



March 2009 NPI Seminars

Dates and Locations:

March 17-Asheville, March 24- New Bern,
March 26-Greensboro, March 30-Raleigh

NPI Helpdesk



M-F 8:00-4:30 p.m.

Toll Free 1-800-688-6696 or
(919) 851-8888

Option 3-Provider Services, then Option 1-NPI
Unresolved

Automated Voice Response (AVR) System



Toll Free 1-800-723-4337

Accepts NPI or MPN

May 1, 2009



The Medicaid Provider Number (MPN) will
no longer be allowed on paper or
electronic claims
(exceptions to follow)

Exceptions Include:

- Atypical Providers
- Who are Atypical providers?
 - Providers who do not provide a health care service
 - Example may include a Local Management Entity (LME)

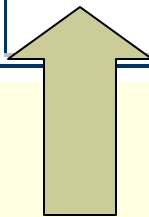
Atypical Provider Example

NPI and Address Info

Enter Provider no (max 8 chars)

Enter NPI (10 chars)

Provider No:	NPI	Provider Name	Site Address	Billing Address
3404904 (Atypical)		WESTERN HIGHLANDS LME	356 BILTMORE AVENUE ASHEVILLE NC 28801-4504	



Exceptions Continued...

- UB04 Medicare HMO paper claims
 - Only applies to UB04 claims
 - Submit with MPN and NPI
- Does not apply to CMS-1500 claims

Denial Code- EOB 3107

- Claim should contain NPI only without Medicaid provider number as provider is not atypical
- This EOB will apply to group/billing, attending, and referring MPNs on claims
- Effective May 1, 2009



DENIED

Taxonomy Code

What is a Taxonomy code?

Example:

Chiropractic Group/Individual111N00000X

Taxonomy Code

- Used to identify a provider type and specialty...not the service
- Make sure to use the recommended Taxonomy code listed on DMA website
- N.C. Medicaid uses the Taxonomy code for mapping

Taxonomy Resources



-
- DMA Website
 - Recommended Taxonomy Codes for NPI mapping
 - Website address listed on seminar agenda

 - Washington Publishing Company
 - Alternate resource
 - Website address listed on seminar agenda

Taxonomy Billing Tips

- CMS-1500
 - Taxonomy code location changes on paper claim when MPN is removed
 - Box 24I and J ZZ Rendering/Attending
 - Box 33b ZZ Billing/Group

- UB04 and Dental claims
 - No change to taxonomy location

17. NAME OF REFERRING PROVIDER OR OTHER SOURCE

17a. _____
 17b. NPI _____

18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES
 FROM MM DD YY TO MM DD YY

19. RESERVED FOR LOCAL USE

ZZ 19320000X

20. OUTSIDE LAB? \$ CHARGES
 YES NO

21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY (Relate Items 1, 2, 3 or 4 to Item 24E by Line)

1. _____ 3. _____
 2. _____ 4. _____

22. MEDICAID RESUBMISSION
 CODE ORIGINAL REF. NO.

23. PRIOR AUTHORIZATION NUMBER

24. A. DATE(S) OF SERVICE						B.	C.	D. PROCEDURES, SERVICES, OR SUPPLIES		E.	F.	G.	H.	I.	J.
From			To			PLACE OF SERVICE	EMG	(Explain Unusual Circumstances)		DIAGNOSIS POINTER	\$ CHARGES	DAYS OR UNITS	EPSDT Family Plan	ID. QUAL.	RENDERING PROVIDER ID. #
MM	DD	YY	MM	DD	YY			CPT/HCPCS	MODIFIER						
														1D	8998888
														NPI	1987654320
														NPI	
														NPI	
														NPI	
														NPI	
														NPI	
														NPI	

25. FEDERAL TAX I.D. NUMBER SSN EIN

26. PATIENT'S ACCOUNT NO.

27. ACCEPT ASSIGNMENT?
 (For govt. claims, see back)
 YES NO

28. TOTAL CHARGE
 \$ _____

29. AMOUNT PAID
 \$ _____

30. BALANCE DUE
 \$ _____

31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS
 (I certify that the statements on the reverse apply to this bill and are made a part thereof.)

