submit your secure message to First Coast Service Options Inc. The confirmation number of your submission is: D492412B-B883-4189-9789-C36A7B8F1769.

Remember, you can track the status of your submission using this confirmation number. If you have an inquiry about anything SPOT, be sure to use the feedback form located under the Help tab at the top of every page.

Please use the First Coast PARD <u>contact page</u> for information about where to submit your Worksheet S certification page with the original signature. Use the same <u>contact page</u> for information as to where to send your hardcopy check if you're filing your cost report as an overpayment.

#### Trailer Page Example



#### Misc Docs/Requests Submissions

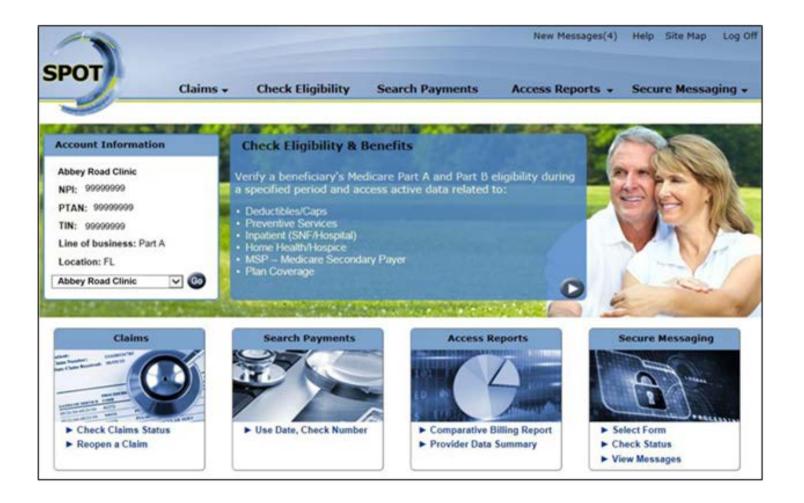
Provider Audit and Reimbur	sement Form	Monday, March 28, 2016 10:18 AM
To begin, select the type of e-Documentation request Note: * Indicates a required field.	you wish to submit, and click the Next button to access the for	m.
Document Type:*	Select One Submit A Cost Report Reopening Appeals SSI Realignment Request (DSH) Provider-Based Determination Wage Index/Occupational Mix Submissions Desk Review/Audit Additional Documentation Submit FOIA Request Submit PS R Request General Correspondence (not defined in other	

### Misc Document Upload

Secure Message	Provider Audit and Reimbursement Form
Medical Review Records     Audit & Reimbursement	
Submission History	Please enter the required information in the fields below. Cost reports are processed within 30 business days of receipt. Note: You will be alerted if your submission exceeds the size limit of 200MB.
MailBox 🗸	*Indicates a required field. *Fiscal Period:
My Account -	Image: Total         Image: Total         Image: Total         Image: Total         Image: Total Total         Image: Total Total         Image: Total Total Total         Image: Total Total Total         Image: Total
	Requester Name:
	Electronic signature

#### Other Items - SPOT

D



#### Other Items -SPOT

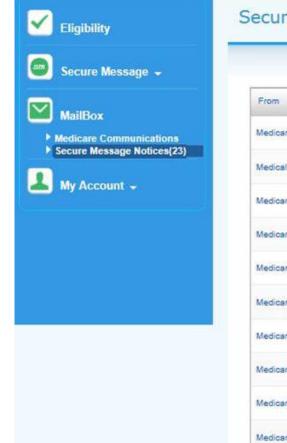
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				New Messa	ges(7)	Help	Site Map	Log Off
Ch	eck Eligibility	Search	Payments	Access Repor	rts 🗸	Secur	re Messagi	ing
lessag	jes				Submit Check S		mentation Re	equest
fessages ]	l-10 of 39				<u>View M</u>	<u>essages</u>	c.	
0	From		Subject			E	Received 🝦	Secure Mes
$\bowtie$	Medicare		Confirmation			0	4/04/2016	12
	Audit & Reimbursemen	t	Cost Report Remi	inder Letter		0	3/31/2016	12
$\bowtie$	Medicare		Correspondence			0	3/29/2016	1
	Medicare		Correspondence			0	3/28/2016	12
	Medicare		Correspondence			0	3/24/2016	1
	Medicare		Correspondence			0	3/24/2016	12
	Medicare		Correspondence			0	3/24/2016	1
	Medicare		Correspondence			0	3/24/2016	1
	Medicare		Correspondence			0	3/23/2016	12
	Medicare		Correspondence			0	3/23/2016	14

