



If you treat a Medicare Advantage enrolled beneficiary and you have questions about their Medicare Advantage Plan, you may wish to contact that plan. A plan directory and MA claims processing contact directory are available at <http://www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/MCRAdvPartDENrolData/index.html> on the CMS website. CMS updates this site on a monthly basis.

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Provider Authentication Requirements for Telephone and Written Inquiries during the Medicare FFS National Provider Identifier (NPI) Contingency Plan

Provider Types Affected

All physicians, suppliers, and providers who call or write their Medicare fee-for-service (FFS) contractors (Fiscal intermediaries (FIs), Carriers, Part A/B Medicare Administrative Contractors (A/B MACs), DME Medicare Administrative contractors (DME MACs), DME Regional Carriers (DMERCs) and/or Regional Home Health Intermediaries (RHHIs) with general inquiries

Provider Action Needed



STOP – Impact to You

Due to the Medicare FFS NPI contingency plan, the NPI will not be a required authentication element for general provider telephone and written inquiries until the date that the Centers for Medicare & Medicaid Services (CMS) requires it to be on all claim transactions. In this contingency environment, the provider transaction access number (PTAN) is your current legacy provider identification number. Your PTAN, which may be referred to as your legacy number by some Medicare fee-for-service provider contact centers (PCCs), will be the required authentication

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element for all inquiries to Interactive Voice Response (IVR) systems, customer service representatives (CSRs), and the written inquiries units.

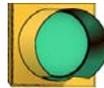


CAUTION – What You Need to Know

Medicare FFS will give sufficient notice to providers of the contingency plan end date. Until the date, you will need to provide the following:

- For Inquiries to the IVR:
 - PTAN / Legacy Number, depending upon the contractor
- For Inquiries to a CSR and Written Inquiries:
 - PTAN / Legacy Number, depending upon the contractor, and
 - Provider Name.

Remember, if you make inquiries to more than one contractor, you may hear the provider identification number referred to as either the legacy number or PTAN. On the date that the NPI is required to be on all claim transactions, the provider authentication elements required by all contractors will be both the NPI and PTAN.



GO – What You Need to Do

If you have not yet done so, **you should obtain your NPI now**. You can apply on line at <https://nppes.cms.hhs.gov/NPPES/Welcome.do> on the CMS website. Once CMS ends the contingency plans, your claims and inquiries will not be processed without NPIs.

Background

In order to give providers and other trading partners more time to obtain and use the NPI, Medicare FFS invoked a contingency plan that allows continued use of legacy numbers beyond the May 23, 2007, implementation for the NPI. As reported in *MLN Matters* article MM5595, for some period after May 23, 2007, Medicare FFS will:

- Allow continued use of legacy numbers on transactions;
- Accept transactions with only NPIs; and
- Accept transactions with both legacy numbers and NPIs.

After May 23, 2008, legacy numbers will NOT be permitted on ANY inbound or outbound transactions.

As part of this plan, Medicare FFS is assessing health care provider submission of NPIs on claims. As soon as the number of claims submitted with an NPI for primary providers (billing, pay-to and rendering providers) is determined to be

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sufficient (and following appropriate notice to providers), Medicare will begin rejecting claims that do not contain an NPI for primary providers. Beginning May 23, 2007, Medicare FFS contractors will require that providers provide their PTAN as a required authentication element for all general telephone or written inquiries. In this contingency environment, the PTAN is the provider legacy number. Some contractors may continue to use the provider legacy number as the required authentication element. Other contractors will begin to refer to the legacy number as the PTAN.

Provider enrollment letters may also continue to refer to the provider legacy number. Newly enrolled or re-enrolled providers will receive either a legacy number or PTAN in their provider enrollment letters depending on which is used for authentication.

Remember: CMS may end the contingency plan once it appears that the level of claims containing NPIs is sufficient to do so. CMS encourages you to get and use your NPI now. Also, remember to ready your other processes to use the NPI as soon as possible to avoid a situation where your claims are not processed when the contingency ends.

Additional Information

The CMS complete listing of all NPI resources is available at <http://www.cms.gov/Regulations-and-Guidance/HIPAA-Administrative-Simplification/NationalProviderStand/index.html> on the CMS website.

More details regarding the CMS NPI contingency plan are in the MLN Matters article MM5595 at <http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/downloads/MM5595.pdf> on the CMS website.

If you have questions, please contact your Medicare carrier, FI, A/B MAC, DME MAC, DMERC, or RHHI at their toll-free number, which may be found at <http://www.cms.gov/Research-Statistics-Data-and-Systems/Monitoring-Programs/provider-compliance-interactive-map/index.html> on the CMS website.

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