32. SERVICE FACILITY LOCATION INFORMATION

33. BILLING PROVIDER INFO & PH # ()

SIGNED _____ DATE _____

a. NPI

b. **ZZ 213E0000X**

1234567890

b. **1D 8999999**

NCECS Webtool

- Beginning May 1, the webtool will not allow both the NPI and MPN to save
- Taxonomy code can now be saved under “List Management”
- CMS-1500 only allows one Taxonomy



CMS-1500 Webtool – Zip Code

Medicaid Provider Number:

Billing Address:

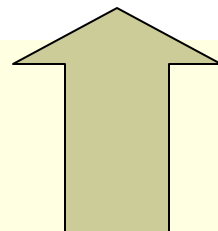
Billing State:

**Referring Physician Provider No:
(Carolina Access Physician
Number)**

**Referring Physician NPI:
(Carolina Access Physician NPI)**

Service Facility Location:

Service Facility ZIP:



Billing

Taxonomy:

Billing City:

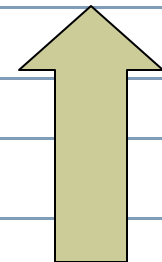
Billing ZIP:

CLIA Number:

**Referring
Taxonomy:**

Service

Facility NPI:



Service Facility Zip – UB Webtool

Provider Data

Attending Physician ID
(UPIN):

Attending Physician NPI:

Attending Physician
Taxonomy:



Attending Physician ZIP:

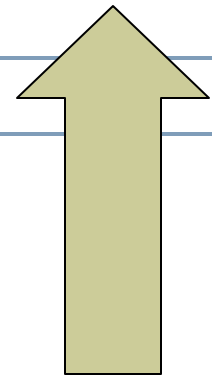
Other Physician (Carolina
Access Physician Number):

Other Physician Provider NPI
(Carolina Access Physician NPI):

Other Physician Provider
Taxonomy:



Remarks:



Voids and Replacements

- If the NPI changes and an adjustment is needed:
 - Void claim with old NPI
 - Resubmit with new NPI
- Cannot submit replacement claim

Software Vendor & Clearinghouse

- Verify that your vendor is submitting claim with the correct NPI & Taxonomy
- Verify the correct site and billing zip+4
 - Example 27606-1212
 - www.usps.com



Claim Submission

- All claims must be submitted with a NPI and Taxonomy code (except atypical and pharmacy)
- Test claims by removing the MPN
- Make sure the NPI that crosses over from Medicare is the same NPI that we have on file

Claim Submission Instructions

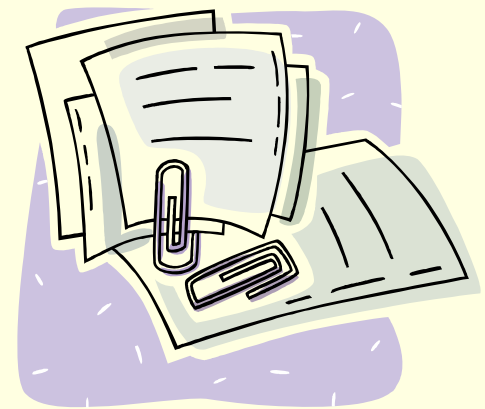
- 837 (Electronic): HIPAA Implementation Guide or Companion Guide
- NCECSWeb: July 2007 Special Bulletin
- Paper: Basic Medicaid Billing Guide Section 5

NPI and Address Database

- Information that is ONLY on file with N.C. Medicaid
- Verify your information
 - NPI, Address, Zip+4
- Information is not pulled from the NPPES Registry

Changes/Corrections

- What do I need to do if I need to make any changes/updates to my provider information?
 - Submit a Medicaid Provider Change Form located on the DMA website
 - Updates can take anywhere from 4-6 weeks



Carolina Access/Referrals

- Referring NPI is needed
- Exception-Referral is coming from an atypical provider
- Carolina Access (CA) overrides will not have an NPI number, use the number that is provided

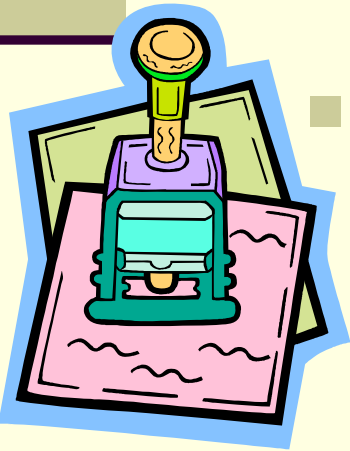
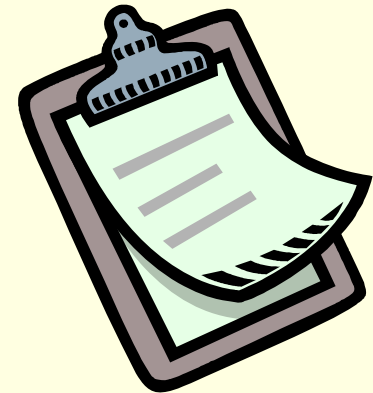
Carolina Access

