



EDI Rejections and EDI Changes for 'NPI Only' Filing

Taz Taylor



Authorized Partner
GE Healthcare
Centricity Physician Office



HealthSystems

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

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

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.



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

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).



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



Authorized Partner
GE Healthcare
Centricity Physician Office



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)



Review of NPI in Centricity

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

* parenthesis reflect CPS06 terminology



Authorized Partner
GE Healthcare
Centricity Physician Office



Doctor setup – Centricity

Modify Doctor

Information | Identification | Fee Schedule | Schedule Template

Static
 Inactive

Doctor Other Provider

First: Taz Middle: Last: Taylor Suffix: MD

Organization: HealthSystems

List Name: Taylor, Taz

ID: 422

Address: 1100 Johnson Ferry Road
Suite 220

City/State: Atlanta, GA, 30342-1709

Country: USA

Phone 1: (404) 207-1311 []

Phone 2: [] - []

Federal Tax ID: 123456123 SSN EIN

State License:

Anesthesiologist License:

NPI:

Non-Participating Insurance Carriers:

Specialty License:

Additional License:

UPIN #: A12345

Specialty:

Ledger:

Resource Types

- Doctor
- Equipment/Room
- CRNA (Anesthetist)
- Staff
- Conference Room
- Pediatric cardiology
- CRNP (Nurse Practitioner)

OK Cancel

Zip plus 4 here

Doctor's NPI # here

Doctor ID Numbers

Company: (all)

Facility: (all)

Doctor is Hospice Employee

All Insurance Carriers

Insurance Carrier: Medicaid Alabama

Insurance Group

File claims as: Individual Part of a group

Filing Doctor: Taylor, Taz

Supervising Doctor

Specified Doctor

Referring ID:

Referring Office:

PIN: From Company 000054321

GRP: From Company

EMC: From Company

Additional ID 1: From Company 123456123

Additional ID 2: From Company

Type: From Company

NPI: From Company Dr's NPI HERE

Federal Tax ID: From Company 123456123 SSN EIN

OK Cancel



Authorized Partner
GE Healthcare
Centricity Physician Office



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

Doctor ID Numbers

Company: (all) | Facility: (all) | Doctor is Hospice Employee

All Insurance Carriers
 Insurance Carrier: Tricare Health Insurance
 Insurance Group

File claims as: Individual | Part of a group

Filing Doctor:
 Bailey MD, William R.
 Supervising Doctor
 Specified Doctor

Referring ID: | Referring Office: |

PIN: From Company | | |

GRP: From Company | | |

EMC: From Company | | |

Additional ID 1: From Company | Tax ID # | Employer identification number |

Additional ID 2: From Company | | |

Type: From Company | |

NPI: From Company | DrIDRow_NPI |

Federal Tax ID: From Company | Tax ID # | SSN | EIN

OK Cancel

Company setup - Centricity

The 'Modify Company' dialog box, Identification tab, contains the following fields:

- Inactive
- Name: HealthSystems Medical Office
- List Name: Medical Clinics, PC
- ID: 1000
- Pay To: [Empty]
- Address: 1100 Johnson Ferry Road, Suite 220
- City/State: Atlanta, GA, 30342-1709
- Country: USA
- Phone 1: (404) 207-1311, Work
- Phone 2: (770) 936-1921, Fax
- Filing: Doctor Fees, Facility Fees
- Federal Tax ID: 451234564, SSN, EIN
- NPI: [Empty]
- Ledger: [Empty]

Zip plus 4 here

Company NPI here

The 'Company ID Numbers' dialog box contains the following fields:

- Facility: (all)
- All Insurance Carriers
- Insurance Carrier: Medicaid Alabama
- Insurance Group
- Facility: [Empty]
- PIN: [Empty]
- GRP: 529400770, Medicaid provider number
- EMC: 529400770, Medicaid provider number
- Additional ID 1: [Empty]
- Additional ID 2: [Empty]
- Type: [Empty]
- CLIA: [Empty]
- Mammography Cert.: [Empty]
- Place of Service: [Empty]
- NPI: Company NPI here
- Federal Tax ID: 123456123, SSN, EIN



Authorized Partner
GE Healthcare
Centricity Physician Office



Facility setup – Centricity

Modify Facility

Information Identification

Inactive Color ■

Name: Main HealthSystems Office Federal Tax ID: 123456789 SSN EIN

List Name: Main HealthSystems Office NPI: []

