



HPG 3.0 Frequently Asked Questions

Initial Load of Submitter/NPI Relationships

- Q: When can submitters expect to receive a call from MCARE to schedule their initial load?
- A: MCARE will be contacting clearinghouse submitters between August 25 – August 27, 2010 to schedule their initial load. If there is a specific person at your organization who should be contacted to coordinate this file, please send an email to MCARE@cms.hhs.gov with the person's name, organization name, phone number, and email address.

HPG 3.0 Batch Files

- Q: Will submitters need to schedule batch queries with MCARE after the initial load period of August 30 – September 5, 2010?
- A: Once the initial load of submitter/NPI relationships has been completed, submitters may upload batch files at their convenience. As a reminder, only one batch file may be submitted per day.
- Q: When submitting an HPG 3.0 batch file to query NPIs, will the response file provide the reason why an NPI relationship is not active?
- A: Yes. The HPG 3.0 batch response file identifies the submitter ID, the provider NPI, the action requested, the result of that action, the submitter's status for HETS, the provider's FFS Medicare status, the provider's status for HETS, the status of the submitter/NPI relationship, and a flag indicating whether HETS 270/271 transactions are permitted.
- Q: Are there any plans to lift the one batch file per day maximum restriction on batch file submissions in the future?
- A: CMS does not have plans to lift the restriction at this time. Submitters may use the batch file process to query or update their full file of NPIs. If additional maintenance is needed during the day, Submitters are encouraged to use the HPG 3.0 web interface to query or to make updates to individual NPI/Submitter relationships. There are no restrictions on transactions performed via the HPG 3.0 web interface.
- Q: Why is there a one batch file per day maximum restriction on batch file submissions?
- A: The one batch file per day maximum restriction on batch file submissions was implemented with HPG 3.0 because NPI information is updated only once every 24 hours during the daily maintenance window. Therefore, there is no need to query the status of an NPI via the batch process more than once per day. However, a Submitter is able to use the HPG 3.0 web interface to manage and maintain submitter/NPI relationships without restrictions.

CMS Auditing of NPIs used in HETS 270/271 Transactions

- Q: After the initial load, will submitters still be held to the 0.5% error threshold during the week of August 30 – September 5, 2010?
- A: NPI audits will be conducted during the week of August 30 – September 5, 2010, but only those Clearinghouses who exhibit highly unusual or aberrant behavior will be candidates for suspension.
- Q: After September 5, 2010 and until CMS activates real-time NPI validation, will auditing criteria remain relaxed?

A: The NPI auditing criteria is being adjusted during the week of August 30 – September 5, 2010 only, in order to facilitate the initial load of submitter/NPI relationships. After September 5, 2010, the 0.5% error threshold will be enforced.

General Information on HPG 3.0

Q: Do all of the HPG logins remain the same?

A: Yes. Existing HPG users will continue to log into HPG 3.0 using their current IACS ID and password.

Q: Can an NPI be linked with more than one submitter?

A: Yes, HPG 3.0 does allow multiple submitters to create a relationship with a provider NPI. This will allow uninterrupted access to HETS 270/271 eligibility data in the event a provider is switching clearinghouses and the previous clearinghouse has not yet terminated the relationship.

Q: What is the difference between the provider NPI designations of "active for Medicare" and "eligible for use in HETS 270/271 transactions"?

A: An NPI is considered active for Medicare when it is associated with an active, valid FFS Medicare provider. An NPI is eligible for use in HETS 270/271 transactions when there is an active relationship with a HETS submitter ID.

Q: What submitter/NPI relationship errors may be returned once real-time NPI validation is activated?

A: After real-time NPI validation is activated, HETS 270/271 will return a 2100B AAA error code describing the relationship error. A list of the possible NPI validation error codes is included in the HETS 270/271 R2010Q300 Release Summary, which is available on the CMS HETSHelp website (<http://www.cms.gov/HETSHelp/downloads/R2010Q300HETS270271ReleaseSummary.pdf>).

Q: Are there any plans to have a non-internet based method to upload/download files (i.e., no human interaction required)?

A: CMS is considering adding FTP functionality in the future, but there are no confirmed plans for implementation at this time.

Q: What is location of the HPG 3.0 User Guide?

A: The HPG 3.0 User Guide is available online at:
<http://www.cms.gov/HETSHelp/downloads/HPGUserGuide.pdf>