- CA overrides submitted on paper use
 - 1D qualifier on CMS-1500 – Block 17a
 - G2 qualifier on UB04 – FL 78
- Referring Taxonomy is never required
- Block 17 (Name) on CMS-1500 is not a required field

Miscellaneous Medicaid Forms

The following forms will still be submitted with the MPN

- Resolution Inquiry form
- Prior Approval request form
- Medicaid Claim Adjustment request form



New Denial Codes for NPI

A complete list can be found in the March
2009 bulletin on the DMA website

New EOB Codes

- EOB 3101

- The taxonomy code for the attending provider is missing

- EOB 3102

- The taxonomy code for the billing provider is missing

- EOB 3105 (**Pharmacy**)

- The NPI submitted for the prescribing provider is missing or invalid

- EOB 3106 (**Pharmacy**)

- The NPI submitted for the prescribing provider cannot be the same as the pharmacy's NPI.

New EOB Codes

- EOB 3107

- Claim should contain NPI only without Medicaid provider number as provider is not atypical.

- Resolution Tip

- This EOB will apply to billing, attending, and referring MPNs on claims

New EOB Codes

- EOB 3208

- Void or adjustment cannot be processed. Billing NPI does not match NPI on file for original provider.

- EOB 3209

- Void or adjustment cannot be processed. Billing NPI does not match NPI filed on original claim.

Modified EOB Codes for NPI

- EOB 270

- Billing provider is not the recipient's Carolina Access PCP. Authorization is missing or unresolved. Contact PCP for auth or EDS Provider Services if auth is correct.

- EOB 3007

- **(Hospice)** – Patient facility identification is missing, invalid, or unresolved. Verify patient facility id and resubmit as a new claim or contact EDS Provider Services if id is correct.

Modified EOB Codes for NPI

- EOB 8326

- Attending provider ID is missing or unresolved. Attending provider is required. Verify attending provider ID and resubmit as a new claim or contact EDS Prov SVC if ID is correct.

QUIZ TIME....



Quick review of NPI information

1. Will the AVR accept both the MPN and NPI numbers?

Answer: YES.
It accepts MPN and NPI

2. What date will the MPN no longer be allowed on paper or electronic claims, unless you fall into the exception list?

Answer: May 1, 2009

3. How many digits is the
Taxonomy code?

Answer: 10 digits

4. If your provider specialty is listed on the DMA recommended Taxonomy code list, is that the one you should use?

Answer: YES

5. Is a referring Taxonomy code required?

Answer: No.
It is never required

6. Should you verify that your vendor is submitting the correct NPI & Taxonomy Code?

Answer: YES

7. If I need to make any changes to my provider information I should use the Medicaid Provider Change Form?

Answer: YES



Break Time.....

Please be back in 10 minutes



Mapping Solution

A more in depth look at how NC Medicaid
will process claims with NPI and
Taxonomy only

NPI Mapping

- NPIs loaded into provider database associated with MPN(s)
- Best-case scenario: one NPI per MPN (one-to-one match)
- Other scenario: one NPI for multiple MPNs (one-to-many match)
 - Mapping solution must narrow down to one MPN for claims processing

Mapping Solution

- Designed to map:
 - Billing NPI (all claims)
 - Attending NPI (professional, dental, and certain hospice claims)
 - Referring NPI (professional and institutional)
- Series of steps to determine what MPN to use for claim adjudication

When will you still need a MPN?

- Prior Approval Requests
- AVRS for provider based inquiries (claim status, pricing, PA)
- EDS Provider Services Call Center
- UB04 Medicare HMO Claims

When will you still need a MPN?

