EDI Rejections and EDI Changes for 'NPI Only' Filing

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Agenda

- Introduction and Administrative Notes
- Alabama Medicaid updates
- Georgia Medicaid updates
- Review Doctor, Company and Facility Setup for NPI
- Informational messages vs. Actual Rejections
- Medicare Rejections for Billing Provider IDs
- NPPES website

- Changes to McKesson/RelayHealth Carrier Report rejections
- Washington Publishing Company website, Claim Status Codes
- EDI tips
- Questions

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Introduction – Administrative Notes

- DO NOT put your phone on HOLD - Very Important!

- Please hold specific rejections questions until after presentation.

- Feel free to ask questions, but limit them to the current topic. Hold other questions until the end of the presentation.

- This presentation will be available on the HealthSystems website – www.HealthSystems.net

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Alabama Medicaid 2008 reminders

- NPI numbers are required on ALL claims as of Feb 25th.
- NPI numbers **must be** REGISTERED with Alabama Medicaid / EDS
- Paper claims must be submitted on the CMS1500 form.
- Medicaid 340 form still required for Medicare/Medicaid crossovers – form requires NPI number now.
- Zip + 4 required for billing provider and service location.

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Georgia Medicaid 2008 reminders

- All electronic claims for Georgia Medicaid must contain the NPI in all provider loops. *

- At this time it is still permissible to submit the Medicaid legacy number, however the NPI must be included. *

- NPI must be registered, Zip +4 required for service facility.**

- Tax ID required, taxonomy code required in EDI claim. **

- *Source: McKesson/Relay Health support

- ** New/effective 02/01/2008

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Alabama BCBS recent rejection

"401 - PROV LOC NOT SET UP FOR EMC"

Occurs when a claim contains a doctor and facility combination that is not registered at Alabama BCBS.

To correct this rejection:

After the facility (Hospital or ASC) rejects, email AL BCBS (Ask-EDI support) and request that the facility be setup for the doctor. (the specific combination of facility and doctor that appears on rejected claim).

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NPI – additional info

- Changes to NPI setup since last year

    – Because all carriers should accept NPI, it is okay to populate the NPI field on the INFORMATION tab

    – Many carriers are requiring ZIP +4 zip codes when claims are submitted with NPI numbers. Add these expanded zip codes now to the doctor, company and facility information areas.

    – ***NPI ONLY may require removing UPIN numbers from your doctors ID rows and information tab, and also from your referring doctors

    if you file directly to Alabama Medicare or BCBS

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Clearinghouse changes since May 23rd

- For McKesson   *and* Centricity EDI clients
- The clearinghouses will suppress legacy numbers, including UPIN numbers.
- This means your claims will go to the carrier as NPI only with no changes to your system.
- Clearinghouses will suppress based on carrier requirements.
- HOWEVER – any changes you have made already to send NPI only are still correct.

- Does not affect Direct submitters (AL Medicare and AL BCBS)

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Review of NPI in Centricity

- NPI fields are found in:
    - Doctor *(Responsible Provider)
    - Company
    - Facility
    - Physicians (Referring Provider)

    * parenthesis reflect CPS06 terminology

Doctor setup – Centricity

Zip plus 4 here

Doctor's NPI # here

Tricare – Needs EIN (Employer Identification Number)

Recent Tricare rejection:

"Rendering Provider Missing EIN with NPI"

To correct, in the doctor's Tricare ID row, add the tax ID number in the Additional ID 1 field and select qualifier 'Employer Identification Number'.

This will sent the tax ID in a REF segment in Loop 2310B

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Company setup - Centricity

Zip plus 4 here

Company NPI here

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Facility setup – Centricity

Zip plus 4 here

Facility NPI # here (as needed)

Physicians / Referring Providers

Recent rejection for referring provider

- Rejection:

"Referring provider ID missing or invalid qualifier"

The referring or PCP physician does not have the NPI field populated!

Every referring physician must have an NPI number entered.

NPI – What do I do?