ID: 404 State License: []

Service

Address: 1100 Johnson Ferry Additional\Specialty License: [] []

Suite 220 Ticket Number Prefix: M

City/State: Atlanta GA 30342-1709 Default Company: []

Country: USA Place of Service: 11

Phone 1: (404) 207-1311 [] Ledger: []

Phone 2: [] - [] Specialty: []

Type of Bill: [] Tax rate: 0.010000

OK Cancel

Zip plus 4 here

Facility NPI # here (as needed)

Physicians / Referring Providers

The screenshot displays a software interface for managing referring providers. It consists of three main windows:

- Find Referring Provider:** A search window with a letter-based navigation bar (A-Z), a search button, and a list of providers. The 'Edit...' button is circled.
- Edit Referring Provider (Information/Identification):** A window for editing the selected provider, 'Richard L. Rodgers MD'. It includes fields for name, ID, organization, address, phone, and specialty.
- Edit Referring Provider (Information/Identification):** A detailed window for the selected provider, showing 'Federal Tax ID' (EIN selected), 'State License #', 'UPIN #', and 'NPI' (ROGERS123). It also includes a table for insurance information.

Row	Insurance Carrier	Insurance Group	Referring #	Type	Of
17	Medicaid of Hawaii	(all)	1234653		

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.

Modify Physician

Information Identification

Federal Tax ID
 SSN EIN

State License #

UPIN # 12442

NPI

Row	Insurance Carrier	Insurance Group	Referring #	Type	Of
52	(all)	(all)			
51	Medicaid of Hawaii	(all)	123456978		

New... Modify... Delete...

OK Cancel

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.*

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.

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

The 'Modify Insurance Carrier' dialog box has the following structure:

- Information | Service | **EDI** | Identification
- File Creators table:

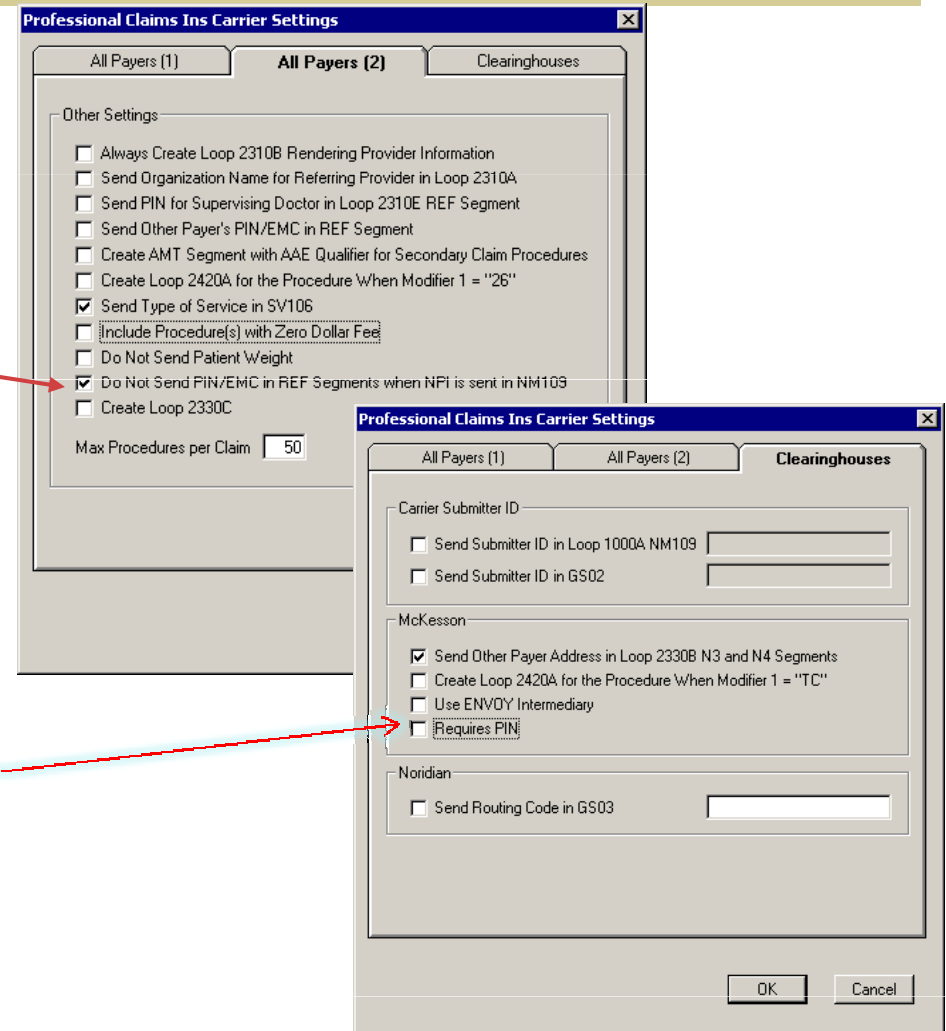
Company	Filing Method	Claims Clearinghouse	Claims Payer ID	Claims Plug-In	Claims Status Clearinghou
(all)	(all)	McKesson	1466	McKesson (Pro	
- Buttons: New..., **Modify...**, Delete
- Payer Literals section with New..., Modify..., Delete buttons

