Health Insurance Portability and Accountability Act (HIPAA) National Provider Identifier (NPI)

The NPI is here. The NPI is now. Are you using it?

Health plans are progressing to transition to full NPI implementation. Be sure to stay informed about the steps you need to take to bill correctly and test your NPI with all of the health plans with whom you do business.

Point of Service (POS)/Internet Updates Coming for NPI Implementation

Eligibility

The Department of Health Care Services (DHCS) is updating the Point of Service (POS) system to process the 10-digit NPI in all transactions and expanding the Share of Cost (SOC) Spend Down Procedure Code field from 11 characters to 19 characters.

Modifications are being made to the following:

♦   POS device software

♦   Internet software

♦   Mainframe supportive software

Real-time processing transactions affected by changes are:

♦   Internet transactions

♦   POS

♦   Automated Eligibility Verification System (AEVS)

POS Device Download/Test Transaction

POS device software is being updated via an automatic download. The updated software accommodates the 10-digit NPI in preparation for Medi-Cal's implementation on November 26, 2007. To receive the software download, no action is required by providers except to leave the device on at the end of the day.

Once the software is downloaded, a test transaction is required. Test transactions, which will include the NPI and appropriate qualifier, must be completed. Instructions for executing a test transaction are included in the *Assembly and Installation* section of the *POS Device User Guide.* Providers may call the POS Help Desk at (800) 541-5555

and choose option 16 from the main menu and option 16 from the submenu for further instructions, or to request a hard copy of the *POS Device User Guide.*

Providers must continue to enter the Medi-Cal provider number until the NPI implementation date. If an NPI is entered before November 26, 2007, the POS device will return an error message.

For POS-related questions, please contact the POS Help Desk at (800) 541-5555.

Rendering Providers Must Register their National Provider Identifier (NPI) Numbers with Denti-Cal

To avoid denials on claims, rendering providers *must* register their NPI numbers with Denti-Cal. There are two ways to register:

♦ To expedite your NPI registration, register via the Denti-Cal Web site at www.denti-cal.ca.gov and click on the National Provider Identifier (NPI) link. After you've completed the registration process, please allow 3 business days prior to submitting documents with your NPI. Remember to print the confirmation page from the Web site as a record of your registration. (Please note: Rendering providers who have not submitted a Social Security Number to Denti-Cal at the time of enrollment will not be able to register via the Denti-Cal Web site. Such providers will need to register using the Denti-Cal NPI Registration Form.)

♦ To obtain the paper NPI Registration Form DHS 6218 and instructions on how to register your NPI, please visit the Denti-Cal Web Site at www.denti-cal.ca.gov and click on the National Provider Identifier (NPI) link. Providers should not use their NPIs when submitting documents for authorization or payment until they have received a confirmation letter from Denti-Cal, which can take up to 15 business days. Remember to retain a copy of the letter received from Denti-Cal for your records.

Billing providers *should not* submit documents with billing or rendering NPIs until they have a confirmation.

Unregistered Rendering Provider NPIs Lead to Denied Claims!

Claims are being denied due to unregistered Rendering Provider NPIs. To receive payment for these denied claims, *first* register your NPI with Denti-Cal, wait for confirmation, and then submit a Claim Inquiry Form (CIF).

Denti-Cal has created Adjudication Reason Code 319A to assist in reminding providers of the need to register NPIs with Denti-Cal:

319A The submitted rendering provider NPI is not registered with Denti-Cal. Prior to requesting re-adjudication for a dated, denied procedure on a Claim Inquiry Form (CIF), the rendering provider NPI must be registered with Denti-Cal.

Registering an NPI is easy. Not registering an NPI can be costly.

For any other information, please contact Denti-Cal toll-free: (800) 423-0507.