



# THE NPI TIMES

Keeping you up-to-date on National Provider Identifier (NPI) issues at Blue Cross and Blue Shield of New Mexico (BCBSNM)

## CMS-1500 Refresher - Entering Dual Identifiers

We have heard that there is a need for clarification on how to populate the dual-identifier fields on the CMS-1500 form. As of this month, the start of the NPI Required phase, dual-identifiers may be required in Fields 17, 24, 32 and 33. By using the information below, you will ensure that your claims are processed without delay!

CMS-1500 Form Field	Description
17a	BCBSNM provider number of the referring, ordering, or supervising provider,* and appropriate qualifier in the field to the immediate right of 17a.
17b	NPI number of referring, ordering, or supervising provider.*
24i	Appropriate qualifier (1B – Blue Shield) in the shaded area. ("NPI" qualifier is already indicated in the unshaded area.)
24j (Shaded Area)	Rendering Provider ID Number
24j (Non-Shaded Area)	NPI number of Rendering Provider
32a	NPI number of service facility location
32b	Appropriate qualifier, such as 1B for Blue Shield provider number, immediately followed by the service facility location's BCBSNM provider number. (Do not use any type of separator between the qualifier and the provider number.)
33a	NPI number of billing provider (NOTE: You may enter "SAME" if this information is the same as field 32a.)
33b	Appropriate qualifier, immediately followed by the billing provider's BCBSNM provider number (NOTE: You may enter "SAME" if this information is the same as field 32b.)

\*If not applicable, write "None" or "Self-referred."

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For further information on completing the CMS-1500 (version 08/05) claim form, visit the provider section of our Web site at [www.bcbsnm.com](http://www.bcbsnm.com). There you will find a printable How to Guide and online tutorial for completing the CMS-1500 (08/05).

### Are you ready to submit NPI-only claims?

Reminder! Providers who are submitting paper claims were notified in our October *NPI Times* that, as of December 1, 2007, they were approved to begin submitting NPI-only claims to BCBSNM, as long as they have already shared their NPI with us.

## Interactive Voice Response System Update

We appreciate your patience as we work through delays encountered during our IVR implementation effort. BCBSNM is currently working to ensure that you may gain access to the system using your NPI as an identifier. Now is an opportune time to use your NPI to ensure that the system works for you! While we are in the dual-identifier phase of our NPI Transition Plan, please continue to have your BCBSNM provider number ready, along with your NPI, when calling the IVR for member eligibility, benefits, or claim status information.


The IVR system can provide you with a user-friendly, timely and efficient caller experience. Here are just two of the ways it can help: responding to your voice commands, and allowing you to complete multiple inquiries for various products and groups within one call.

### Quick tips:

- Please be sure to have your member's group and identification number and date of birth ready.
- The system has higher recognition ability when numbers are spoken as "five, six," instead of "fifty-six."
- When calling about a specific claim which has been processed, have the claim number from your Provider Claim Summary to help expedite your call.
- Avoid answering more recognition questions by using your NPI as opposed to your TIN.
- Should you ever need assistance with where to go next, just say "Help."

You may access the IVR by calling 1-888-349-3706. Hours of availability are: Monday through Friday, 5 a.m. – 10:30 p.m. (MST) and Saturday, 5 a.m. – 2 p.m. (MST). Please visit our Provider Web site for a quick reference guide about IVR for additional information.

### NPI—Tip of the month



Ensure that BCBSNM has **accurate and up-to-date provider demographic information for you** to better facilitate the loading of your NPI(s). If changes are required, visit the Provider portion of our Web site to revise your information accordingly.

## NPI Webinar Results

On Nov. 14 and 29, 2007, BCBSNM hosted two successful NPI Webinars. The sessions provided BCBSNM the opportunity to inform health care providers and their office staff of our transition plan status as we move toward an NPI Only environment. Also, the session gave providers the opportunity to address questions to our panel of experts in a question and answer forum at the conclusion of the Webinar. We would like to thank all who participated, asked questions and took the time to complete our satisfaction survey.

