



November 19, 2008

**URGENT NOTIFICATION**

**This Message Affects Claims Submitted for HealthWave 19 and 21 Program Services  
Medicaid Claims without Appropriate NPI will Deny Effective December 1, 2008**

Dear Provider:

Health plans, federal and state governments have been talking about the National Provider Identifier (NPI) for years. On May 23, 2008, use of NPI-only for electronic claims submission became mandatory by the Center for Medicare & Medicaid Services (CMS).

Your cooperation with following electronic claims submission rules regarding NPI will help us in providing you with timely payment of claims submitted to us.

We are sending you this letter because we have received claims from you with either a missing, invalid, or an unattested NPI. Effective December 1, 2008, UniCare's State Sponsored Business will deny claims submitted under any of the following scenarios:

1. You submit claims without required NPI, even if you have included legacy identification on the claim. Legacy identification is defined as a number that identifies you in the health plan system, such as a health plan-specific identification number.
2. You submit claims using invalid NPI. The NPI number is a 10-digit, all numeric identifier.
3. You submit claims using an unattested NPI, even if you provided legacy information. Attestation is a process of registering and reporting your NPI with your state Medicaid agency. Kansas providers are required to verify that all information on file with the Kansas Medical Assistance Program (KMAP) is correct. Providers should update and verify, at a minimum: NPI, provider name, full address including ZIP code + four digits, and Federal Tax Identification Number. Providers can call the KMAP Provider Enrollment team at **1-785-274-5914** to validate this information is correct, or you can access the provider file on the secure portion of the KMAP Web site at <https://www.kmap-state-ks.us/>.

We are placing these requirements into effect so that we can comply with the state of Kansas' Medicaid reporting requirements. If we deny your claim for one of these reasons, you will need to resubmit your corrected claims in order to receive payment.

**Note: When submitting paper claims, we are requiring that providers include their NPI for HealthWave 19 and 21 Program services, so that we may comply with specific state requirements pertaining to the processing and reporting of claims data for these members.** We are providing you with the latest information regarding NPI claims filing in the attached NPI Claims Billing Guidelines document. We hope you will find it useful.

You will be able to access claims and eligibility through our [www.unicare.com](http://www.unicare.com) secure website using your tax identification number (TIN) through February 20, 2009. After that date, you may access claims and eligibility using your NPI.

If you have questions regarding the information contained in this letter, please contact your Customer Care Center at **1-866-408-7106**, Monday through Friday, between the hours of 8 a.m. to 8 p.m.

Sincerely,

A handwritten signature in cursive script that reads "Linda Steinke".

Linda Steinke  
Director, Kansas Field Operations

## NPI Claims Billing Guidelines

Health plans, federal and state governments have been talking about the National Provider Identifier (NPI) for years. There's no better time than **now** to use your NPI appropriately. The information you find below is a reminder of important NPI facts that will help you successfully submit claims using your NPI to ensure timely payment.

### How to Obtain NPI

NPI is the standard unique identifier the CMS (Centers for Medicaid & Medicare Services) required every health care provider to have and begin using on May 23, 2008. The use of the NPI is a Health Insurance Portability and Accountability Act (HIPAA) mandate for all covered entities. To obtain and verify your NPI, follow this two-step process:

- **If you don't have an NPI number:** Visit the CMS website at [www.cms.hhs.gov/NationalProvIdentStand](http://www.cms.hhs.gov/NationalProvIdentStand) or dial **1-800-465-3203**. For the most efficient application processing and the fastest receipt of NPIs, visit the National Plan and Provider Enumeration System website at [www.nppes.cms.hhs.gov](http://www.nppes.cms.hhs.gov) and apply online.
- **To verify your NPI number assignment:** Use the National Plan and Provider Enumeration System (NPPES) website at [www.nppes.cms.hhs.gov](http://www.nppes.cms.hhs.gov).

### Attest Your NPI with the State of Kansas

Providers should ensure that all the information on the Kansas Medical Assistance Program (KMAP) provider file is correct. Although it is important that all information is kept current, the following is a list of the items that KMAP needs providers to update and verify are correct:

- NPI
- Provider Name
- Address
- ZIP Code+4 Digits
- Federal Tax Identification Number (FEIN)

Providers can call the KMAP Provider Enrollment team at **1-785-274-5914** to validate your information is correct. Providers can also access KMAP's provider file on the secure portion of the KMAP Web site at <https://www.kmap-state-ks.us/>.