- Obtain an NPI number for each provider

- Enter NPI numbers in correct locations in Centricity

- ** Register your NPI number(s) with your insurance carriers**

- Submit claims with NPI numbers

- REVIEW your claim submissions for rejections

- *It is YOUR responsibility to confirm that the insurance carrier has your NPI numbers on file and associated with the correct doctors, company, etc.*

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NPI – additional info

- Changes to NPI setup since last year
  - Because all carriers should accept NPI, it is okay to populate the NPI field on the INFORMATION tab

  - Many carriers are requiring ZIP +4 zip codes when claims are submitted with NPI numbers. Add these expanded zip codes now to the doctor, company and facility information areas.

  - May 23, most carriers will require claims to contain NPI ONLY. At this time, all of your EDI claims should contain NPI numbers.

  - NPI ONLY may require removing UPIN numbers from your doctors ID rows and information tab, and also from your referring doctors.

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NPI Only – How do I do it?

- Admin – Edit - Insurance Carrier
- Select carrier and Modify (Edit)
- Go to the EDI tab, highlight the File Creator and Modify (Edit)
- Click the Creator Plug-In Settings button
- Go to All Payers (2) tab
- Select (check) 'Do Not Send PIN/EMC in REF Segments when NPI is sent in NM109
- Go to Clearinghouses tab
- Unselect (uncheck) 'Requires PIN'

NPI Only (for the billing and rendering provider) Loops 2010AA and 2310B

- Admin-Edit-Insurance Carrier

- Select 'Medicare' carrier and Modify

- EDI tab – Modify row and click settings

NPI Only *continued*

- All Payers 2 – Put check in 'Do Not Send PIN/EMC in REF Segments when NPI is sent in NM109

- Clearinghouses – Uncheck 'Requires PIN'
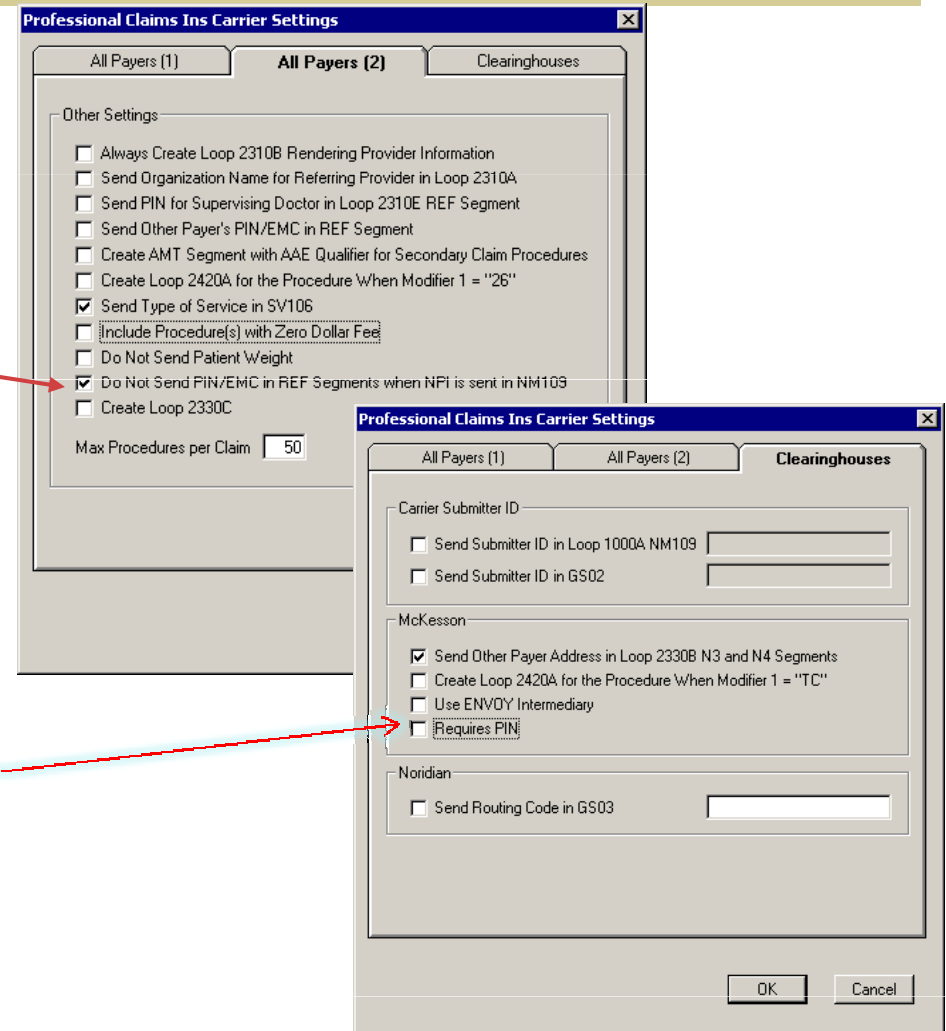
Informational Message vs. Actual Rejection

