



BlueCross BlueShield
of New Mexico



NPI Transition Plan Overview and Requirements



National Provider Identifier

Transition Plan Overview

Blue Cross and Blue Shield of New Mexico (BCBSNM) was substantially compliant with the National Provider Identifier (NPI) regulation as of the May 23, 2007 effective date. However, we realize that our participating providers are at various stages of readiness. Therefore, we have extended our dual-identifier acceptance phase to allow you to further test and prepare for the transition to an NPI-only environment.

As part of our plan for a successful transition, BCBSNM has adopted a phased-in approach.

Phase 1: NPI Adoption *(Current)*

Submit electronic and paper transactions with your

- BCBSNM provider number *and* NPI; **or**
- BCBSNM provider number only; **or**
- NPI only*

Phase 2: NPI Required *(By year-end 2007)*

Submit electronic and paper transactions with your

- BCBSNM provider number *and* NPI; **or**
- NPI only*

Phase 3: NPI Only *(Spring 2008)*

Submit electronic and paper transactions with your

- NPI only*

* Do *not* submit claims with only your NPI until you have received notification from BCBSNM regarding your participation in our NPI-only transition program. *Claims submitted with only your NPI prior to notification may be rejected.*



Transition Plan Requirements

To ensure your successful transition to an NPI-only environment, follow these steps:

Step 1: GET IT!

If you do not have your NPI yet, there are two ways to apply:

- Online: Submit an online application via the National Plan and Provider Enumeration System (NPPES) Web site at <https://nppes.cms.hhs.gov/NPPES/Welcome.do>.
- Mail: Call 1-800-465-3203, or e-mail the NPI Enumerator to request a paper application at customerservice@npienumerator.com

Step 2: SHARE IT!

Once you receive your NPI, you must share it with:

- BCBSNM
- Your electronic trading partners (billing services, clearinghouses, and software vendors)
- Other health plans and payers

To share your NPI with BCBSNM, send us a copy of your confirmation letter or e-mail from the NPPES Enumerator for verification purposes. For details, visit our Provider Web site at www.bcbsnm.com.

BCBSNM sends confirmation postcards to providers once we have validated and loaded your NPI information into our system. Please allow three to four weeks for receipt of your confirmation postcard. Notification of participation in our NPI-only transition program will be provided to you in a separate communication.

Step 3: TEST IT!

During the extended dual-identifier acceptance phase, it is very important to continue submitting all paper and electronic claims with the appropriate NPI *and* BCBSNM provider number, or your BCBSNM provider number only.

NOTE: Do not submit claims with only your NPI until you have received notification from BCBSNM regarding your participation in our NPI-only transition program. *Claims submitted with only your NPI prior to notification may be rejected.*

Electronic submitters:

Have your electronic trading partners contact our Electronic Data Interchange (EDI) Hotline at 1-800-746-4614 to confirm program details and schedule a date for your transition to NPI-only processing. Do not submit claims with only your NPI until you have received notification from BCBSNM confirming your participation in our NPI-only transition program.

Paper submitters:

You should now be using the new CMS-1500 (version 08/05) or the new UB-04 claim forms, which have been revised to support inclusion of both your NPI *and* your BCBSNM provider number, or your BCBSNM provider number only, throughout the extended dual-identifier acceptance phase. Do *not* submit claims with only your NPI until you have received notification from BCBSNM.

Step 4: USE IT!

Electronic submitters:

After your successful completion of the testing phase, we will work with you or your electronic trading partner to transition you to an NPI-only environment. Please contact our EDI Hotline at 1-800-746-4614 for additional details.

Paper submitters:

We will notify you when you should begin submitting claims with only your NPI.

Please do not submit claims using only your NPI until you receive notification from BCBSNM.

Reminders...

1. Get your NPI now
2. Share your NPI with BCBSNM and your electronic trading partners
3. **Test your NPI – see inside for details on this very important step!**
4. Use your NPI*

**Do not submit claims using only your NPI until you receive notification from BCBSNM.*

Resources:

- Centers for Medicare and Medicaid Services (CMS): www.cms.hhs.gov/NationalProviderStand/
- National Plan and Provider Enumeration System (NPPES): www.nppes.cms.hhs.gov
- NPI Enumerator Call Center: 1-800-465-3203, or customerservice@npienumerator.com
- For claims inquiries, contact the Provider Service Unit (PSU) at 1-888-349-3706.
- Contact your Provider Network Representative at 1-800-567-8540 for support throughout the entire NPI process.
- If you have any additional questions or concerns, send an e-mail to npi@bcbsnm.com.

For updated information, visit our Provider Web site at www.bcbsnm.com.

