

NPI News Update: May 13th, 2008:

Below please find the CMS guidance regarding what providers should do if claims were rejected. Providers who had claims rejected or suspended will receive notification through the normal submission process.

- If the claims were rejected, call the National Plan and Provider Enumeration System (800-465-3203) or access the NPPES website at <https://nppes.cms.hhs.gov/NPPES/Welcome.do> to check if the information on the claims matches what is in the NPPES system. Update the NPPES system if needed and resend the rejected claims after three to four days. Resolution may include changes to the NPPES data or the 855 enrollment record.
- If the information matches, but the claim is not paid, call the appropriate carrier's customer service number to see if Medicare enrollment data need to be changed to match the NPI.
- Obtain NPIs for all referring professionals for inclusion in the secondary provider identifier fields on claims. Starting May 23, if several attempts to obtain these numbers have failed, CMS has instructed submitters to report the primary physician's name and NPI in the secondary provider identifier field.