### Updating NPI Information

How does a provider update an incorrect NPI with UniCare's State Sponsored Business? You can provide us with updated information by submitting a complete signed and dated Provider Change Form, available on our website at [www.unicare.com](http://www.unicare.com) or you can send us the update on your letterhead, indicating the correct information and requesting a change. You can submit your updates by fax to **1-877-608-6752** or mail to **Attn: PCDA, UniCare Health Plan of Kansas, Inc., P.O. Box 3553, Topeka, KS 66601-3553**.

**What is the difference between a Type 1 and a Type 2 NPI?**

Health care providers may fall in one of two categories when applying for an NPI:

**Entity Type 1:** Is issued to sole or individual providers (not organizations) including, but not limited to, physicians, dentists, and chiropractors. The NPI is a permanent identifier and is assigned for the provider’s life.

**Entity Type 2:** Is issued to organizations, including but not limited to hospitals, residential treatment centers, laboratories, and group practices. Subparts of organization health care providers are eligible to be assigned NPIs. This is a permanent identifier and is assigned for the life of the organization.

If you are not sure which Entity Type is right for your practice, you should contact CMS at one of the contact points provided to you above.

**How to Complete Your Claims for Successful Submission**

We don’t want you to miss a single payment because of noncompliance. The information below is specific to Medicaid claims submitted to UniCare’s State Sponsored Business for services you provide to HealthWave 19 and 21 program members. Please ensure the following elements are included on your Medicaid claim.

When you submit claims with NPI, **also include your Federal Tax Identification Number (TIN), taxonomy code and qualifiers.** If you have more than one TIN, please utilize the NPI that is registered for that TIN. By entering this information correctly, you help to ensure that we will pay your claims timely and accurately. Other legacy identification, such as state or health plan-specific identifiers, should not be included on your claims. “Legacy Identification” is defined as a number that identifies you in the health plan system, such as a state or health plan-specific identification number. UniCare prefers, in keeping with the CMS, to process claims without legacy identification.

When a provider submits a claim without NPI, with invalid NPI, or with unattested NPI, even when providing legacy identification, we will deny the claim.

The information below is the only additional provider-identifying information that should be included on your claims.

| Required Element                         | Location on CMS-1500 (last revised 08-05) Claim Form | Location on CMS-1450 (UB-04) Claim Form              |
|--|--|--|
| Billing NPI (Type 2), Name and Address   | Box 33A  | Box 56 for Billing NPI<br>Box 1 for Name and Address |
| Rendering NPI (Type 1), Name and Address | Unshaded field of Box 24J                            | N/A  |
| Service Facility NPI                     | Box 32A, if appropriate                              | N/A  |
| Billing Taxonomy Codes and Qualifiers    | Box 33B  | Box 81 (a-d)   |
| Rendering Taxonomy Codes and Qualifiers  | Shaded field of Box 24J and 24I                      | N/A  |
| Tax Identification Number (TIN)          | Box 25   | Box 5  |

Refer to the 837P and 837I Enumerator and Contractual charts online for the latest information about electronic claims submissions.

Please note: This requirement was effective May 24, 2008, and impacts **all** claim transactions. UniCare's State Sponsored Business requires providers to file paper claims using NPIs in lieu of the legacy identification so that we may comply with specific state requirements pertaining to the processing and reporting of claims data for these HealthWave 19 and 21 program members.

### **Other Key NPI Information**

UniCare has a dedicated website specifically for providers who serve State Sponsored Business members. To find provider resources, including information about NPI, go to **www.unicare.com** and click **Providers** on the left. Then choose **State Sponsored Plans** under **Learn More**. Select **Kansas HealthWave 19 and 21** and you will find a variety of NPI related documents near the bottom of the landing page under the title **National Provider Identifier**.

If you have questions about the information contained herein, or how to submit claims without including legacy information to UniCare's State Sponsored Business, please call your Customer Care Center at **1-866-408-7106**.