



# THE NPI TIMES

Keeping you up-to-date on National Provider Identifier (NPI) issues at Blue Cross and Blue Shield of Texas (BCBSTX)

## All providers—including non-contracted providers—must share and use their NPI!

*Don't get left out in the cold! Share your NPI with BCBSTX today to avoid delayed claims payments or denials.*

We're asking you to share your National Provider Identifier (NPI) with us so that we can load your information into our systems. Here's what's in it for you:

### ■ Shape up for the New Year!

All health care providers are eligible to obtain an NPI. You must have an NPI if you wish to submit claims with BCBSTX, and you must share your NPI prior to submitting it on claims.

### ■ Minimize claim delays and/or denials!

Failure to comply will result in claims processing delays or possible claim rejections.

### ■ Meet all the Federal Standards!

Compliance with Medicare/Medicaid requirements—when you use NPI on all paper and electronic submissions to BCBSTX, you are already in compliance.

### ■ Keep your patients out of the middle!

Ultimately, your cooperation will lead to continued patient satisfaction and loyalty.

In January 2008, BCBSTX will move into phase two, the *NPI Required* phase of our NPI Transition Plan. During this phase, BCBSTX is requiring the BCBSTX provider number and NPI on all claims submitted by every contracted and non-contracted provider who submits claims to BCBSTX.

The NPI Final Rule mandates that you share your NPI with health plans and other providers that require the number for claims processing. This mandate stands regardless of contractual status with a health plan.

### We'll make it easy for you!

To share your NPI with BCBSTX, use the fax-back form on page 3. Simply provide your name and/or Legal Business Name (exactly as it appears on the NPI Registry), NPI(s), Tax Identification Number, office location, and contact information in case we have questions. Fax your form to 1-866-589-8254. We'll take it from there!



### In this issue:

<b>DME Providers: Did You Know That You May Need Multiple Type 2 NPIs?</b> . . . . .	<b>2</b>
<b>Information Mismatches Are Delaying NPI Processing.</b> . . . . .	<b>2</b>
<b>NPI Tip of the Month</b> . . . . .	<b>2</b>
<b>Make Sure Tomorrow's Claims Get Paid</b> . . . . .	<b>3</b>
<b>Resources</b> . . . . .	<b>4</b>
<b>You Spoke, We Listened</b> . . . . .	<b>4</b>



## DME Providers: Did you know that you may need multiple Type 2 NPIs?

A Durable Medical Equipment (DME) company is categorized as an organization, per the Federal regulation, and is therefore required to obtain a Type 2 NPI. The regulation applies even if there is only one practitioner or owner-operator of the DME company. The individual will obtain a Type 1 NPI to indicate who rendered the services, but the company must still have an organizational, Type 2 NPI to use in the billing field on claims.\*

Additionally, a DME provider that has more than one location is required to obtain a Type 2 NPI for each of its practice locations. According to the Centers for Medicare and Medicaid Services (CMS), these practice locations are considered to be subparts of the organization. The Centers for Medicare and Medicaid Services (CMS) provides the following details for DME providers on page 3 of Medlearn Matters article number SE0608:

*Each enrolled supplier of DMEPOS (Durable Medical Equipment, Prosthetics, Orthotics and Supplies) that is a covered entity under HIPAA must designate each practice location (if it has more than one) as a subpart and ensure that each subpart obtains its own unique NPI. Federal regulations require that each location of a Medicare DMEPOS supplier have its own unique billing number. In order to comply with that regulation, each location must have its own unique NPI.*

Once you have obtained Type 2 NPIs for your organization and all its subparts, please share all of your NPIs with BCBSTX so that we can validate and load your information in our system. Submit the appropriate NPI along with your BCBSTX provider number on claims to ensure that you do not experience claims rejections or payment delays.

If you have any questions, please e-mail us at [npi@bcbstx.com](mailto:npi@bcbstx.com). If you are a contracted provider, you may contact your Provider Network Representative directly for additional assistance.

\*For further information about Type 1 vs. Type 2 NPIs, as well as definitions of individual, sole proprietorships vs. organizational, incorporated practices, please refer to the NPI Frequently Asked Questions on our Provider Web site.

## Information Mismatches Are Delaying NPI Processing

We are seeing numerous instances where, even though a provider has shared their NPI, BCBSTX is unable to load that information to our system. This bottleneck has caused duplicate communications to go out to providers who have already shared their NPI with us, creating confusion and frustration on both sides.

Here are some of the mismatch categories that may be holding up the process of loading your NPI into our data system:

- The Legal Name or Legal Entity Name shown for the provider on the NPPES confirmation notice or NPI Registry does not match the name or group name on file with BCBSTX.
- The business mailing or business practice address shown for the provider on the NPPES confirmation notice or NPI Registry does not match the mailing/practice address on file with BCBSTX.
- The phone number or other contact information submitted with the NPI does not match the contact information on file with BCBSTX.
- The NPI shared by the provider cannot be found or does not match the NPI listed on the NPPES NPI Registry.