The 'Insurance Carrier EDI' dialog box contains the following sections:

- Company: (all)
- Filing Method: (all)
- Claims section:
 - Clearinghouse: McKesson
 - Payer ID: 1466
 - Creator Plug-In: McKesson (Professional) Claim File Cre... Settings...
- Claim Status section:
 - Clearinghouse: [empty]
 - Payer ID: [empty]
 - Creator Plug-In: [empty] Settings...
- Eligibility section:
 - Clearinghouse: [empty]
 - Payer ID: [empty]
 - Creator Plug-In: [empty] Settings...
- Approval section:
 - Approval Plug-In: [empty] Settings...
- Buttons: OK, Cancel

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:

PRODUCTION

OKLAHOMA/NEW MEXICO MEDICARE SERVICES PAGE 111
PROFESSIONAL EMC PROGRAM
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

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

Informational – not rejected

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
PRODUCTION PROFESSIONAL EMC PROGRAM
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’.

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

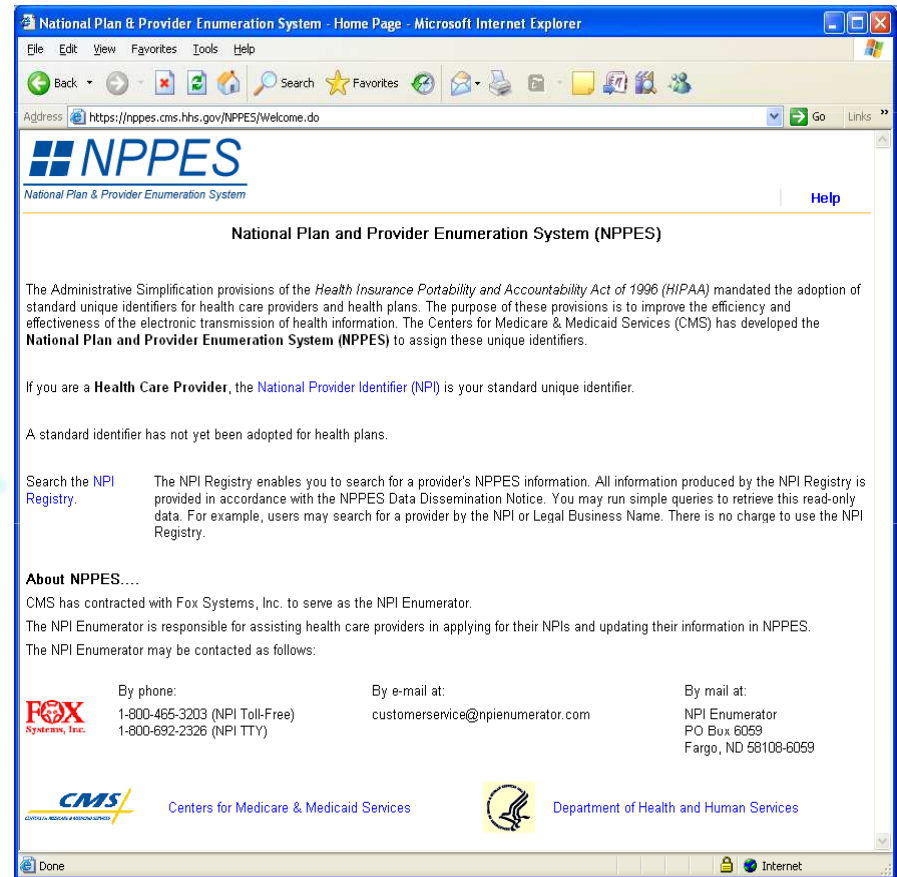
PROVIDER ID: 1256591448 BATCH ID: 000000 0090 STATUS: REJECTED/PROD
TOTAL CLAIMS: 85 CHARGES: \$67857.00
CLAIM REJECTS: 85 CHARGES: \$67857.00
R MSG-Y1K BILLING PROVIDER SSN OR EIN NOT ON CROSSWALK REF-NM

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.

