



MEDICAL ASSISTANCE BULLETIN

COMMONWEALTH OF PENNSYLVANIA • DEPARTMENT OF PUBLIC WELFARE

ISSUE DATE	EFFECTIVE DATE	NUMBER
December 1, 2007	December 1, 2007	99-07-20

SUBJECT:
Error Reconciliation Recommendations for the National Provider Identifier (NPI)

BY

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PURPOSE:

This bulletin serves as formal notification regarding **National Provider Identifier (NPI) error code explanation and resolution procedures** effective immediately. This bulletin will serve to assist providers in understanding NPI Error Status Codes (ESCs) received on a Remittance Advice (RA).

IMPORTANT REMINDER: Please remember that all healthcare providers who conduct HIPAA covered electronic transactions are required to obtain and use their NPI. Claim submissions that contain an NPI must also contain the taxonomy and 9-digit zip code that was registered and stored on the PROMISE provider file. More information regarding NPI is available at <http://www.dpw.state.pa.us/PartnersProviders/MedicalAssistance/DoingBusiness/NPIinfo/>

SCOPE:

This bulletin applies to all health care providers actively enrolled in the Medical Assistance (MA) Program.

BACKGROUND/DISCUSSION:

The Office of Medical Assistance Programs began accepting claims with NPI numbers in June 2007. Since that time, the Department of Public Welfare (Department) has detected that there is a high rate of erroneous NPI data submitted on claims that is inconsistent with the Department's NPI provider file. If the NPI, taxonomy and 9 digit zip code on the claim submission does not match what has been registered with the Department, then a claim edit will occur. In some instances this edit may be informational, however, in other instances a denial may occur. This bulletin will assist health care providers, who submit claims electronically to understand these NPI claim edits and, if necessary, take action to resolve their claim errors.

PROCEDURES:

Below is a table that lists NPI error status codes (ESCs) that have been found to occur the most frequently. Each ESC has a recommended solution associated with it.

	Scenario	NPI ESC	Edit Description	Claim action	Solution
1	Billing Provider	1100	Only the NPI number is reported on the claim for the billing provider. The NPI number reported on the claim is not registered with the Department.	The claim will deny. A remittance advice (RA) will not be sent because the provider cannot be identified.	To avoid this situation insure that all NPI numbers are registered with the Department. Instructions for registering NPI numbers can be found under the NPI INFORMATION heading at: http://www.dpw.state.pa.us/PartnersProviders/MedicalAssistance/DoingBusiness/NPIinfo/
2	Billing Provider	1101 1102	The NPI reported on the claim for the billing provider is registered with multiple PROMISE service locations. Additional information is needed to ensure a correct match to a single service location (i.e. 9-digit zip code and taxonomy) was either not provided or does not match what is on the Department's provider file.	A default service location is selected and the claim will deny. The default service location will receive the RA.	Submit the claim with the NPI, taxonomy and 9-digit zip code combinations for the intended service location exactly as it appears on the Department's file. You can view this information via ePEAP: https://promise.dpw.state.pa.us/default.asp
3	Billing Provider	1160	The claim was submitted with both the NPI number and the 13-digit PROMISE number. The billing NPI number reported on the claim does not match the billing 13-digit PROMISE number reported on the claim. The 13-	Because the NPI/PROMISE number combination reported on the claim does not match the NPI/PROMISE number combination that is registered on the Department's provider file, the claim will use the 13-digit PROMISE number reported to process the claim.	Providers should understand exactly which PROMISE service location numbers are linked to each of their NPI/ taxonomy/zip code combinations, and bill accordingly.

