



URGENT NOTICE CONCERNING THE IMPLEMENTATION OF NPI

As required by Federal Regulation, NPI was implemented on May 23, 2008. We are experiencing an unusual volume of electronic file rejections due to this implementation. A list of some of the most common issues related to these rejections follows.

The absence or mis-match of **even one NPI** will cause **the entire** electronic file to be rejected. If multiple providers' claims are submitted in one electronic file, this will cause a rejection of the claims for all providers within that electronic file.

Following are some of the most common problems seen to date, and corrective actions that must be taken to resolve these problems for proper claims processing:

- **Problem:** The NPI for one or more providers in an electronic file is missing.
Resolution: Ensure that the software you are using accommodates NPI and that NPIs are in the correct place on the transmission.
- **Problem:** The NPI transmitted in the electronic file is not registered with LA Medicaid.
Resolution: Ensure that the providers for whom you are submitting claims have registered their NPI(s) with LA Medicaid. In order to register NPI(s), click on the link below to register, or you may contact Unisys Provider Enrollment.

[Register NPI Paper Application with LA Medicaid](#)
- **Problem:** The NPI is transmitted in an incorrect loop/segment of the file.
Resolution: Refer to the 837 HIPAA Implementation Guides and the LA Medicaid Companion Guides found on this web site under Forms/Files/User Guides for proper entry of NPI(s).
- **Problem:** Many files are being received with Tax ID Numbers (TIN/EIN) in the record where the NPI should be entered.
Resolution: The NPI **MUST** be entered in the correct location on the transaction. Refer to the 837 HIPAA Implementation Guides and the LA Medicaid Companion Guides for proper entry of NPI(s).

- **Problem:** If one NPI is being used for multiple LA Medicaid provider numbers, the correct tie-breaker (taxonomy code or zip code + 4) **MUST be registered and transmitted** in the appropriate location on the transaction in order for the claim to process correctly.

Resolution: Refer to the 837 HIPAA Implementation Guides and the LA Medicaid Companion Guides for proper entry of tie-breakers. In these cases, a missing tie-breaker, an incorrect cross-reference of tie-breakers, or an invalid tie-breaker will cause the file to reject or may result in the claim(s) processing with the wrong provider number.

- **Problem:** Some providers are confused about what is acceptable when entering Referring Provider data.

Resolution: The NPI should be entered in the appropriate location/loops in the transaction. Verify the referring provider's NPI is registered with LA Medicaid. Please refer to the 837 HIPAA Implementation Guides and the LA Medicaid Companion Guides for proper entry of this information. For an interim period of time, we suggest you submit both the NPI and the 7 digit Louisiana Provider ID for the referring provider.

- **Problem:** If EOB codes 142 through 147 appear on your Remittance Advice, a problem exists with one or more of the NPI(s) you are transmitting on your claims.

Resolution: Review your claims to ensure that you are submitting the correct NPI(s) in the correct locations on your transmission.

- **Problem:** Individual providers that have two NPIs and only one Louisiana Medicaid Provider ID.

Resolution: Providers should register the individual NPI to the Louisiana Medicaid Provider ID. Providers should contact Provider Enrollment to register their organization NPI for Medicare cross over files. When billing straight LA Medicaid, providers should bill with the individual NPI in both billing and attending provider loops. Follow Medicare billing guidelines for cross over claims.

Questions or concerns may be directed to the appropriate Unisys help desk below:

Provider Relations	(800) 473-2783 or (225) 924-5040
Provider Enrollment	(225) 216-6370
EDI Help Desk	(225) 216-6303
NPI Help Desk	(225) 216-6400
Web Technical Support	(877) 598-8753