



**MEDICARE DRUG & HEALTH PLAN CONTRACT ADMINISTRATION GROUP**

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**DATE:** June 29, 2022

**TO:** Medicare Advantage Organizations, Medicare Advantage - Prescription Drug Organizations, Section 1876 Cost Plans, Prescription Drug Plan Sponsors, Employer/Union-Sponsored Group Health Plans, Medicare-Medicaid Plans

**FROM:** Kathryn A. Coleman  
Director

**SUBJECT:** Reminder to Update and Certify Provider Information in the Centers for Medicare & Medicaid Services' National Plan & Provider Enumeration System

The Centers for Medicare & Medicaid Services (CMS) reminds Medicare Advantage Organizations, Medicare Advantage - Prescription Drug Organizations, Section 1876 Cost Plans, Prescription Drug Plan Sponsors, Employer/Union-Sponsored Group Health Plans, and Medicare-Medicaid Plans (organizations) to continue working with their contracted health care providers to review, update, and certify existing provider information in National Plan & Provider Enumeration System (NPPES).

As you know, updating provider information in NPPES will provide organizations with access to a current database that can be used as a resource to improve provider directory reliability and accuracy. Organizations will be able to download the NPPES database and use it to update their own provider directories. Ultimately, CMS hopes that organizations can rely on the NPPES database as a means to decrease outreach to contracted providers and ultimately improve provider directory accuracy.

CMS will continue to use discretion while monitoring and reviewing organizations' online provider directories for compliance and enforcement action. During compliance reviews, if CMS finds an error in an organization's online provider directory and the error matches the information in NPPES, that error will not be considered an "error" for purposes of compliance so long as the organization contacts the provider, whose information was incorrect, within 30 days to encourage the provider to correct their information in NPPES.

To assist organizations with this effort, CMS drafted the attached letter for organizations to send to providers to encourage the use of NPPES. CMS also will be reaching out to providers to remind them to keep their information current in NPPES.

Attachment