- Billing or Referring Provider is Atypical
 - Use appropriate qualifiers when applicable
- Carolina ACCESS override requests
- Finance Requests
 - Examples: Refunds, EFT requests
- Provider Forms

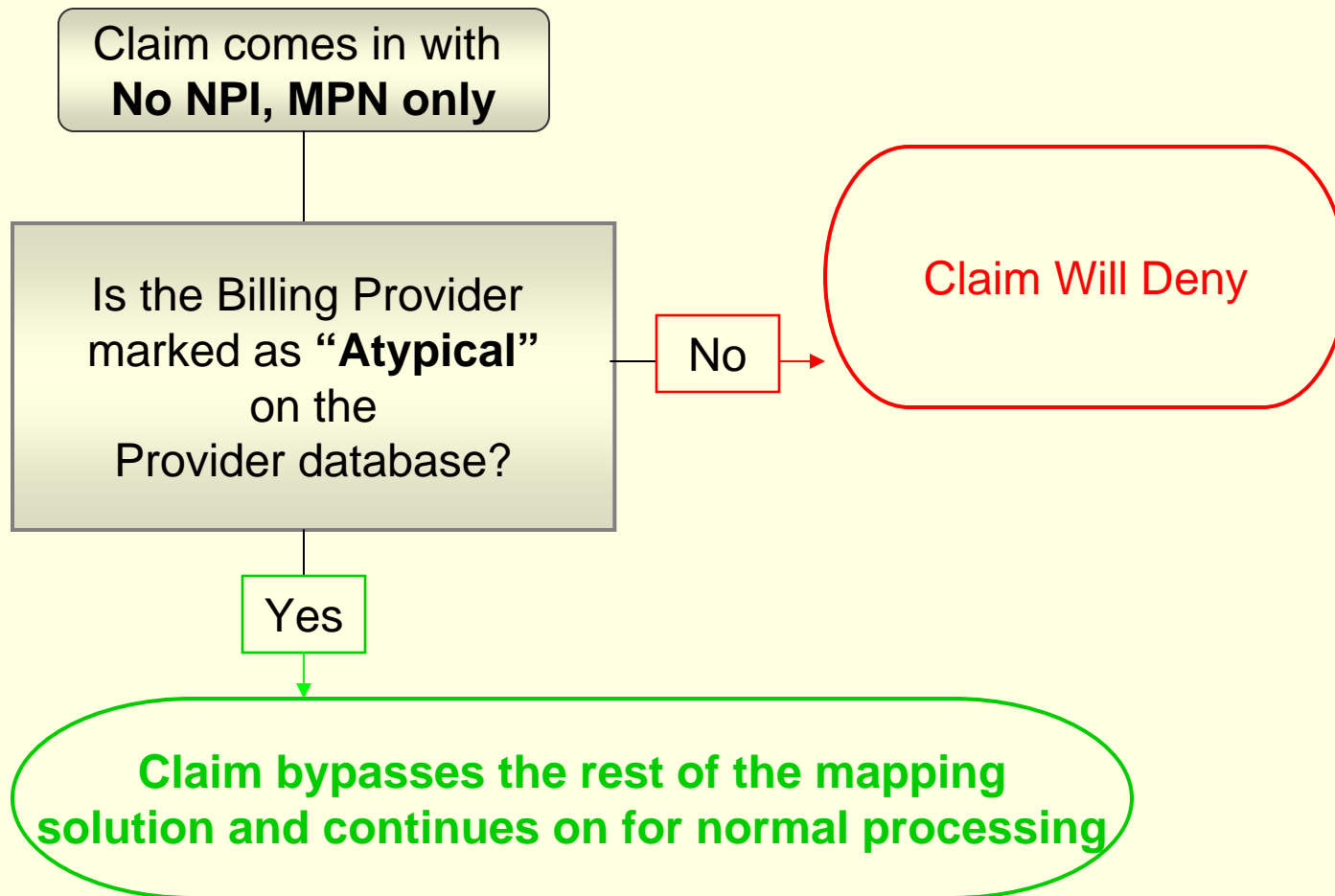
Provider Enrollment

New providers will receive a MPN when they become enrolled as a N.C. Medicaid provider