- Claims submitted with a legacy Medicare number or UPIN may receive an 'Informational' warning. This claim is NOT rejected. The warning is to let you know that this claim will be rejected in the future (when the edit is activated).

- Example:

-
<pre>
                        OKLAHOMA/NEW MEXICO MEDICARE SERVICES   PAGE 111
                              PROFESSIONAL EMC PROGRAM
   PRODUCTION   MEDICARE-B EMC INPUT
                              BATCH DETAIL CONTROL LISTING
                 SUBMITTER ID: J0817   SUBMITTER NAME: MCKESSON
                         ADDRESS: 700 LOCUST ST #500
                         CITY: DUBUQUE
                         STATE/ZIP: IA 52001
                         PROCESS DATE: 01/30/2008
</pre>

-
<pre>
   EMC PROVIDER : NPI: 3225028541   PIN: BATCH STATUS : ACCEPTED
        SF017252   2310B REF   2310B REF01 1G   M404 INVALID VALUE   INFORMATIONAL
   HIC FOR ABOVE CLAIM IN ERROR: 007284231A   ICN: 2208030081730
   EMC PROVIDER : NPI: 3225028541   PIN: 500522423   BATCH STATUS : ACCEPTED
        SF017252   2310B REF   2310B REF01 1C   M404 INVALID VALUE   INFORMATIONAL
</pre>

Informational – not rejected

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Informational Message vs. Actual Rejection *continued*

- Claims that do not have a valid NPI/Legacy combo or do not contain NPI (after March 1) are REJECTED

- Example:

```
                    OKLAHOMA/NEW MEXICO MEDICARE SERVICES                    PAGE  78
                         PROFESSIONAL EMC PROGRAM
 PRODUCTION                      MEDICARE-B EMC INPUT
                         BATCH DETAIL CONTROL LISTING
              SUBMITTER ID: N0817      SUBMITTER NAME: MCKESSON
                         ADDRESS:     700 LOCUST ST #500
                         CITY:          DUBUQUE
                         STATE/ZIP:    IA  52001
                         PROCESS DATE: 01/24/2008
EMC PROVIDER : NPI: 1226828541   PIN: 800567423   BATCH STATUS: DELETED  ENTIRE BATCH MUST BE RESUBMITTED
         SF017252        2310B REF    2310B  REF01 343731302    M343 NPI/PIN DISCREPANCY     CLAIM DELETED
HIC FOR ABOVE CLAIM IN ERROR: 007284031A     ICN: 0000000000000
         SF016482        2310B REF    2310B  REF01 343731302    M343 NPI/PIN DISCREPANCY     CLAIM DELETED
HIC FOR ABOVE CLAIM IN ERROR: 113505379A     ICN: 0000000000000
         SF017008        2310B REF    2310B  REF01 343731302    M343 NPI/PIN DISCREPANCY     CLAIM DELETED
HIC FOR ABOVE CLAIM IN ERROR: 113505379A     ICN: 0000000000000
```

These claims are rejected – see status 'claim deleted'.

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Medicare rejected claims for billing provider ID

- Medicare claims that are rejecting for billing provider ID errors do NOT display the rejected ticket number.

- Applies to South Carolina Medicare *and* Railroad Medicare EDI claims, may apply to other regions.

- Very important to read all of the CR report to determine error.

