



Related MLN Matters Article #: MM5726

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Rejection of Electronic Claim Status Requests that Lack National Provider Identifiers (NPIs)

Key Words

MM5726, CR5726, R302OTN, Rejection, Electronic, Status, Request, NPI

Provider Types Affected

Physicians, providers, and suppliers who submit claims status requests using the electronic data interchange (EDI) standard Health Insurance Portability and Accountability Act (HIPAA) transactions to Medicare Carriers, Fiscal Intermediaries, Regional Home Health Intermediaries, Part A/B Medicare Administrative Contractors, and Durable Medical Equipment Medicare Administrative Contractors

Key Points

- The effective date of the instruction is May 23, 2008.
- The implementation date is January 7, 2008, and April 7, 2008.
- All electronic claim status requests submitted using the EDI standards (X12 276) adopted under HIPAA for national use must use the HIPAA-mandated NPI exclusively for provider identification no later than May 23, 2008.
- The claims that do not use the HIPAA-mandated NPI exclusively for provider identification are to be returned to the sender beginning May 23, 2008. All claims status responses (X12 277 transactions) will also contain only NPIs as of May 23, 2008.
- The same policy applies to direct data entry claim status inquiries and to those internet claim status screens some contractors are permitted to operate under an Internet demonstration program.
- The absence of an NPI or the presence of a legacy number as of May 23, 2008, will result in rejection of the inquiry by these direct data entry processes.
- Medicare will return an NPI on the claims status response on or after May 23, 2008, even if the claim status request is received prior to May 23, 2008, using a legacy number.

- In returning the NPI, Medicare will use a crosswalk file that relates the legacy number to the provider's NPI. If the legacy number maps to more than one NPI, Medicare will return the first active NPI in the 277 response.
- To avoid confusion, Medicare encourages providers to begin including their NPIs in their X12 276 inquiries as soon as possible prior to May 23, 2008, particularly if the provider has more than one NPI but was assigned only one legacy number by Medicare for claims submission purposes.

Important Links

The related MLN Matters article can be found at

<http://www.cms.hhs.gov/MLNMattersArticles/downloads/MM5726.pdf> on the CMS website.

The official instruction (CR5726) issued regarding this change can be found at

<http://www.cms.hhs.gov/Transmittals/downloads/R302OTN.pdf> on the CMS website.

If providers have questions, they may contact their Medicare contractor at their toll-free number, which may be found at <http://www.cms.hhs.gov/MLNProducts/downloads/CallCenterTollNumDirectory.zip> on the CMS website.