

THE NPI TIMES

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

Transition to iEXCHANGE

BCBSTX is pleased to announce that the transition of our automated (telephonic and online) referral and preauthorization platform from **BlueLINK** to **iEXCHANGE** is scheduled to occur in the third quarter of 2007. The new iEXCHANGE platform will allow the use of the provider's NPI number for referral and preauthorization transactions.

As a reminder, during our extended dual-identifier acceptance phase, providers will be able to use either their NPI number or a unique iEXCHANGE ID number.

EDI Hotline name change

The Electronic Data Interchange (EDI) Hotline has changed its name to the **Electronic Commerce (E-Commerce) Center**.

When your electronic trading partners (billing services, clearinghouses, and software vendors) call **1-800-746-4614**, they will now be speaking with one of our E-Commerce representatives who will be happy to assist them with the NPI-only testing and transition program.



CMS - 1500 Reminder

Professional providers filing claims with BCBSTX should now be using the current version of the **CMS-1500** (version 08/05).

Please be advised that, as of November 1, 2007, BCBSTX will no longer be accepting claims submitted on the CMS-1500 (version 12/90) claim form. CMS-1500 (12/90) claim forms that are received after October 31, 2007 will be returned to you with a reminder letter to resubmit your claims using the correct version of the form.

If you do not have the CMS-1500 (08/05) form, contact your print vendor to request a correct batch of paper claim forms. The revised form also may be ordered online at <http://bookstore.gpo.gov>, or by calling **(202) 512-1800**.

Remember: during the dual-identifier acceptance phase, it is important to submit claims using your NPI and BCBSTX provider number. For additional assistance with filling out the CMS-1500 (08/05) claim form, please refer to the CMS-1500 "How to Complete" document located on our provider Web site at www.bcbstx.com.

UB-04 Reminder

Facility providers filing claims with BCBSTX should now be using the new **UB-04** claim form.

Please be advised that, as of November 1, 2007, BCBSTX will no longer be accepting claims submitted on the old UB-92 claim form. UB-92 claim forms that are received after October 31, 2007 will be returned to you with a reminder letter to resubmit your claims using the correct version of the form.

When submitting claims using the UB-04 form during the dual-identifier acceptance phase, it is important to bill with your NPI and BCBSTX provider number. **Remember:** Field 56 is for your NPI and field 57 is for your BCBSTX provider number.

For additional information on the UB-04 billing form, visit the National Uniform Billing Committee (NUBC) Web site at www.nubc.org.



**BlueCross BlueShield
of Texas**

Electronic claim submitters, cont.

Q: What should I do if my claims are denied?

A: If the E-Commerce staff has already given the go-ahead to submit claims with NPI-only, the provider should have their electronic trading partner contact our E-Commerce Hotline at **1-800-746-4614** to help determine the reason for the denial. If we have not worked with the electronic trading partner to submit claims only with NPI, the claims can be resubmitted with dual identifiers, or only the BCBSTX provider number.

Paper claim submitters

Q: What do I do if I believe I am ready to submit paper claims with only my NPI?

A: During the extended dual-identifier acceptance phase, you should continue to submit paper claims with the following information:

- Both BCBSTX provider number **and** NPI, **or**
- BCBSTX provider number only

Upon completion of successful testing, BCBSTX will notify you when we are ready to accept your claims with only your NPI.

Q: Will my claims be rejected if I don't use an NPI number?

A: During the dual-identifier transition phase, claims **will not** be rejected if they are missing an NPI number.

However, if the claim only has an NPI and no BCBSTX provider number, it may be rejected. We will provide notification in the near future as to the specific date we will no longer accept claims that are submitted without an NPI.

Q: What will happen if I send a claim using only my NPI without previously notifying BCBSTX?

A: Submitting an NPI-only claim without previously sharing that NPI number with BCBSTX may result in a claim delay or denial. If you send us both your NPI **and** BCBSTX provider number on the claim, we can match the numbers and test our systems.

Q: What should I do if my claims are denied?

A: Claims that are denied should be resubmitted with dual identifiers (both your BCBSTX provider number **and** your NPI), **or** only your BCBSTX provider number.

Correction

In the June issue, an incorrect fax number was printed in the [What documents are required for NPI verification?](#) article. The correct fax number to use when sending your NPPES confirmation letter or Application Status page to BCBSTX is **1-866-589-8254**.

NPI Transition Plan Overview and Provider Requirements

Our NPI Transition Plan involves three phases:

Phase 1: NPI Adoption (Current)

Providers are required to submit electronic and paper transactions using dual identifiers (BCBSTX provider number and NPI); or BCBSTX provider number only; or NPI only.*

Phase 2: NPI Required (Beginning in December 2007)

Providers will be required to include NPI on electronic and paper transactions (claims may be submitted with BCBSTX provider number and NPI; or NPI only*).

Phase 3: NPI Only (Spring 2008)

BCBSTX provider numbers will no longer be accepted. Electronic and paper transactions must include NPI only.*

***NOTE:** Providers should not submit NPI-only claims until they have received notification from BCBSTX. NPI-only claims submitted prior to notification may be rejected.

During the transition phase, providers are required to complete the following steps:

- 1) **Get it!** Providers must apply for their NPI.
- 2) **Share it!** Providers are required to share their NPI with their electronic trading partners (billing services, clearinghouses, and software vendors) and all health plans and other payers.
- 3) **Test it!** Providers must submit claims using dual identifiers (BCBSTX provider number and NPI).
- 4) **Use it!** Once providers are notified by BCBSTX, they may submit claims with NPI only.