

# Provider Education

## Medicare Part B



### Ask the Contractor

February 29, 2008

**Topic:** National Provider Identifier (NPI)  
Questions & Answers

**Contractor General Comment:** Please note that the transcript of these questions was edited to allow for the greatest dissemination of information to the widest audience.

**Question 1:** Do paper claims require an NPI? Pages 74 and 94 of your March Medicare B Resource appear to be conflicting.

**Answer 1:** Yes. Effective March 1, 2008, all electronic and CMS-1500 claims must have an NPI or NPI/legacy pair in the required primary provider fields. No later than May 23, 2008, all claims will contain only NPI numbers (no legacy numbers).

Page 74 of the March Resource reported on Medicare Fee for Service NPI Final Implementation (CR 5728) and primarily affects electronic submitters. However, the following is noted: *Since paper claims are not HIPAA transactions, these requirements do not apply to paper claims, however, providers should not submit legacy numbers on paper claims once CMS ends its contingency plan.* The contingency plan ends on May 22, 2008.

Page 94 reported on Revised Guidance for Completing Form CMS-1500 (CR 5749) and affects providers and suppliers submitting paper claims. The article is primarily addressing box 32a and b. The following is noted in the *News Flash: Effective March 1, 2008, Medicare fee for service 837P and CMS-1500 claims must include an NPI in the primary fields on the claims (i.e. the billing, pay-to, and rendering fields).* You may continue to submit NPI/legacy pairs in these fields or submit only your NPI on the claim.

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**Question 2:** When can we submit claims with only an NPI?

**Answer 2:** Claims can be submitted with only an NPI as of right now. CMS recommends the following:

If you have been submitting with both an NPI and a Medicare legacy number and those claims have been paid, you need to test your ability to get paid using only your NPI by submitting a small batch of claims with just the NPI. If the claims are processed and paid, continue to increase the volume of claims sent with only your NPI

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**Question 3:** Where can I find a list of rejections?

**Answer 3:** The ANSI pre-pass Edit Table which includes the rejection remark messages used on electronic submission can be found in the CABBS User Guide at <http://www.medicarenhic.com/edi/download/cabbsuserguide.pdf>. Additional articles relating to NPI Edit Failures can be found [http://www.medicarenhic.com/edi/download/npclaimreject\\_0308.pdf](http://www.medicarenhic.com/edi/download/npclaimreject_0308.pdf) and [http://www.medicarenhic.com/edi/download/errorreport\\_0807.pdf](http://www.medicarenhic.com/edi/download/errorreport_0807.pdf)

The Remittance Advice Remark Codes can be found at <http://www.wpc-edi.com/codes/remittanceadvice>

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**Question 4:** If UPINs are no longer valid in May, can we use the NPI?

**Answer 4:** Yes. All providers who order or refer Medicare beneficiaries for services must report either an NPI or UPIN or both prior to May 23, 2008 in item 17a and/or b of the CMS-1500 claim form (or electronic equivalent). After that date, an NPI (but not a UPIN) must be reported in item 17b or the electronic equivalent only. Claims received with a UPIN number on or after May 23, 2008 will be rejected.

**Question 5:** To date I have not used anything besides legacy numbers. When you say NPI/legacy pair, what do you mean?

**Answer 5:** A NPI/legacy pair means that wherever you are submitting claims to Medicare, you are including both the legacy & NPI numbers.

For example, items 24J and 33 of the CMS-1500 would reflect:

F. \$ CHARGES	G. DAYS OR UNITS	H. EPSDT Family Plan	I. ID. QUAL.	J. RENDERING PROVIDER ID. #
			1C	WA5555
35.00	1		NPI	1234567890
			1C	WA5555
55.00	1		NPI	1234567890
			NPI	

33. BILLING PROVIDER INFO & PH # ( 111 ) 555-1212 MEDICARE, MEDICARE & MORE INC. 1234 HEALTHCARE STREET ANYTOWN, CA 91234	
a. 1234567890	b. 1C W12345

**Question 6:** What do we do if our clearinghouse is compressing our numbers?

**Answer 6:** You would need to address this with your clearinghouse.

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**Question 7:** If a provider is incorporated, would they have 2 NPIs?

**Answer 7:** Yes. They would have an Entity Type 1 (Individual) NPI and an Entity Type 2 (Organization) NPI.

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**Question 8:** Does item 32a and/or b need to be completed? If I did not complete it in the past, do I continue to leave it blank?

**Answer 8:** Item 32 must be completed. However, if you did not enter a number in the past, you would continue to leave item 32a and b blank. Item 32 a and/or b is not to be completed except for technical component of a purchased diagnostic test.

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**Question 9:** How can we obtain a referring provider's NPI?

**Answer 9:** Providers must supply their NPI numbers to those they do business with according to section 162.410a3 of the Final Act. NPIs can also be found on the NPI Registry at <https://nppes.cms.hhs.gov/NPPES/NPIRegistryHome.do>

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**Question 10:** If we are submitting a NPI/legacy pair and experiencing error messages, can we test by submitting just our NPI?

**Answer 10:** No.

CMS recommend the following:

- 1.) If you have been submitting claims with both an NPI and a Medicare legacy number and those claims have been paid, you need to test your ability to get paid using only your NPI by submitting one or two claims today with just the NPI (i.e., no Medicare legacy number).
- 2.) If the Medicare NPI Crosswalk cannot match your NPI to your Medicare legacy number, the claim with an NPI-only will reject. You can and should do this test now! If the claim is processed and you are paid, continue to increase the volume of claims sent with only your NPI.
- 3.) If the claims rejects, go into your NPPES record and validate that the information you are sending on the claim is the same information in NPPES.
- 4.) If it is different, make the updates in NPPES and resend a small batch of claims 3-4 days later.
- 5.) If your claims are still rejecting, you may need to update your Medicare enrollment information to correct this problem. Call your Medicare carrier, FI, or A/B MAC enrollment staff or the National Supplier Clearinghouse for advice right away. Have a copy of your NPPES record available. The enrollment telephone numbers are likely to be quite busy, so don't wait.

04/10/2008