- Rejection appears on the CR report as displayed below:

```
              REDI-LINK - CLAIM ACCEPTANCE RESPONSE
RESPONSE DATE: 2008/02/07 RESPONSE TYPE: INITIAL  RESPONSE TIME: 07:23:26


SENDER: XMCARE        GATEWAY PRODUCTION NETWORK (GPNET)
 PAYOR: C00880        MEDICARE 'B' - SOUTH CAROLINA     FORMAT: ANSI
-----------------------------------------------------------------------------
 PROVIDER    ID: 1565591448     BATCH ID: 000000 0089  STATUS: REJECTED/PROD
   TOTAL  CLAIMS:    5        CHARGES:   $5460.00
   CLAIM REJECTS:    5        CHARGES:   $5460.00
 R MSG-Y1K BILLING PROVIDER SSN OR EIN NOT ON CROSSWALK          REF-NM
-----------------------------------------------------------------------------
 PROVIDER    ID: 1256591448     BATCH ID: 000000 0090  STATUS: REJECTED/PROD
   TOTAL  CLAIMS:    85       CHARGES:   $67857.00
   CLAIM REJECTS:    85       CHARGES:   $67857.00
 R MSG-Y1K BILLING PROVIDER SSN OR EIN NOT ON CROSSWALK          REF-NM
```
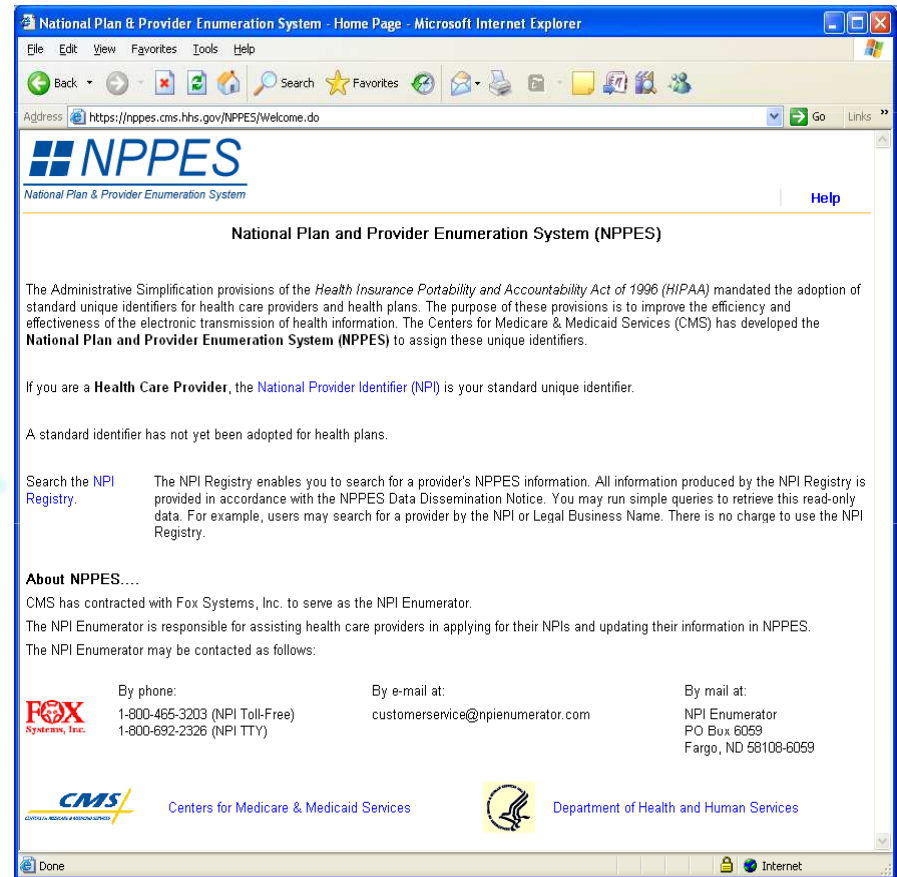
The rejection displays the NPI # of the billing provider and the number of claims affected, but DOES NOT itemize or display the ticket number of the rejected claims.
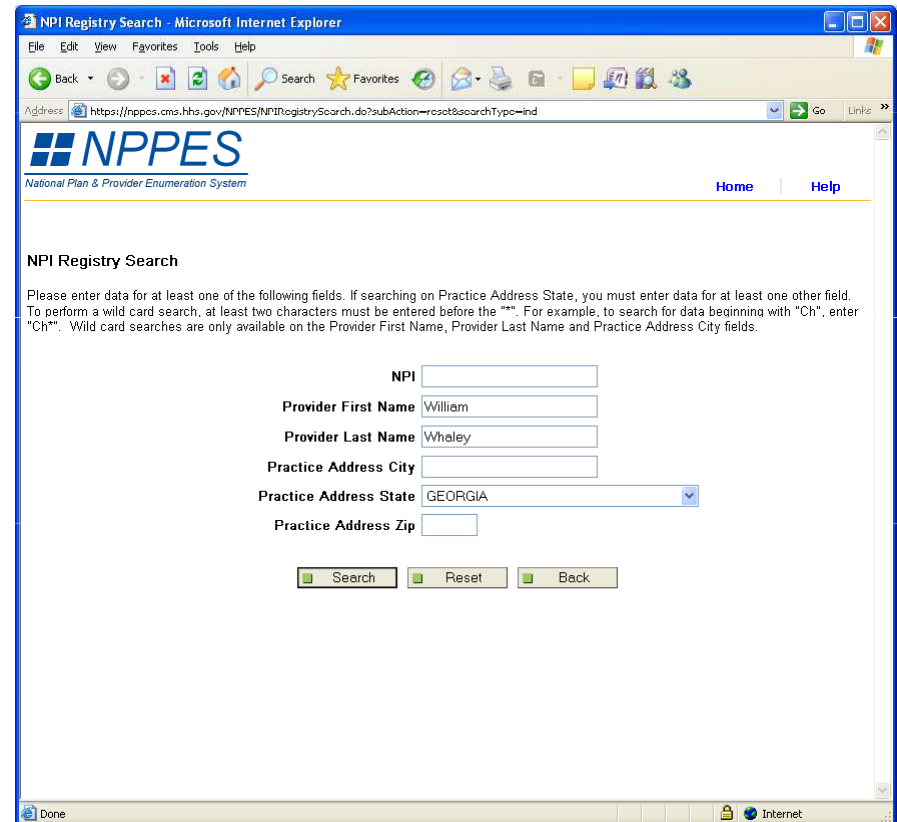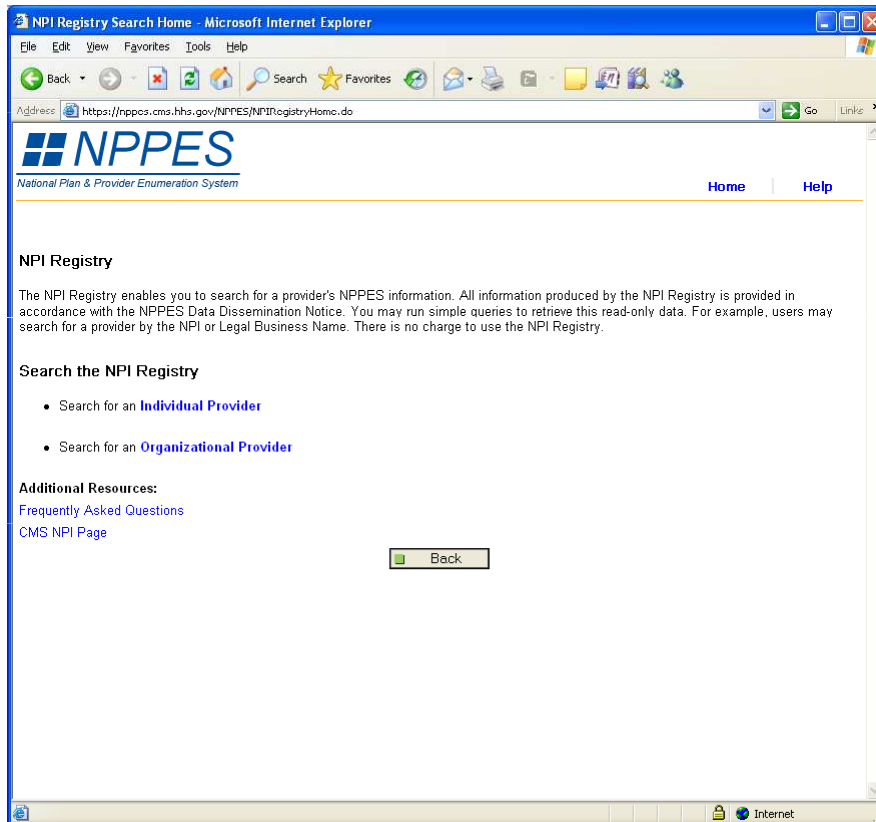
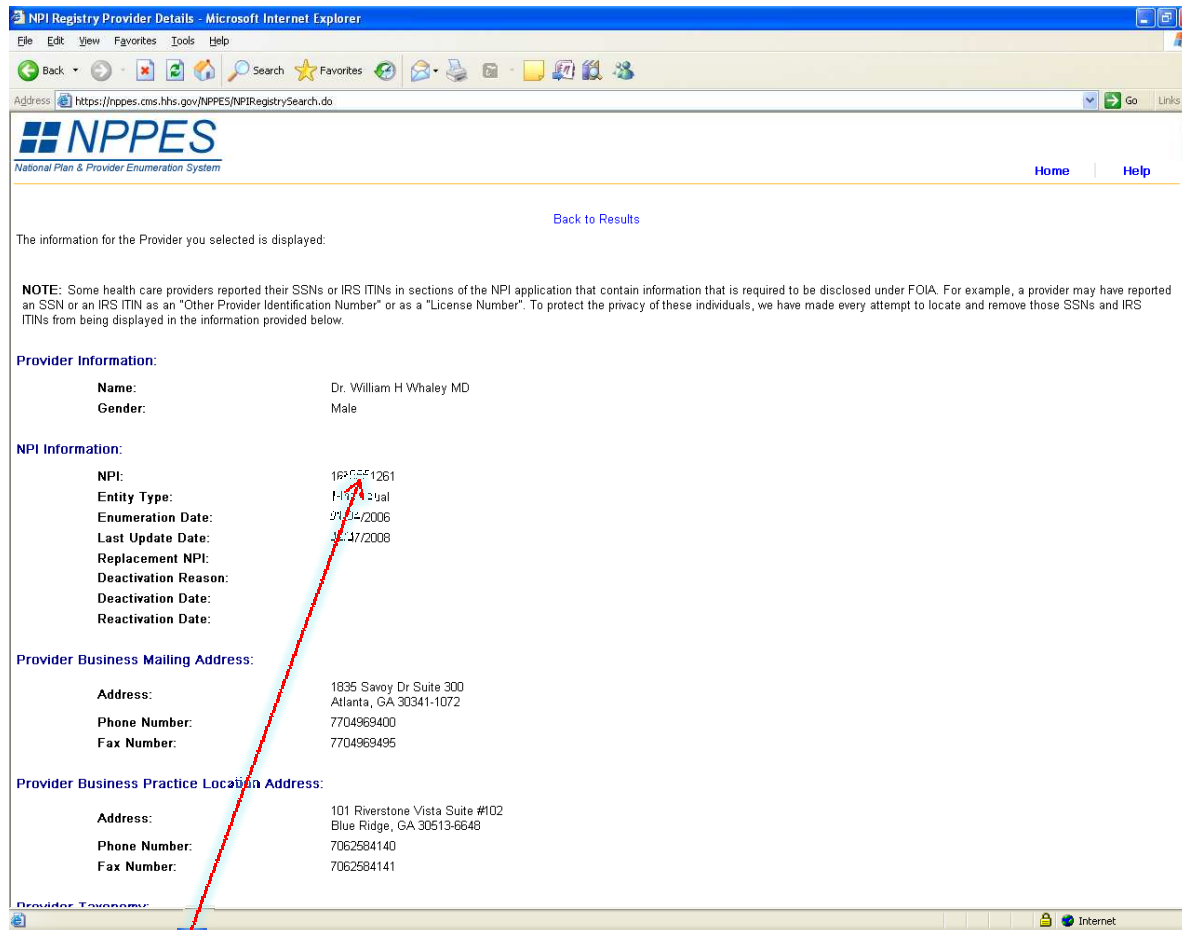# NPPES Website (National Plan & Provider Enumeration System)