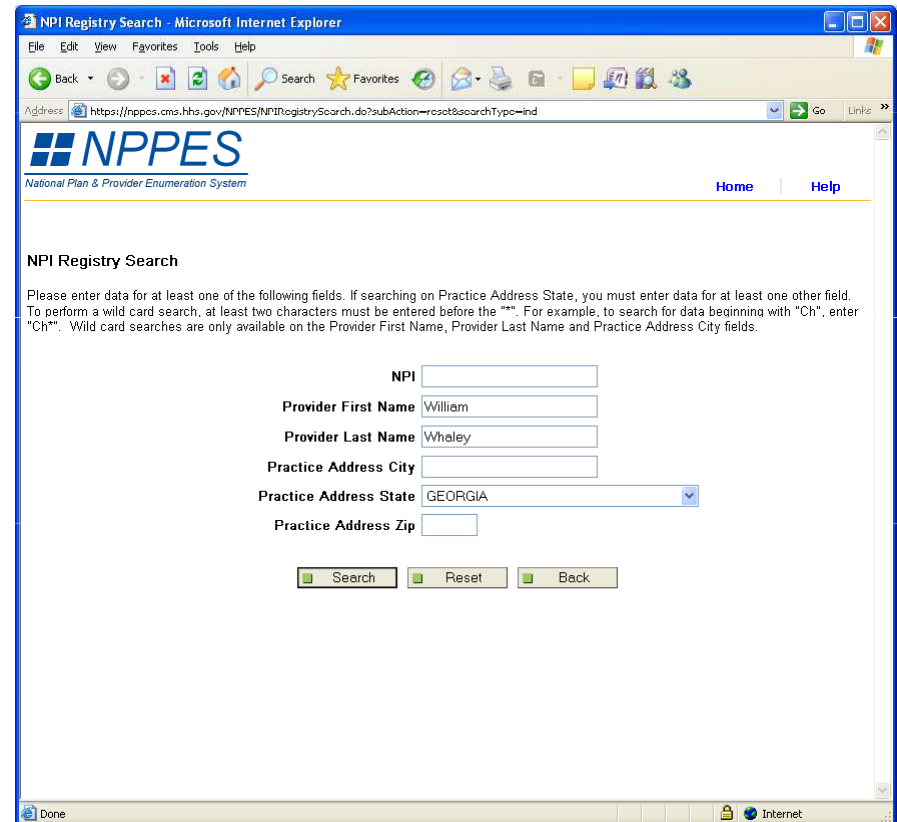
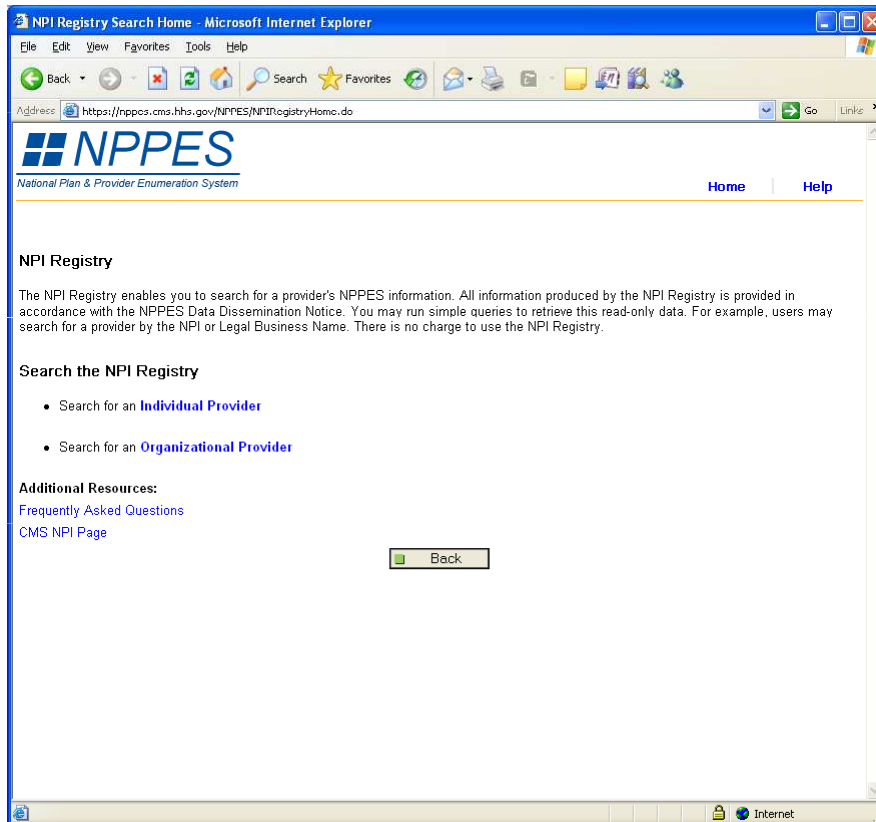