	Scenario	NPI ESC	Edit Description	Claim action	Solution
			digit PROMISe number was used to process the claim.		
4	Billing Provider	1162	Both the NPI number and 13-digit PROMISe number were reported on the claim for the billing provider. The NPI number is not registered with the Department.	The claim will process using the 13-digit PROMISe number.	Register all NPI numbers with the Department.
5	Billing Provider	1147	The taxonomy code reported on the claim for the billing provider is not the taxonomy that is registered with the NPI on the Department's provider file.	The claim displays this edit for informational purposes only.	Report the taxonomy associated with the NPI as it was registered with the Department.
6	Billing Provider	1150	Billing provider is registered as a health care provider on the Department's provider file and should be submitting claims via electronic submission with an NPI number.	This is an informational edit until May 23, 2008, at which time, claims submitted without an NPI number will deny.	Obtain an NPI number, register it with the Department on the PROMISe service location and report NPI when submitting electronic claims.
7	Rendering Provider	1104	Only the NPI number was reported on the claim for the rendering provider. The NPI number reported on the claim is not registered with the Department.	The claim will deny. The RA will be returned to the billing provider.	To avoid this situation insure that all NPI numbers for all rendering providers are registered with the Department. Instructions for registering can be found at NPI INFORMATION heading at http://www.dpw.state.pa.us/PartnersProviders/MedicalAssistance/DoingBusiness/NPIinfo/ .

	Scenario	NPI ESC	Edit Description	Claim action	Solution
8	Rendering Provider	1105 1106	Billing and rendering are the same: The NPI number reported on the claim for the rendering provider is registered with multiple PROMISE service locations. The additional information needed to ensure a correct match to a single service location (i.e. 9-digit zip code and taxonomy) was either not provided or does not match what is on the Department's provider file.	A default service location will be selected and the claim will deny. The RA will be returned to the billing provider.	Submit the claim with the NPI, taxonomy and 9-digit zip code combinations for the intended service location of the rendering provider exactly as it appears on the Department's file. You can view this information via ePEAP: https://promise.dpw.state.pa.us/default.asp
9	Rendering Provider	1107 1108	Billing and rendering are different: The NPI/taxonomy reported on the claim for the rendering provider is registered with multiple PROMISE service locations. The additional information needed to insure a correct match to a single service location (i.e. zip code) could not be provided due to limitations of the data set.	The claim will be processed using a default service location (because of limitations of the 837 data set). The RA will be returned to the billing provider.	No action required.
10	Rendering Provider	1161	Both the NPI number and 13-digit PROMISE number were reported on the claim for the	Because the NPI/PROMISE number combination reported on the claim does not match what is on the	Claim submitters should understand exactly which PROMISE service location numbers are linked to the NPI/

	Scenario	NPI ESC	Edit Description	Claim action	Solution
			rendering provider. The NPI number, taxonomy (and in some cases, zip code) combination reported on the claim is linked to a 13-digit PROMISE number on the Department's provider file that is different from the 13-digit PROMISE number reported on the claim.	Department's provider file, the claim will process using the 13-digit PROMISE number reported on the claim.	taxonomy/zip code combinations for each rendering provider, and bill accordingly.
11	Rendering Provider	1163	Both the NPI number and 13-digit PROMISE number were reported on the claim for the rendering provider. The NPI number reported on the claim is not registered with the Department.	The claim will process using the 13-digit PROMISE number until 5/23/08.	All rendering providers must register their NPI numbers with the Department.
12	Rendering Provider	1149	The taxonomy code reported on the claim for the rendering provider is not the taxonomy that is registered for the NPI on the Department's provider file.	The claim displays this edit for informational purposes only.	Report the taxonomy associated with the NPI as it was registered with the Department.
13	Rendering Provider	1130	The rendering provider is registered as a health care provider on the Department's provider file and should be submitting claims via electronic submission with an NPI number.	This is an informational edit until May 23, 2008, at which time, claims submitted without the NPI number will deny.	All rendering providers must obtain an NPI number and register it with the Department on the PROMISE service location. Claim submitters must report this information when submitting electronic claims.

COMMENTS AND QUESTIONS REGARDING THIS BULLETIN SHOULD BE DIRECTED TO:

PROVIDER INQUIRY: 800-537-8862

Visit the Office of Medical Assistance Programs' Website for more NPI information:

<http://www.dpw.state.pa.us/PartnersProviders/MedicalAssistance/DoingBusiness/NPIinfo/>

Visit the Office of Medical Assistance Programs' website at www.dpw.state.pa.us/omap