- **Use the NPPES Website to lookup or verify NPI numbers.**

- https://nppes.cms.hhs.gov/NPPES/Welcome.do

- **Click the 'Search NPI Registry Link'**

NPPES website *continued*

NPPES NPI search

The provider's NPI number will display here as well as other registered numbers (Medicare, UPIN…)

New rejection messages on CR reports

- McKesson/RelayHealth has changed claim routing for some carriers. This means that claims that formerly went through EMDEON-WebMD are now going directly to the insurance company.
- For many of these claims, the status of the claim (rejected vs. accepted) and the rejection reason as shown on the CR report is now a numeric code instead of a plain text explanation.
- Use the WPC-EDI website to translate these new status messages and rejections
- Example:

```
TRACEY DAWN                               09/01/1946   M   254568663
  TRACE NUMBER:
  CLAIM     CLAIM       PAYORS CLAIM NUMBER: EA34A8DSH00
PERIOD BEG  PERIOD END   MEDICAL RECORD NUMBER:
12/05/2007 12/05/2007        BILLING TYPE:

EFFECTIVE   ADJUDICATION  PAYMENT        CHARGE    PAYMENT        CHECK
STATUS DATE PAYMENT DATE  METHOD          AMOUNT    AMOUNT    CHECK DATE NUMBER
12/06/2007  12/07/2007              300.00     0.00 12/10/2007
CLAIM LEVEL STATUS CATEGORY: F1   STATUS: 69  MODIFIER:

JAMES BEECHAM                             11/15/1945   M   422637701
  TRACE NUMBER:
  CLAIM     CLAIM       PAYORS CLAIM NUMBER: EG34BQ1H800
PERIOD BEG  PERIOD END   MEDICAL RECORD NUMBER:
01/24/2008 01/24/2008        BILLING TYPE:

EFFECTIVE   ADJUDICATION  PAYMENT        CHARGE    PAYMENT        CHECK
STATUS DATE PAYMENT DATE  METHOD          AMOUNT    AMOUNT    CHECK DATE NUMBER
01/30/2008                    170.00     0.00
CLAIM LEVEL STATUS CATEGORY: A2   STATUS: 19  MODIFIER: IN
```

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www.wpc-edi.com

Click here - then click here.

