



## Important Guidance on NPI and NPPES

### Attention: Office Manager or Practice Administrator

As the industry continues its efforts toward NPI (National Provider Identifier) compliance, Providers are being faced with informational warnings, as well as rejections regarding their claims. Some of the factors causing these warnings and rejections are related to how Providers and Groups have registered within the National Plan & Provider Enumeration System (NPPES) database, how they entered the information into their Practice Management Systems (POMIS), and if the Providers and Groups registered themselves with the Payers in the same manner as NPPES.

Sage Software EDI claims formats are designed to send both NPI and Legacy IDs, when the IDs are entered into the POMIS. This allows the Clearinghouse and Payer systems to transition to the NPI requirements. Many payers began accepting NPI prior to the required date; however, many are continuing to update their systems to accommodate the requirements in phases.

Generally, there are three phases a Payer may use to complete their NPI transition:

1. The Payer **can accept NPI** – in this case the Payer is accepting both Legacy and NPI to be sent.
2. The Payer **can accept NPI Only** – in this case the Payer is accepting both Legacy and NPI, however, has not communicated to EBS that they are prepared to require NPI only.
  - a. Caution: Removing the Legacy ID from your system prior to the payer requiring NPI ONLY could impact your claims and stop payments – as some payers are not able to adjudicate the claim without the Legacy ID.
3. The Payer **requires NPI Only** – in this case the Payer is accepting NPI only and has communicated this to EBS. In this case only, EBS will remove the legacy ID from the Sage Software customer file prior to forwarding it to the Payer.

Given that Payers can take a phased approach to this transition, until the required date, they may do so at their discretion. NPI warning messages or rejections could occur at different intervals. In an effort to assist you with NPI related warning messages or rejections, we've created the following NPI Checklist. By completing this checklist most of the common reasons for NPI warning messages or rejections can be identified and more easily addressed.

### **Important Telephone Number and Website information** **National Plan & Provider Enumeration System (NPPES)**

<https://nppes.cms.hhs.gov/NPPES/Welcome.do>

1-800-465-3203

[CustomerService@NPIEnumerator.com](mailto:CustomerService@NPIEnumerator.com)

**CMS**

<http://www.cms.hhs.gov/NationalProvIdentStand/>

## **Glossary of key terms**

### **NPI – National Provider Identifier\***

The Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) mandated the adoption of a standard unique identifier for health care providers. The National Plan and Provider Enumeration System (NPPES) collects identifying information on health care providers and assigns each a unique National Provider Identifier (NPI).

### **NPPES – National Plan & Provider Enumeration System\***

The Administrative Simplification provisions of the *Health Insurance Portability and Accountability Act of 1996 (HIPAA)* mandated the adoption of standard unique identifiers for health care providers and health plans. The purpose of these provisions is to improve the efficiency and effectiveness of the electronic transmission of health information. The Centers for Medicare & Medicaid Services (CMS) has developed the National Plan and Provider Enumeration System (NPPES) to assign these unique identifiers.

### **NPI Types - National Provider Identifier entity type code\***

The Administrative Simplification provisions of the *Health Insurance Portability and Accountability Act of 1996 (HIPAA)* define two categories of health care providers.

**Entity Type I\*:** NPIs with an “Entity type code” of 1 will be issued to health care providers who are individual human beings. Examples of health care providers with an “Entity type code” of 1 are physicians, dentists, nurses, chiropractors, pharmacists, and physical therapists.

**Entity Type II\*:** NPIs with an “Entity type code” of 2 will be issued to health care providers other than individual human beings, that is, organizations. Examples of health care provider organizations with an “Entity type code” of 2 are: hospitals; home health agencies; clinics; nursing homes; residential treatment centers; laboratories; ambulance companies; group practices; health maintenance organizations; suppliers of durable medical equipment, supplies related to health care, prosthetics, and orthotics; and pharmacies.

#### **\* data sources**

<https://nppes.cms.hhs.gov/NPPES/StaticForward.do?forward=static.npistart>

<https://nppes.cms.hhs.gov/NPPES/Welcome.do>

<http://a257.g.akamaitech.net/7/257/2422/14mar20010800/edocket.access.gpo.gov/2004/pdf/04-1149.pdf>

<b>NPI Checklist</b>	
<b>I. Obtain Credentialing Documentation</b>	<b>Completed</b>
<p>You are required to have a copy of your current credentialing information for all payers you submit claims to. This documentation should reflect all of your group and individual provider identification numbers.</p> <p><b>Do not continue until you obtain this information from your payers.</b></p>	
<b>II. Obtain Software System Documentation</b>	
<p>You are required to obtain a copy of information stored in your software system that reflects each provider and/or each group NPI number(s). If you need assistance obtaining this information, please visit <a href="https://portal.sagehealth.com">https://portal.sagehealth.com</a> for POMIS specific instructions on how to obtain this information from your software system.</p> <p><b>Do not continue until you obtain this information from your software system.</b></p>	
<b>III. Determine NPI Entity Types and Quantities</b>	
<p>You are required to determine the necessary NPI entity types and the quantity of NPI types you need based upon the CMS requirements and all other payers you submit claims to. If you need assistance making the determination, contact CMS or your payer directly.</p> <p><b>Do not continue until you have determined your specific NPI entity types and quantities.</b></p>	
<b>IV. Verify NPI Setup / registration with NPPES</b>	
<p>You are required to confirm that all of your NPI numbers are registered and setup properly in the NPPES database. The NPPES database information must be an exact match to your credentialing information (part 1 of this checklist) and your software system setup (part II of this checklist)</p> <p><b>Do not continue until all provider name(s), group name(s), taxonomy code(s) and provider ID's <u>match exactly</u> as registered in the NPPES database and matches your credentialing information and matches your software system setup.</b></p>	
<b>V. Verify NPI Setup / registration with All Other Payers</b>	
<p>You are required to confirm that all of your NPI numbers are registered and setup properly with all other payers you submit claims to. The payers system information must be an exact match to your credentialing information (part 1 of this checklist) and your software system setup (part II of this checklist)</p> <p><b>Do not continue until all provider name(s), group name(s), taxonomy code(s) and provider ID's <u>match exactly</u> as registered with each payer and matches your software system setup.</b></p>	
<b>VI. Resolving NPI related claims warnings or claims rejections</b>	
<p>If you continue to receive rejection reports from payers after the date you last updated or verified your NPI registration, please contact the technical support team for assistance.</p> <p><b>Note: Prior to contacting the support team, please have all of the information/documentation you used to complete this checklist, as well as a copy the rejection report(s)</b></p>	