NPPES Website (National Plan & Provider Enumeration System)

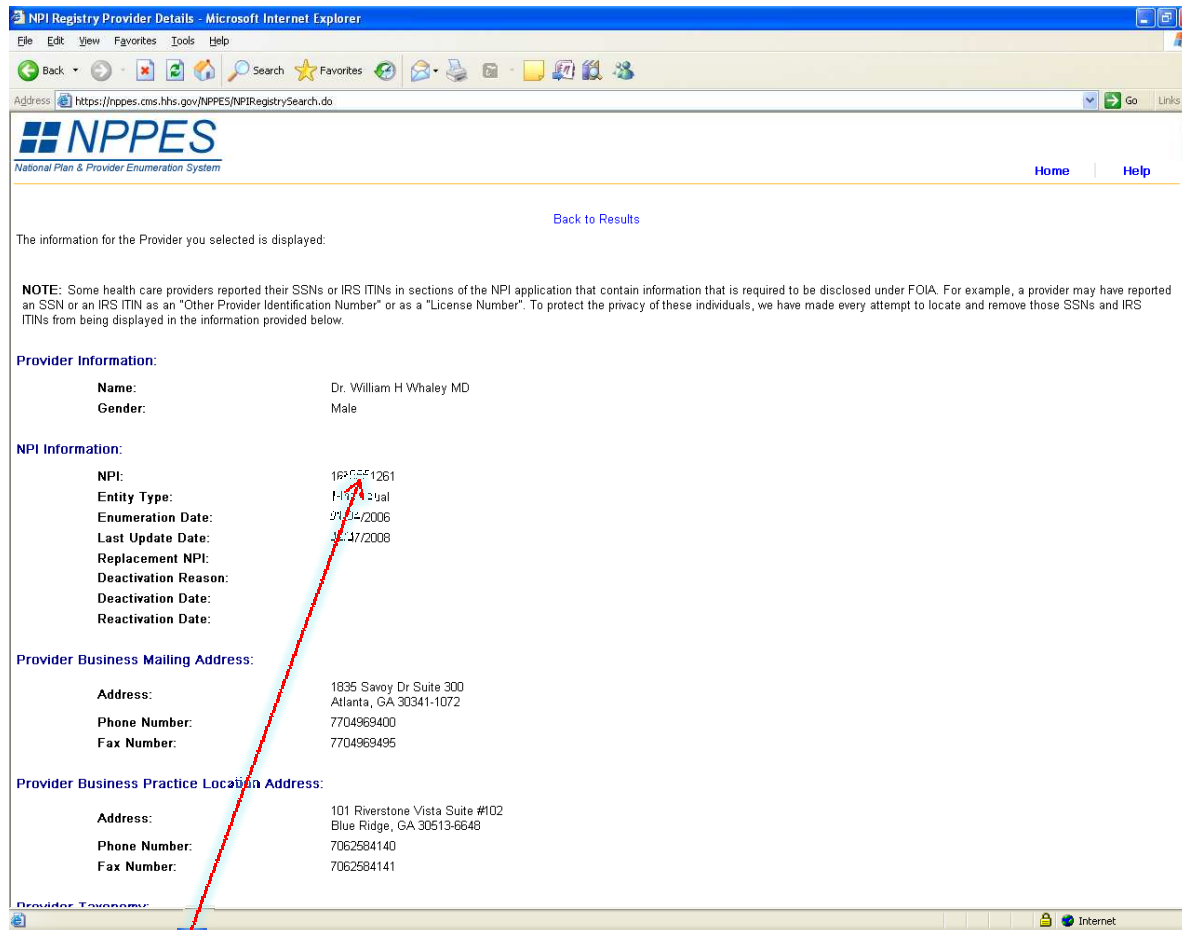
- Use the NPPES Website to lookup or verify NPI numbers.
- <https://nppes.cms.hhs.gov/NPPES/Welcome.do>
- Click the 'Search NPI Registry Link' →