### Other Items - Novitasphere

Submission Type: Audit & Reimbu	rsement V Search Criterion:	Date Rang	e 🗸
	riew your documentation submission history: dates must be entered in the MM/DD/YYYY format and i To: 03/28/2016	include forwar	d slashes.
Confirmation ID	Form	Status	Submission Date
Communation			
	Cost Report (07/01/2014:06/30/2015)	Upload fail*	2016-03-24 12:17:07.15
	Cost Report (07/01/2014:06/30/2015) General Correspondence (07/01/2014:06/30/2015)	Upload fail* Upload fail*	2016-03-24 12:17:07.15 2016-03-24 12:26:50.93
Confirmation IDs			

### Other Items - Novitasphere



#### Secure Message Communications

From	Subject	Creation Date*	Attachment
Medicare	Confirmation	2016-08-17 14:30:50.087	PDF
Medical Review	Pre-Pay Probe - Initial Letter	2016-06-17 14:30:49.78	PDF
Medicare	Confirmation	2016-06-17 14:10:48.193	PDF
Medicare	Confirmation	2018-08-17 10:55:44.777	POF
Medicare	Confirmation	2018-08-17 09:20:42.457	POF
Medicare	Confirmation	2018-08-17 09:20:42.027	PDF
Medicare	Confirmation	2016-06-17 09:15:40.88	PDF
Medicare	Confirmation	2018-08-17 09:15:40.617	POF
Medicare	Confirmation	2016-06-17 09:15:40.34	PDF
Medicare	Confirmation	2018-04-01 17:18:13.003	PDF

### Other Items - Novitasphere

Eligibility	Contact Information						Friday, June 24, 2016 9:35 A
Secure Message 🚽	If you have questions related spec	ifically to the Novit	tasphere Portal, for	r registration, conn	ectivity or passwor	d issues, call <b>1-855</b>	-880-8424.
MailBox 🚽	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	0.00 MM 5:00 DM	1
My Account 🗸	I I I I I I I I I I I I I I I I I I I	0.00 Am- 3.00 FM	6.00 AM- 3.00 FM	6.00 AM- 3.00 PM	0.00 AM- 0.00 FM	8:00 AM- 5:00 PM	

### Userguides & Helplinks



#### Future Enhancements

#### Full Two Way Communication

- Letters from PAR arrive in portal inbox (PDF)
- Other file types uploaded to provider inbox
  - Detail PS&Rs
  - Excel, PDF, Word, etc. files
  - Audit/Desk Review/Reopening/Wage Index Documents
- Email Notifications of Incoming Documents
- New Document Type for CRNA Submissions

## Questions



#### **Portal Quick Reference Links**

#### **SPOT (Secure Provider Online Portal)**

Login - http://thespot.fcso.com/portal

Website Home Page - http://medicare.fcso.com/Landing/256747.asp

User Guide - http://medicare.fcso.com/Help/256025.pdf

Frequently Asked Questions - http://medicare.fcso.com/landing/241525.asp

How to Create an EIDM Account - http://medicare.fcso.com/faqs/answers/262002.asp

How to Request SPOT Access - http://medicare.fcso.com/faqs/answers/273878.asp

EIDM Multifactor Authentication Help - <u>http://medicare.fcso.com/FAQs/Answers/0337930.asp</u>

SPOT Help Desk – 855-416-4199 or FCSOSPOTHelp@fcso.com

Provider Audit Contact - PARDSupport@fcso.com

#### **Novitasphere**

Login - https://www.novitasphere.com/

Website Home Page JH - http://www.novitas-solutions.com/webcenter/portal/Novitasphere\_JH

Website Home Page JL - http://www.novitas-solutions.com/webcenter/portal/Novitasphere\_JL

User Guide - http://www.novitas-solutions.com/webcenter/content/conn/UCM\_Repository/uuid/dDocName:00126973

Frequently Asked Questions - http://www.novitas-solutions.com/webcenter/content/conn/UCM\_Repository/uuid/dDocName:00126974

Cost Report Quick Steps - http://www.novitas-solutions.com/webcenter/content/conn/UCM\_Repository/uuid/dDocName:00134848

Eligibility Guide - http://www.novitas-solutions.com/webcenter/content/conn/UCM\_Repository/uuid/dDocName:00098576

Provider Audit Contact: JH – <u>JHsettlement@novitas-solutions.com</u> JL – <u>settlement@novitas-solutions.com</u>