Mapping Solution Scenarios

Step by Step look at how N.C. Medicaid
will map claims

NPI – Mapping Solution



NPI – Mapping Solution

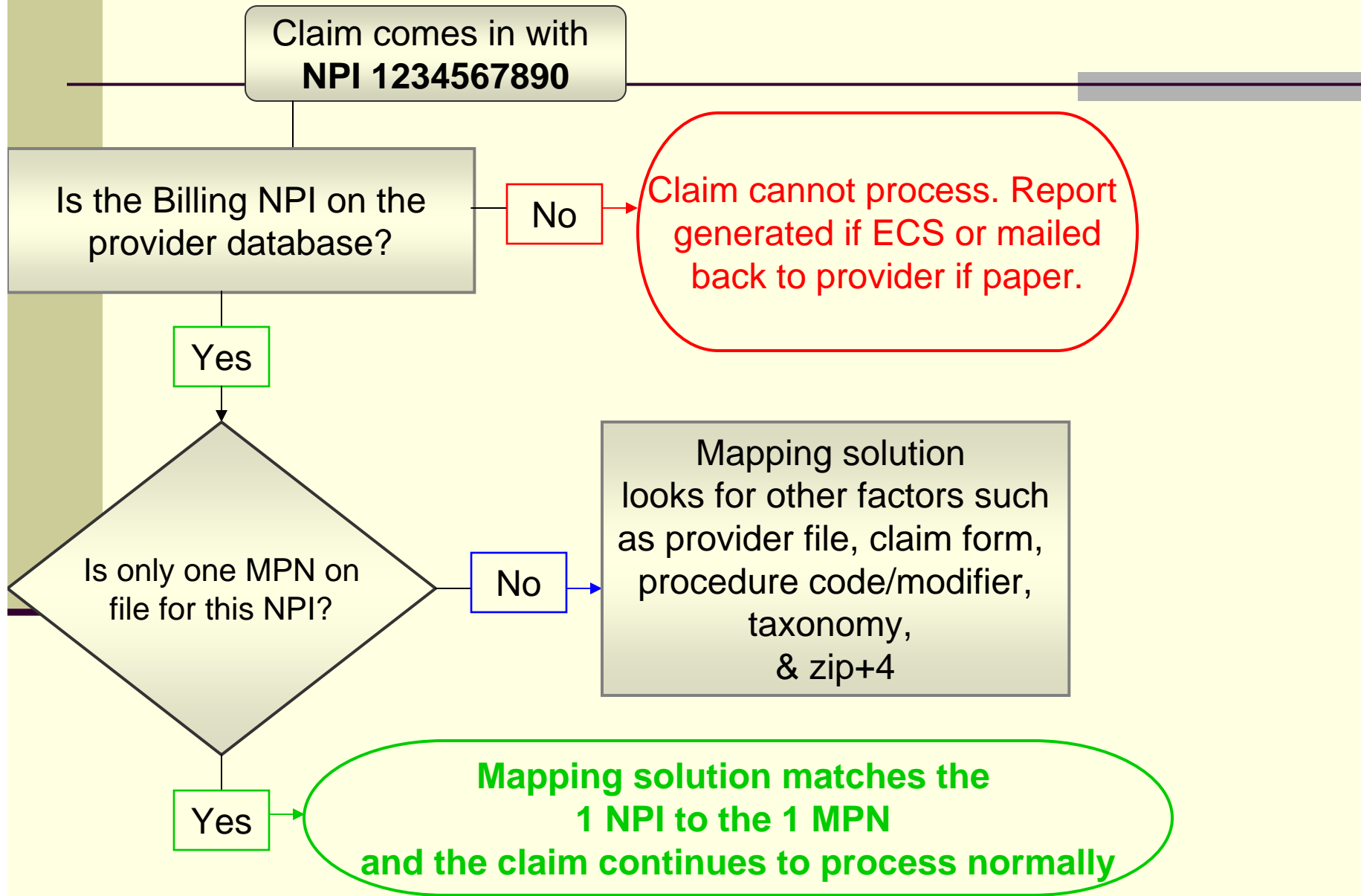
Example:

A physician with one MPN who is not part of a group has reported one NPI to DMA

This is a 1-to-1 match!

How will the system use the mapping solution to map the MPN to the NPI?