NPPES website *continued*



NPPES NPI search



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



Authorized Partner
GE Healthcare
Centricity Physician Office

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 STATUS	ADJUDICATION DATE	PAYMENT DATE	METHOD	CHARGE AMOUNT	PAYMENT AMOUNT	CHECK DATE	CHECK 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 STATUS	ADJUDICATION DATE	PAYMENT DATE	METHOD	CHARGE AMOUNT	PAYMENT AMOUNT	CHECK DATE	CHECK NUMBER
01/30/2008				170.00	0.00		

CLAIM LEVEL STATUS CATEGORY: A2 STATUS: 19 MODIFIER: IN



Washington Publishing Co. website

www.wpc-edi.com

The image displays two screenshots of the Washington Publishing Co. website. The left screenshot shows the homepage with a navigation menu on the left and a main content area. The right screenshot shows the 'HIPAA-Related Code Lists' page. Red arrows point from the text 'Click here - then click here.' to the 'HIPAA Code Lists' link in the left screenshot and the 'Alert' product box in the right screenshot.

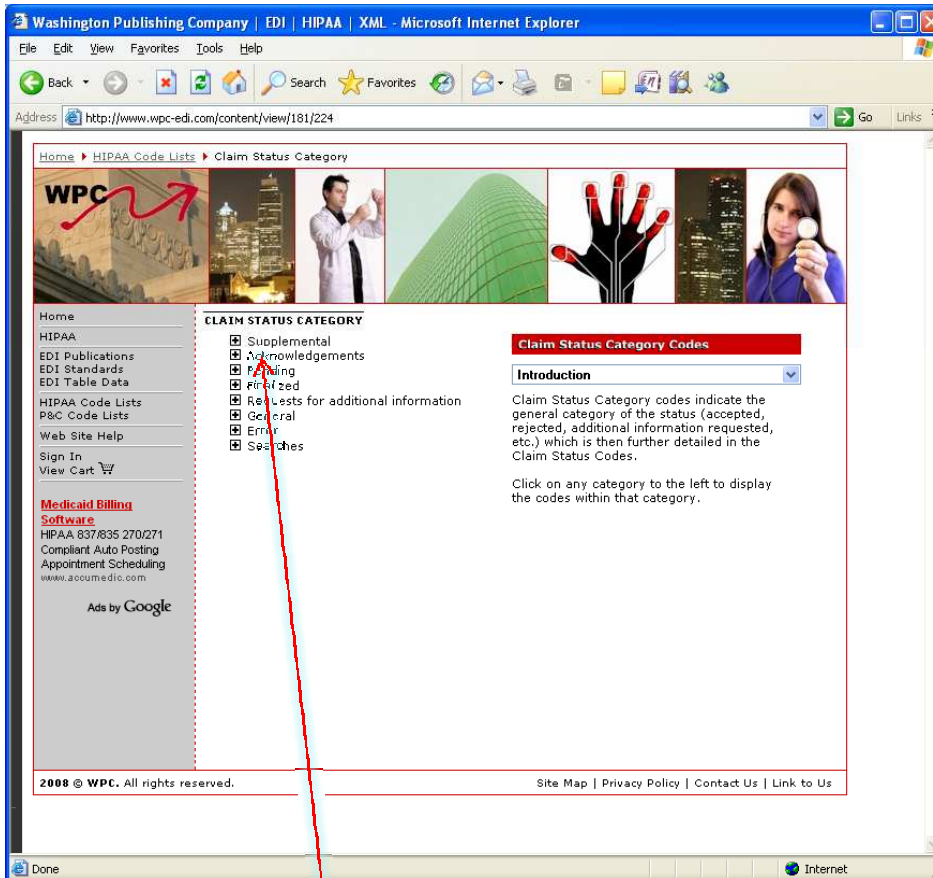
Click here - then click here.