#	DocType (Mail Selection)	Sub-DocType (Shown in Upload Dropdown)	SubdocType Description
		Cover Letter	Cover letter stating what is being filed with this cost report submission
	1	ECR File	ECR file (file beginning with EC, RD, SN, RF, CM, etc.) that is generated from cost report vendor software
		PI File	Print Image (PI) file that corresponds to the ECR that is generated from cost report vendor software
			The certification page (Worksheet S) of the ECR file with the original signature (not a facsimile or stamped copy of the
		Worksheet S with Signature	signature) of an officer (administrator or chief financial officer)
	Submit A Cost Report	CMS 339 with Signature	A completed Form CMS-339 with an original signature of an officer or administrator.
		Bad Debt Listing(s)	Bad Debt Information pertaining to the cost report being filed
		Financial Documents	Documents including financial statements, trial balances, revenue & expense, etc.
		Protested Items	List of protested items being filed with the cost report
		PS&R Information	PS&R information such as crosswalks, allocations, etc.
		Wage Index	Documents supporting wage related costs on the cost report
		A-6 Reclass	Reclassification information pertaining to the cost report being filed
1		A-8 Adjustments	Adjustment information pertaining to the cost report being filed
		DSH Information	DSH calculations/reports pertaining to the cost report being filed
		GME/IME	Medical Eduction information pertaining to the cost report being filed
		Organ Acquisition	Supporting documentation for Organ Acquisition being filed on the cost report
		Para-Medical/Nursing School	Supporting documentation for Organ Acquisition being filed on the cost report Supporting documentation for Para-Med/Nursing School
		Low Volume ESRD Adjustments	
		, ,	Supporting documentation for Low Volume ESRD Adjustments
		CMS Tie-In Notice	Official CMS Tie-In notice for new, terminating, or change of ownership providers
		Other Supporting Documentation	General identifier for additional items that do not fall in other categories
		Check	If your cost report is being filed as an overpayment, please utilize this category for an image of the check.
		IRIS Files	DBF files (A&M) for teaching hospitals
		Low Utilization Cost Report	Please utilize this document category if you are submitting a Low Utilization Cost Report
		No Utilization Cost Report	Please utilize this document category if you are submitting a No Utilization Cost Report (no activity during fiscal period)
2	Reopening	Cover Letter	Cover letter stating what documentation is being submitted
~	rteoponnig	Documentation	Documentation related to the document type being selected
3	Appeals	Cover Letter	Cover letter stating what documentation is being submitted
Ŭ	Appeals	Documentation	Documentation related to the document type being selected
4	SSI Realignment Request (DSH)	Cover Letter	Cover letter stating what documentation is being submitted
-	oor realignment request (Dorr)	Documentation	Documentation related to the document type being selected
5	Provider-Based Determination	Cover Letter	Cover letter stating what documentation is being submitted
5	Flowider-based Determination	Documentation	Documentation related to the document type being selected
6	Wage Index/Occupational Mix	Cover Letter	Cover letter stating what documentation is being submitted
0	Submissions	Documentation	Documentation related to the document type being selected
	Desk Review/Audit Additional Documentation	Cover Letter	Cover letter stating what documentation is being submitted
		Bad Debt Listing(s)	Bad Debt Information pertaining to the cost report being filed
		Financial Documents	Documents including financial statements, trial balances, revenue & expense, etc.
		Protested Items	List of protested items being filed with the cost report
		PS&R Information	PS&R information such as crosswalks, allocations, etc.
		Wage Index	Documents supporting wage related costs on the cost report
		A-6 Reclass	Reclassification information pertaining to the cost report being filed
7		A-8 Adjustments	Adjustment information pertaining to the cost report being filed
		DSH Information	DSH calculations/reports pertaining to the cost report being filed
		GME/IME	Medical Eduction information pertaining to the cost report being filed
		Organ Acquisition	Supporting documentation for Organ Acquisition being filed on the cost report
		Para-Medical/Nursing School	Supporting documentation for Para-Med/Nursing School
		Low Volume ESRD Adjustments	Supporting documentation for Low Volume ESRD Adjustments
		Bankruptcy	Bankruptcy information for providers in bankruptcy
		Other Supporting Documentation	General identifier for additional items that do not fall in other categories
		Cover Letter	Cover letter stating what documentation is being submitted
8	Submit FOIA Request	Documentation	Documentation related to the document type being selected
		Cover Letter	Cover letter stating what documentation is being submitted
9	Submit PS&R Request	Documentation	Documentation related to the document type being selected
	General Correspondence (not defined in other doctypes)	Request for Interim Rate Change	N/A
		Request for Tentative Settlement Change	N/A
		TEFRA Exception Request	N/A
		SCH Low Volume Request	N/A
10			
10		Request for Change in Statistical Basis	N/A
		CMS Tie-In Notice	Official CMS Tie-In notice for new, terminating, or change of ownership providers
		Bankruptcy	Bankruptcy information for providers in bankruptcy
		Other Supporting Documentation	General identifier for additional items that do not fall in other categories
		50% Reduction Request	Reduction Request for providers who are at risk of filing their cost report late