NPI – Mapping Solution



NPI – Mapping Solution

Example:

A home health agency has 3 MPNs:

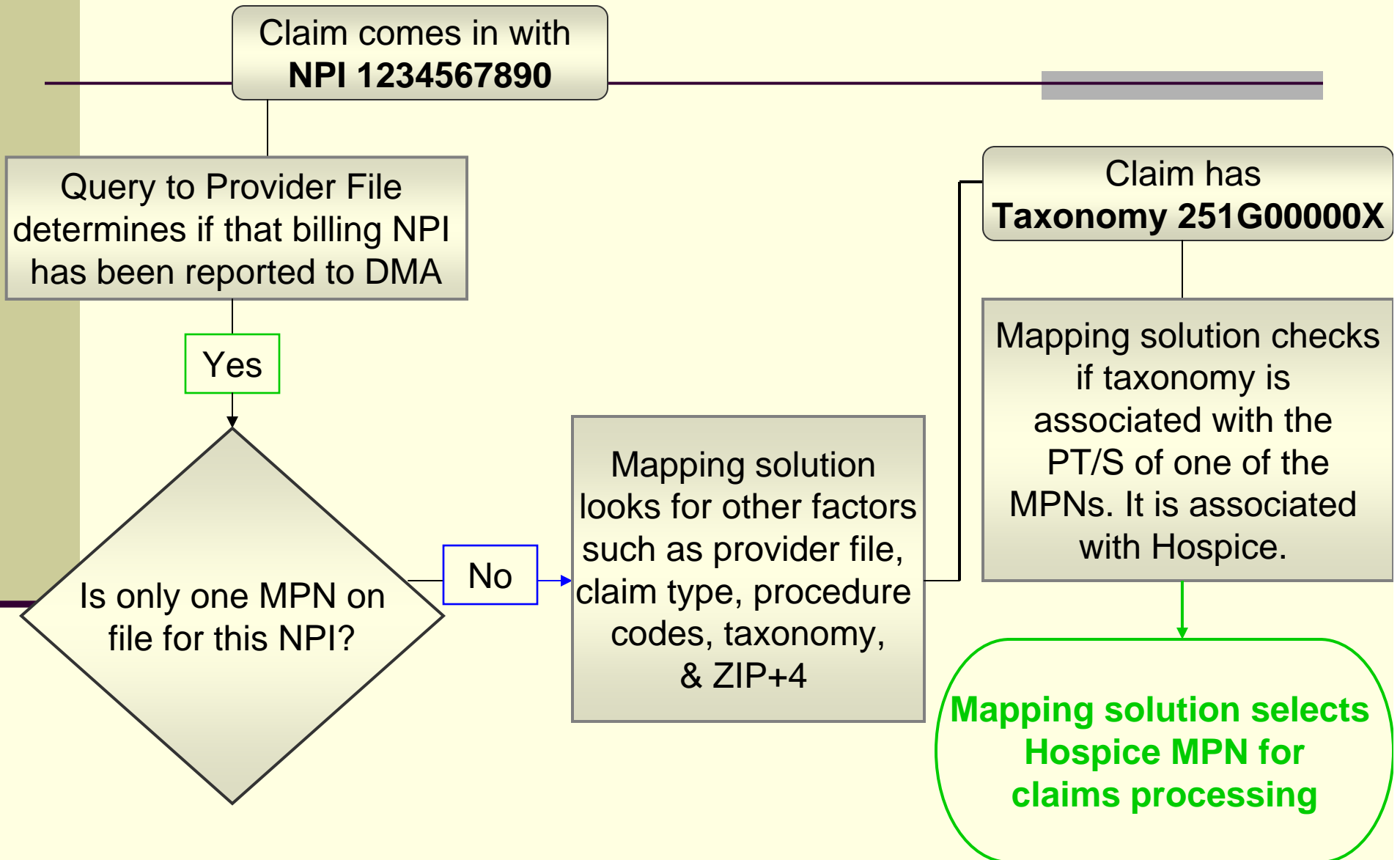
- Home Health 3407XXX
- PCS 660XXX
- Hospice 34015XX

One NPI represents all three MPNs.

This is not a 1-to-1 match!

Let's say they are submitting a claim for hospice services. How will the system map the MPN to the NPI?

NPI – Mapping Solution



NPI – Mapping Solution

Example:

A physician practice has 3 MPNs:

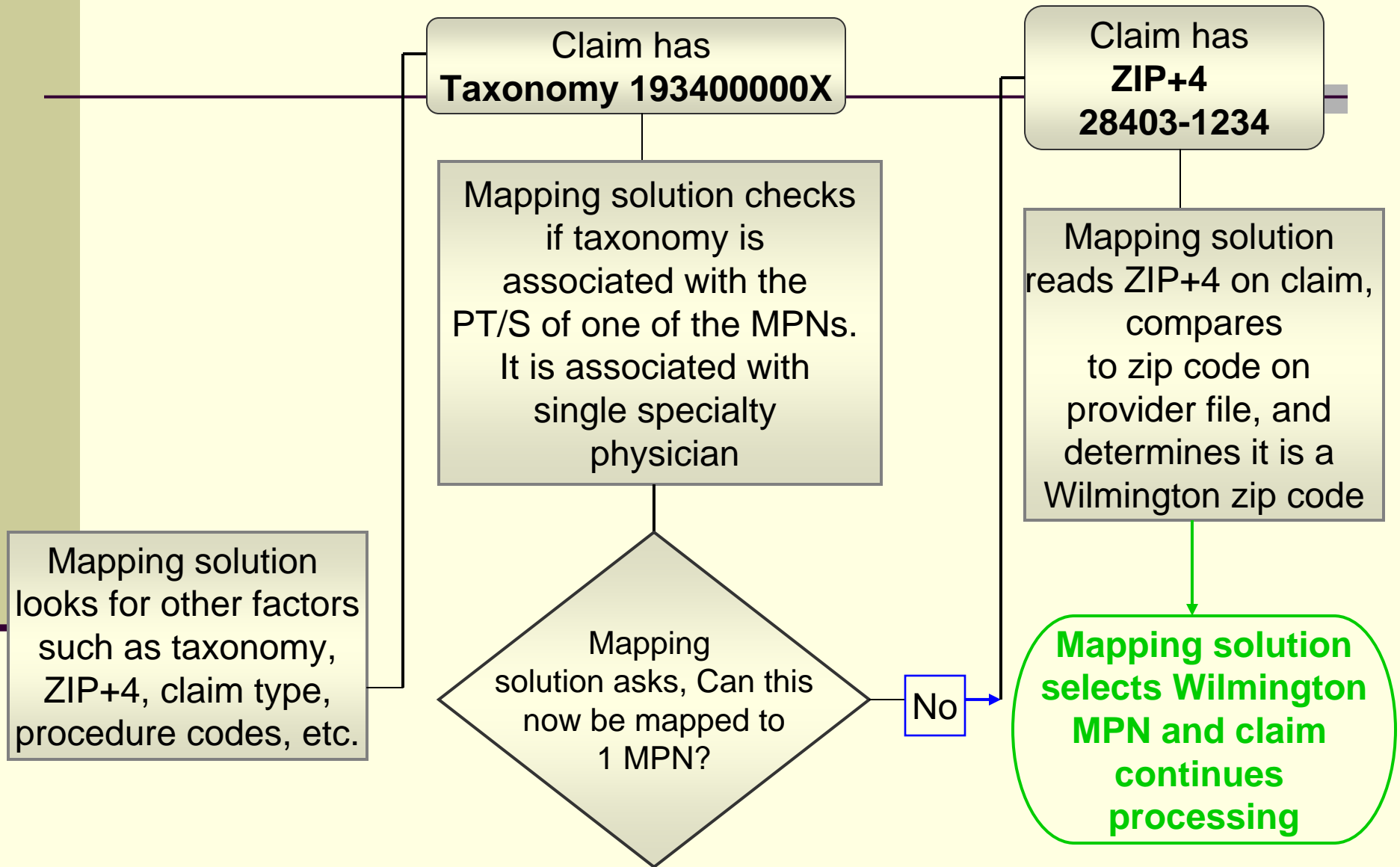
- Raleigh office 890ZZZZ
- Charlotte office 790ABCD
- Wilmington office 890WXYZ

They applied for only 1 NPI.

This is not a 1-to-1 match!

Each office is a general practice provider.
How will the system map the MPN to the NPI?

NPI – Mapping Solution



NPI Not on File

- If NPI on claim is not found in database, NPI is unknown
- Claims will deny
- Providers who file electronically will receive unknown report
- Providers who file on paper will have claims returned

Unknown NPI Report

- Contains NPI that has not been reported to Medicaid
- Will be sent every checkwrite to address on claim
- Action required: Report NPI if applicable
- Provider must resubmit claims

Unresolved NPI

- Billing NPI
 - Mapping Solution cannot determine appropriate MPN
 - Provider will receive unresolved report
- Attending and referring NPI
 - Identified by EOBs 3007, 8326, 270 & 2270
- Call NPI Helpdesk for Assistance

NPI Enumeration

If you have enumerated one to one, your claims will never be unresolved

Unresolved = Denied

What We Are Seeing

- Claims are being submitted with incorrect taxonomy and zip codes

General Taxonomy Tips

- 10 Characters Long
- Ends in X
- Contains Numbers
- “O” vs. “0”