Claim status categories
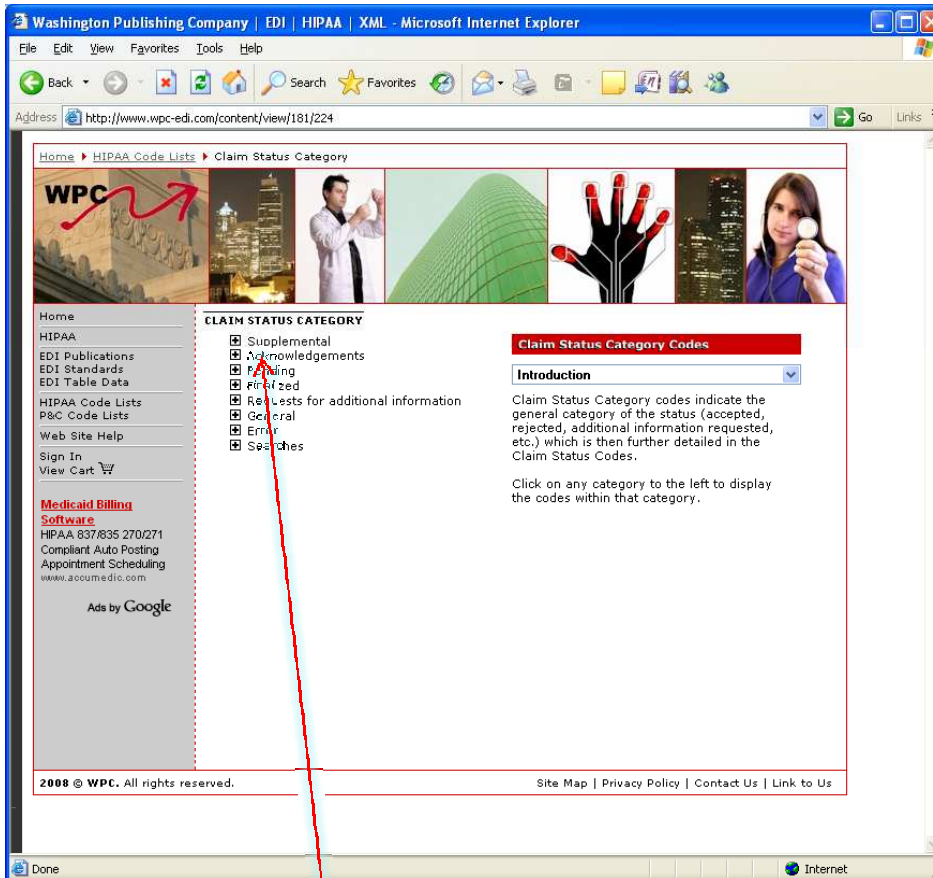
Click the category matching the first letter of rejection code
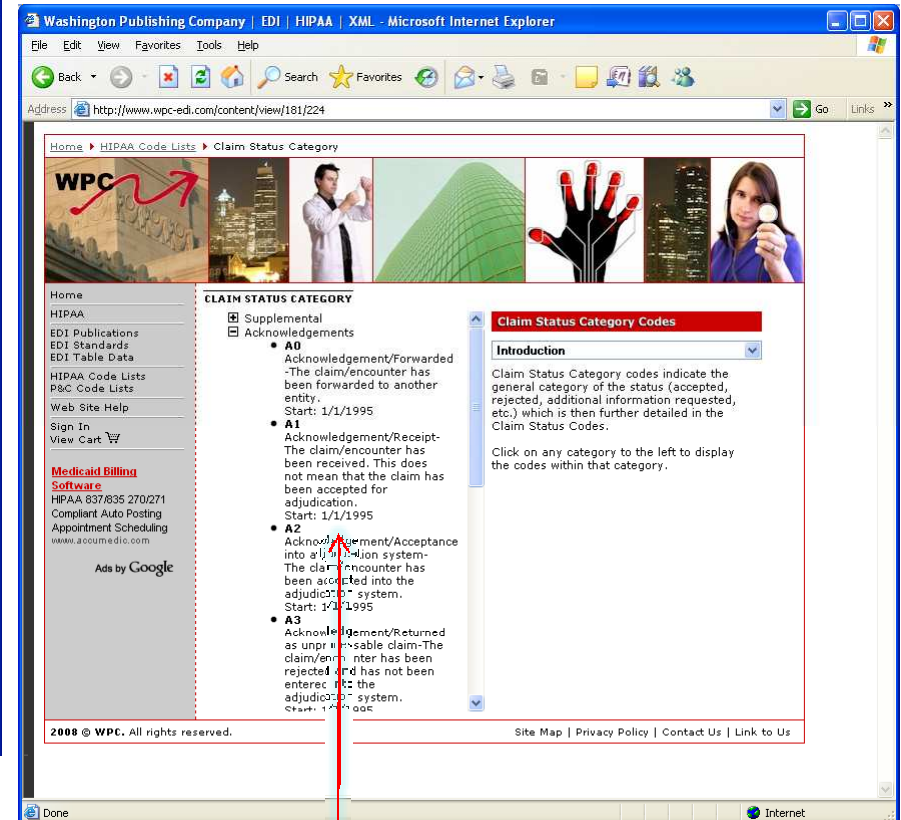
Will expand category here

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Claim status codes

Look for numeric code here

Scroll through list here

Description of status/rejection here

EDI Tips

EDI Reports:

• McKesson/RelayHealth has made significant changes that impact your EDI reports. Be aware of these changes and review your EDI workflow to make sure that all rejections are being properly resolved.

• New reports from McKesson include the SR, SE, and SF reports. These are standardized reports intended to make your work easier.

 If you do not recognize or understand these reports, continue using your proven workflow strategies of reading and acting on the CR reports.

Updated EDI Software

• A new McKesson EDI plug-in (version 7.0.515 for Centricity 04) is available that will update the individual visits with carrier level results. Contact HealthSystems to find out if your practice is ready for this update.

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Questions and Answers

Thank you for attending!

Be sure to check out www.HealthSystems.net/events web page for more Webinar and other events!

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