

# THE NPI TIMES

Keeping you up-to-date on National Provider Identifier (NPI) issues at Blue Cross and Blue Shield of Texas (BCBSTX)

## Sharing NPIs with other providers and health plans is required

Once providers have received their NPIs, they should share their NPIs with other providers with whom they do business, and with health plans that request their NPIs. In fact, as outlined in current regulation, providers must share their NPI with any entity that may need it for billing purposes — including those who need it for designation of ordering or referring physician.

Providers should also consider allowing health plans, or institutions for whom they work, to share their NPIs for them.

## How do I know BCBSTX has received my NPI?

BCBSTX sends confirmation postcards on a bi-monthly basis to providers once we have validated and loaded your information into our system.

Please allow three to four weeks for receipt of your confirmation postcard.



## The NPI transition is underway

*Blue Cross and Blue Shield of Texas (BCBSTX) was substantially compliant as of the May 23, 2007 effective date.* However, after assessing the response and preparedness of our participating provider networks, we decided to extend our dual-identifier acceptance phase to allow providers to further test and prepare for an NPI-only environment.

- **Providers may not submit claims with NPI-only until they have received notification from BCBSTX confirming their participation in our NPI-only transition program.** We will work with you and your submitters/clearinghouse to help with testing prior to completing your transition process.
- When transmitting your claims to BCBSTX electronically, please continue to include your NPI and your legacy or BCBSTX provider number. **It is imperative that you contact your software vendor and/or billing service to ensure they have your NPI and are providing us with the appropriate information on claims.** We will then work with your vendor to determine an NPI-only transition date for you.
- *Paper submitters:* You should now be using the new CMS-1500 claim form (version 08/05) or the new UB-04 claim form, both of which have been revised to support inclusion of both your NPI and your legacy or BCBSTX provider number throughout the extended dual-identifier phase.
- In addition to claims processing, the transition to NPI will impact a number of other operational areas and their related systems, such as: provider customer service, medical management, finance, membership and enrollment, and our online Provider Finder®. To maintain compliance, system enhancements are ongoing to ensure that NPI numbers can be recognized and accommodated going forward.

We will continue to work with providers and submitters to keep them informed throughout the various stages of the transition to an NPI-only environment. Our *NPI Times* newsletter and NPI page on our provider Web site are designed to keep you up-to-date on available resources and breaking news. Additionally, direct contact will be made to educate and assist specific providers on a case-by-case basis.



**BlueCross BlueShield  
of Texas**

## What documents are required for NPI verification?

Previously, NPI communications to providers have stated that the only acceptable documents for NPI verification by BCBSTX were the letter or e-mail from the NPPES enumerator. To simplify this process for you, we will **now** also accept a printout of your application status page from the NPPES Web site — see details below.

### Required Information

Prior to sending the NPPES confirmation letter, e-mail from the enumerator or application status page to BCBSTX, you **MUST** print or type the following information on the document:

- Your individual BCBSTX provider number(s)
- Tax ID number
- A contact name with phone number (required) and e-mail address (if applicable)

**Step 5:** Clicking on the login button as noted in step four takes you to a page titled “Application Status/Welcome to the National Provider System.” This page gives the provider’s name, NPI number, entity type (1 or 2), and NPI status (active or inactive). *You may print this application status profile page to send to BCBSTX as acceptable verification of your NPI information.*

### Where to send the NPI verification documents

Fax your NPPES confirmation letter or application status page to: **(888) 589-8254**

OR

Forward your e-mail from the enumerator or a screen shot of your application status page to: **submitmpi@bcbstx.com**

**Note:** Please type the provider’s name and BCBSTX provider number in the subject field of the e-mail.

### How to obtain your application status page

**Step 1:** Go to the NPPES home page:  
<https://nppes.cms.hhs.gov/NPPES/Welcome.do>

**Step 2:** Select “If you are a health care provider, the National Provider Identifier (NPI) is your standard unique identifier.”

**Step 3:** Then, select “Want to view or update your NPI data? Login” to access the login to NPI page

**Step 4:** Once at the NPI login page, enter your **NPI user ID** and **NPI password**, then click on the login button.  
**Note:** *You must click on the login button. A printout of this login to NPI page is NOT acceptable, even if the fields are filled in!*