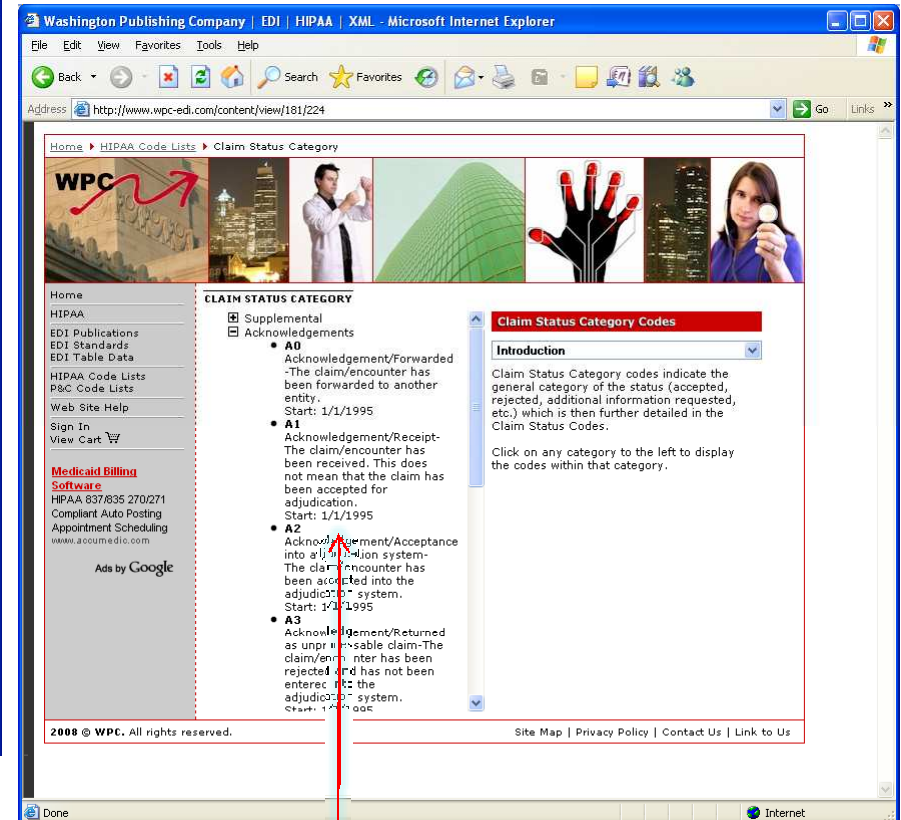
Authorized Partner
GE Healthcare
Centricity Physician Office



Claim status categories



Click the category matching the first letter of rejection code



Will expand category here

Claim status codes

Look for numeric code here

Washington Publishing Company | EDI | HIPAA | XML - Microsoft Internet Explorer

Address: http://www.wpc-edi.com/content/view/524/225

Home > HIPAA Code Lists > Claim Status Codes

CLAIM STATUS CODES

Buy this list: [Electronic File](#) | [Printed Document](#) | [Update Alert Service](#)

Code List | Change Request Form | On-Line Conference | More Information

Updated 1/1/2008

12	One or more originally submitted procedure codes have been combined. Start: 1/1/1995 Last Modified: 6/30/2001
13	All originally submitted procedure codes have been modified. Start: 1/1/1995 Stop: 1/1/2008 Last Modified: 7/9/2007
14	Some all originally submitted procedure codes have been modified. Start: 1/1/1995 Stop: 1/1/2008 Last Modified: 7/9/2007
15	One or more originally submitted procedure code have been modified. Start: 1/1/1995 Last Modified: 6/30/2001
16	Claim/encounter has been forwarded to entity. Start: 1/1/1995
17	Claim/encounter has been forwarded by third party entity to entity. Start: 1/1/1995
18	Entity received claim/encounter, but returned invalid status. Start: 1/1/1995
19	Entity acknowledges receipt of claim/encounter. Start: 1/1/1995 Last Modified: 6/30/2001
20	Accepted for processing. Start: 1/1/1995 Last Modified: 6/30/2001
21	Missing or invalid information. Note: At least one other status code is required to identify the missing or invalid information. Start: 1/1/1995 Last Modified: 7/9/2007
??	before implementation of FA Articulation system.

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.



Questions and Answers



Thank you for attending!

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