### What can you do?

Check your information on the NPPES NPI Registry and the BCBSTX Provider Finder®. Take the time to confirm that the complete name (including suffix, and or credential, such as M.D., D.O.) and/or Legal Business Name listed for you on the NPI Registry is correct and matches the way you are listed as a BCBSTX provider. Making sure your information is accurate and consistent will help us “find you” quickly when we load your information to our system, as well as when we are processing your claims.

### IVR Tip of the month

In phase three of the transition plan, the **interactive Voice Response (IVR) will only recognize your NPI number.** Continue to have your BCBSTX provider number ready, along with your NPI, when calling the IVR for member eligibility, benefits, or claim status information.

# Make sure tomorrow's claims get paid.

## Share your NPI with BCBSTX today!



Non-contracted and contracted providers, we've made it even easier for you to share your NPI with BCBSTX! Simply fill in the quick and easy form below and fax it to us today. We will attempt to verify your NPI using the NPPES registry. If your NPI is not found on the NPI Registry, or if any data doesn't match, then we reserve the right to request submission of your confirmation notice (letter or e-mail) from the Enumerator.

Note: Previously, BCBSTX had published December 1, 2007 as the start of our *NPI Required* phase. This deadline date has been changed to January 7, 2008, closely following the date that CMS is requiring NPIs on institutional claims. Please continue to submit claims using dual identifiers (your BCBSTX provider number and your NPI). **Claims submitted to BCBSTX without an NPI as of January 7, 2008, will be rejected.**

### NPI Submission Form

**NPI. The time is now. Get it! Share it! Test it! Use it!**

***Fax this form to BCBSTX at 1-866-589-8254***

**Legal Name of Individual Provider:**

\_\_\_\_\_ (Last Name, First Name, MI, Suffix, Title/Credential)

**National Provider Identifier (NPI):**

Individual Type 1 NPI (if applicable): \_\_\_\_\_

Organizational Type 2 NPI (if applicable): \_\_\_\_\_

**Legal Business Name of Organization/Group:** \_\_\_\_\_

**IRS Tax ID Number (SSN, ITIN, or EIN):** \_\_\_\_\_

**Existing BCBSTX Provider #(s):** \_\_\_\_\_

**Primary Office Address:** \_\_\_\_\_

**State License Number:** \_\_\_\_\_

**Contact Information:**

Contact Name: \_\_\_\_\_

Contact Telephone #: \_\_\_\_\_

Contact E-mail Address: \_\_\_\_\_

## Resources

Additional information regarding NPI can be found on the following Web sites:

- Centers for Medicare and Medicaid Services (CMS): [www.cms.hhs.gov/NationalProvidentStand/](http://www.cms.hhs.gov/NationalProvidentStand/).
- National Plan and Provider Enumeration System (NPPES): [www.nppes.cms.hhs.gov](http://www.nppes.cms.hhs.gov).
- Blue Cross and Blue Shield Association Web site at [www.bcbs.com/npi](http://www.bcbs.com/npi) for audio and video NPI Web cast sessions.
- BCBSTX Web site at [www.bcbstx.com/provider](http://www.bcbstx.com/provider). Click on *National Provider Identifier* for updated information, Frequently Asked Questions, an NPI Glossary and more!

## Have a Question?

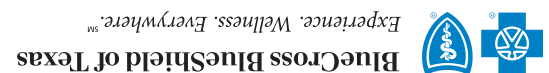
If you have any questions on NPI or the application process, contact:

- NPI Enumerator Call Center at **1-800-465-3203**, or
- Send an e-mail to: [customerservice@npienumerator.com](mailto:customerservice@npienumerator.com)

If you have any questions on how BCBSTX is implementing NPI:

- Send an e-mail to [npi@bcbstx.com](mailto:npi@bcbstx.com), or
- Contact your Provider Network Representative who can support you through the entire NPI process.

P.O. Box 650267  
Dallas, TX 75265-0267



## You Spoke, We Listened

Previously, BCBSTX had published December 1, 2007, as the start of our NPI Required phase. In light of feedback from our providers and to follow the date CMS will require NPI for institutional providers, **BCBSTX has changed the start date of our NPI Required phase to January 7, 2008.**

Please be advised that the current Warning message, "QGA-Billing Provider NPI missing and is required," will become a Rejection ("R") beginning January 7, 2008. In order to avoid future delays in claims payment, it is imperative that you include your NPI within your claim(s) transmission.

Error Code	Message	LVL
<b>QGA</b>	Billing Provider NPI missing and is required.	<b>R</b>

The QGA message requires the 'XX' qualifier in LOOP ID-2010AA (Billing Provider Name) segment ID, NM108 and the National Provider Identifier in segment ID NM109. See the Electronic Commerce Alerts section of our Provider Web site for additional information and examples.

If you require additional information, please contact your EDI representative or feel free to call our Electronic Commerce (E-Commerce) Center at 1-800-746-4614.