



## iEXCHANGE® Web & IVR – NPI COMPLIANCE TIP SHEET

The National Provider Identifier (NPI) is a Health Insurance Portability and Accountability Act (HIPAA) standard. The NPI is a unique identification number for covered health care providers. Covered health care providers, health plans, and health care clearinghouses will use the NPI in the administrative and financial transactions adopted under HIPAA. The NPI is a 10-digit number. The NPI will replace all other provider plan IDs and must be used in lieu of legacy provider identifiers in the HIPAA standard transactions.

Effective November 17<sup>th</sup>, 2008, BCBSTX began using the NPI as the ONLY identifier in iEXCHANGE.

### What does this mean?

<p><b>NPI Changes in iEXCHANGE</b></p>	<ul style="list-style-type: none"> <li>All transactions submitted via iEXCHANGE Web and IVR must have a <b>valid</b> NPI (<i>NPI number entered without a leading space, trailing space or incorrect NPI number</i>) for all providers associated with a request.</li> <li>What does this mean?             <ul style="list-style-type: none"> <li>To use the iEXCHANGE IVR, the provider must have an NPI</li> <li>For iEXCHANGE Web -                 <ul style="list-style-type: none"> <li>If the submitting provider in a drop down list does not have an NPI, the transaction will not be able to be completed.</li> <li>If the attending or servicing provider selected from a drop down list does not have an NPI, the transaction will not be able to be completed.</li> <li>If a provider or facility, selected after doing a Provider Search, does not have an NPI, the transaction will not be able to be completed.</li> </ul> </li> </ul> </li> </ul>
<p><b>Adding NPI to Existing Submitting Provider Drop Down Lists and Assuring NPI's are Valid (<i>NPI number entered without a leading space, trailing space or incorrect NPI number</i>)</b></p>	<ul style="list-style-type: none"> <li>This requires a user with Administrative Privileges in iEXCHANGE</li> <li>Click Preferences at the top of the page after login, and select iEXCHANGE Administrator</li> <li>Click on Submitting Providers</li> <li>List of Submitting Providers set up for your group will display</li> <li>Click Edit <u>to modify an existing provider's data</u> <ul style="list-style-type: none"> <li>Required fields are marked by a red asterisk</li> <li>Enter the provider's NPI in the correct field and click <u>Next Step</u></li> </ul> </li> <li>Click <u>Save to list</u></li> </ul>
<p><b>Adding the NPI to Existing Frequent Providers Drop Down Lists and Assuring NPI's are Valid (<i>NPI number entered without a leading space, trailing space or incorrect NPI number</i>)</b></p>	<ul style="list-style-type: none"> <li>This requires a user with Administrative Privileges in iEXCHANGE</li> <li>Click Preferences at the top of the page after login, and select iEXCHANGE Administrator</li> <li>Click on Frequent Providers</li> <li>A list of Frequent Providers set up for your group will display</li> <li>Click Edit to modify an existing provider's data             <ul style="list-style-type: none"> <li>Required fields are marked by a red asterisk</li> <li>Enter the provider's NPI and click <u>Next Step</u></li> <li>Verify the Provider Role(s)</li> </ul> </li> <li>Click <u>Save to list</u></li> </ul>
<p><b>NPI and Provider Search Results</b></p>	<ul style="list-style-type: none"> <li>If after performing a provider search, a provider is selected that does not have an NPI, the transaction will not be able to be completed.</li> </ul>
<p><b>Support Information</b></p>	<ul style="list-style-type: none"> <li>Texas iEXCHANGE Support Desk at BCBSTX</li> <li>Call <b>1.800.441.9188</b>, select 1, then select 4</li> <li>Hours: 8:00 am – 5:00 pm, CST, M-F</li> <li>Online Help Section in the iEXCHANGE Web application</li> </ul>

**Note:** This information does not replace the detailed information in the iEXCHANGE Web and IVR Reference Guides.