UPDATED ONLY FOR LOGO AND BRANDING

Provider Notice

To:	HealthChoices Network Providers
From:	Sheryl M. Swanson, MBA, VP, Provider Network Operations
Date:	June 30, 2011
Subject:	AD 11 107 NPI (National Provider Identifier) and Claims Submission REMINDER

This reminder is follow up to memo "NPI (National Provider Identifier) and claims transmission updates" dated May 1, 2007 and AD11 102 HIPAA 5010 Compliance and Claims System Upgrade. Through these communications, Providers were instructed about the importance of obtaining and using an NPI for transmission of claims, both paper and electronic.

In the past when providers submitted paper claims with missing or invalid information PerformCare tried to assist by deriving the correct information. In efforts to improve providers' billing procedures and the efficiency of PerformCare's Claims department, since April 1, 2011, claims are being **denied or returned** if the required data is missing or invalid. We continue to see a high volume of claims that are missing critical information. This creates more work for PerformCare staff as well as providers.

Paper claims require a valid Pennsylvania Medicaid Enrollment Number from PROMISe. Electronic claims use the NPI to derive the Medicaid number. If the NPI is not registered, an appropriate Medicaid number cannot be derived and may result in claims denying for denial reason "*Invalid LOC/Prov Type/Specialty Code/CPT/Modifier.*"

The most common billing errors resulting in denial of claims (paper and electronic) pertaining to the required fields are listed below:

> **Insured's ID Number** – member's MAID/recipient number
>
> **Diagnosis** (ICD-9 diagnosis codes ONLY)
>
> **Place of Service Code** (must be valid for the service and provider type/specialty for the **Rendering** provider)
>
> **Rendering NPI** and **PROMISe Medicaid Enrollment Number** (if applicable)

Billing NPI and **PROMISe Medicaid Enrollment Number Qualifier –** The appropriate qualifier for a Medicaid Number is 1D (number one letter D) and for a Medical License Number it is 0B (number zero letter B)

NPI Registration – all electronic claims MUST have an NPI that is registered with Pennsylvania's Department of Public Welfare as outlined in Bulletin Number 99-06-14.

Rendering Provider - For paper claims, the rendering NPI and Promise Medicaid Enrollment must always be provided in 24j even when the same as billing provider. For electronic claims (837), the rendering provider loop that includes the NPI and optionally the PROMISe Medicaid Enrollment number should only be submitted when different from the billing provider. **A special note for services rendered in the clinic: be sure to use the identifying numbers of the clinic for the rendering IDs.**

Please assure claims are complete when submitted to PerformCare with all required information included.

If you have any questions, please feel free to contact your Provider Relations Representative at 1-888-700-7370. They will connect you to an individual in claims or electronic data interchange that can provide assistance. Thank you in advance for your prompt attention to these very important and critical issues.