

National Provider Identifier (NPI) FAQs

- **Are you aware that the Department of Healthcare and Family Services (HFS) will be implementing the NPI mandate effective with claims received on or after 5/23/08?**
 - At this time, the NPI is only required for the **Billing Provider**. If the Billing Provider's NPI is not reported or the NPI cannot be crosswalked to a HFS Provider Number, HFS will reject the claim. The HFS Provider Number will continue to be used for the adjudication of the claims so we must ensure that there is a one-to-one crosswalk of the NPI to the HFS Provider Number.
 - The NPI will be required on all claims; paper, electronic and direct data entry. For paper claims, the NPI will be reported in the same field where the HFS provider number was reported. For paper adjustments, providers must continue to report the HFS Provider Number not the NPI.
 - There was a Provider Informational Notice that was released on 4/11/08 with this information <http://www.hfs.illinois.gov/assets/041108npi.pdf>
 - The NPI mandate does not at this time apply to the Pay-To Providers (Payees). Payees should begin the process of obtaining a NPI, if they have not already done so. HFS will release a provider notice in advance to notify providers when payees will be required to report their NPI information.

- **Have you obtained your NPI ?**
 - If the answer is yes, all providers need to report their NPI to the Department of Healthcare and Family Services? NPI information can be reported by E-Mailing Jodie Edmonds at Jodie.Edmonds@illinois.gov The NPI will be added to the crosswalk within two business days and the provider will receive a provider information sheet identifying the NPI that was reported for the designated HFS Provider Number.
 - If the answer is no, then providers need to contact the National Plan Provider Enumeration System (NPPES) as soon as possible to apply for a NPI www.nppes.cms.hhs.gov

NPI Script

➤ **Physician NPI vs. Group Practice NPI**

- The individual Physician obtains a NPI and the Group Practice also obtains a NPI.
- The individual Physician's Name & NPI are ALWAYS reported as the "Billing Provider" and the Group Practice is reported as the "Pay-To Provider" (Payee). The HFS policy, as stated above, does NOT mirror the CMS policy. CMS requires that the individual Physician's Name and NPI be reported as the "Rendering Provider" and the Group Practice is reported as the "Billing Provider." If providers submit claims to HFS based on the CMS policy, their claims will not be able to be processed for adjudication because HFS is unable to identify the Billing Provider. When this occurs, providers must correct the problem and resubmit their claims for payment reconsideration.

➤ **837 Professional Electronic Claim Submittals**

- The individual Physician Name and NPI are reported in Loop 2010AA, Billing Provider. Reporting the one digit payee code in Loop 2010AB, Pay-To Provider, identifies the Group Practice, who is the Pay-To Provider (Payee).

➤ **NPI Questions**

- Additional questions pertaining to NPI, can be referred to Jodie Edmonds, Manager of the Billing & Payment Section, (217) 524-7195.