If you missed the opportunity to join us, here is a summary of provider satisfaction survey results:

91% of the participants were either Very Satisfied or Satisfied with the Knowledge and professionalism of our panel of experts.\*

**You Said:** Good and easy format to follow for the presentation. \*\*

93% of the participants were either Very Satisfied or Satisfied with the usefulness of the information.\*

**You Said:** The Webinar is great and it's great that there are experts on the call to answer questions. \*\*

93% of the participants were either Very Satisfied or Satisfied with the overall quality of the event.\*

**You Said:** Allow participants enough time to unmute their phones to ask a question. \*\*

### Other Comments From You:

I would like the ability to just listen to any Webinar you presented on my own time. I could then e-mail Blue Cross if I had any questions. \*\*

I did appreciate the Web site tour and plan on using the Web site more often than I have in the past. \*\*

\*Percentages are an average of all tallied results.

\*\* Quotes taken from written comments.

# NPI Eligibility and Usage Requirements

**A Covered Health Care Provider** is a provider of medical or health services and any other person who furnishes, bills, or is paid for health care in the normal course of business. As a covered health care provider, you are eligible for an NPI. According to the CMS Final Rule:

**All health care providers** who meet our definition of “health care provider” at § 160.103, regardless of whether they conduct transactions electronically or on paper or conduct any covered transactions will be **eligible** to apply for health care provider identifiers. We define “covered health care provider” at § 162.402. Subparts of organization health care providers, as described earlier in this section, may be assigned NPIs. Registered nurses, dental hygienists, and technicians are examples of entities who furnish health care but who do not necessarily conduct covered transactions. They are **eligible** to receive NPIs because they are health care providers.

**A Covered Entity** is defined as a health plan, a health care clearinghouse, or a health care provider who transmits any health information in electronic form in connection with a HIPAA-covered transaction (see column at right for a listing of types of information transmissions that are defined as transactions). Per the regulation, providers who submit claims are required to obtain an NPI and disclose it to any entity who requests it for use in HIPAA standard transactions. CMS provides the following site as a tool for further clarification: <https://www.cms.hhs.gov/HIPAAGenInfo/Downloads/CoveredEntitycharts.pdf>.

**Transaction** means the transmission of information between two parties to carry out financial or administrative activities related to health care. In addition to health care claims or equivalent encounter information, you should be aware that transactions also include the following types of information transmissions:

- Health care payment and remittance advice
- Coordination of benefits
- Health care claim status
- Enrollment and disenrollment in a health plan
- Benefit eligibility / coverage with a health plan
- Health plan premium payments
- Referral clarification and authorization
- First report of injury
- Health claims attachments


Some health plans, including Medicare and BCBSNM, are requiring health care providers to use their NPI(s) on paper claims. Given the above definitions, BCBSNM is acting in accordance with the regulation.



## Resources

Additional information regarding NPI can be found on the following Web sites:

- Centers for Medicare and Medicaid Services (CMS): [www.cms.hhs.gov/NationalProviderStand/](http://www.cms.hhs.gov/NationalProviderStand/).
- National Plan and Provider Enumeration System (NPPES): [www.nppes.cms.hhs.gov](http://www.nppes.cms.hhs.gov).
- Blue Cross and Blue Shield Association Web site at [www.bcbs.com/npi](http://www.bcbs.com/npi) for audio and video NPI Web cast sessions.
- BCBSNM Web site at [www.bcbsnm.com/provider](http://www.bcbsnm.com/provider). Click on National Provider Identifier for updated information, Frequently Asked Questions, an NPI Glossary and more!

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## Have a Question?

**If you have any questions on NPI or the application process, contact:**

- NPI Enumerator Call Center at **1-800-465-3203**; or
- Send an e-mail to: [customerservice@npienumerator.com](mailto:customerservice@npienumerator.com)

**If you have any questions on how BCBSNM is implementing NPI:**

- Send an e-mail to [npi@bcbsnm.com](mailto:npi@bcbsnm.com); or
- Contact your Provider Representative who can support you through the entire NPI process at **1-505-837-8800**, or **1-800-567-8540**.