Taxonomy Application

- Hospital Claim for services incurred during a newborn delivery
- Which Taxonomy is appropriate:
 - OBGYN or Hospital?
- Answer: Hospital, because they are the billing provider

Zip +4 Tips

- Use the same zip code on file with Medicaid
- Mapping Solution uses both Billing and Service Facility Zip Codes
- Providers may need to add a Billing Address

Billing Address Vs. Site Address

Provider No:	NPI	Provider Name	Site Address	Billing Address
5950334	[REDACTED]	[REDACTED]	[REDACTED] GOLDSBORO NC 27534-4536	
6005208	[REDACTED]	[REDACTED]	[REDACTED] GOLDSBORO NC 27534-4536	[REDACTED] GOLDSBORO NC 27534-4536
89015MM	[REDACTED]	[REDACTED]	[REDACTED] GOLDSBORO NC 27534-4354	[REDACTED] GOLDSBORO NC 27534-0000

Provider “Ready” Notice

- Once claims have mapped successfully, billing provider will receive notice from NC Medicaid
- Providers are encouraged to submit a few claims without MPN now
 - Providers must verify attending NPIs are accurate and ready

Provider “Ready” Notice

- Will discontinue as of May 1, 2009
- Providers can verify “ready” status on DMA NPI and Address Database until May 2009

Are You Ready?

Ready Status



NPI and Address Info

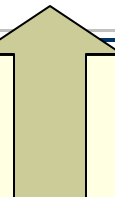
Enter Provider no (max. 8 chars)

890XXXX

Enter NPI (10 chars)

- To report a Medicaid provider number as atypical, submit the [Atypical Notification Form](#).
- For directions on reporting other provider changes, refer to [Reporting a Change in Provider Status](#).

Provider No:	NPI	Provider Name	Site Address	Billing Address
890XXXX	1234567890			
(Ready)				



Ready Letter Tips

- All MPNs on file for the NPI must be ready
 - Have you changed your enumeration?
 - Do you not bill under one of your MPNs?
 - Do you submit all your claims on paper?
- Try submitting a few claims, even if you have not received a letter

Provider Specific Billing Tips

How to Avoid Unresolved Claims when
Multiple MPNs share the same NPI

FQHC/RHC Providers

- Same NPI Represents Multiple MPNs with Suffixes (A, C, etc)
- **Must** use recommended taxonomy 261QR1300X (RHC) or 261QF0400X (FQHC)
 - This applies to ALL services, including dental

CAP/PCS Providers

- Do Not Use Taxonomy 251E00000X
- Use PCS Taxonomy 3747P1801X
- If recipient is eligible for CAP, we will map to CAP MPN

Mental Health Providers

- Make sure to use the appropriate taxonomy
- Example: psychiatrist 2084P0800X,
psychologist 101Y00000X
- Do not use multi specialty

Community Support

- Core Number and Attending Number with Suffix
- Procedure codes used to map
- Use correct procedure code AND modifier to avoid unresolved claims

Nursing Homes

- Use appropriate taxonomy for level of care
- Example: Skilled 31400000X
- Intermediate Care: 313M00000X
- Head: 364SP0813X or 310500000X
- Vent: 2278S1500X

CRNA and Physician

- Use appropriate taxonomy
- CRNA: 367500000X
- Physician: Use the taxonomy that represents the physician specialty
 - Keep specialty up to date with Medicaid

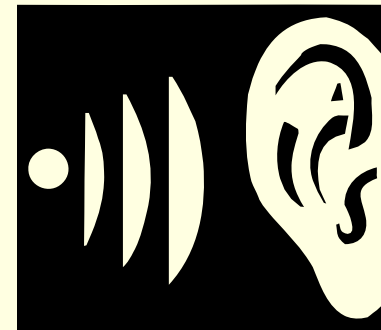
Dental Providers

- Include an NPI in billing and attending fields
- Refer to March 2009 bulletin



Audiologist and Hearing Aid

- Submit the appropriate taxonomy
- Audiology: 231H00000X
- Hearing Aid: 237700000X



In General...

- If you have combined multiple provider types under one NPI, **taxonomy will be very important**
- If you have combined different locations of the same provider type, **zip code will be very important**

We Appreciate Your Time!

Please Complete Your Evaluation



Question/Answer Session

