

Valid National Provider Identifier (NPI) for Medicare Advantage Claims

A valid National Provider Identifier (NPI) number is required when submitting Medicare Advantage claims. Previously, CHPW placed a hold on claims and searched our claims system for a valid NPI for the attending provider. If a valid NPI was found, the claims were released from hold and processed as usual.

CHPW received notification that the Centers for Medicare and Medicaid Services (CMS) is implementing software changes to its systems for accepting and processing encounter data. CMS will validate the billing provider NPI submitted for all professional, institutional, and durable medical equipment (DME) encounters submitted by Medicare Advantage Organizations (MAOs), including CHPW, for all dates of service (DOS) from 01/01/2011 forward. Encounters with invalid NPIs will be rejected.

CHPW will follow a new process to ensure the encounters we submit to CMS include valid NPIs. Key steps in our new process include:

1. We will validate NPIs via data obtained from the CMS National Plan and Provider Enumeration System (NPPES), <https://nppes.cms.hhs.gov/#/>.
2. We will deny claims where the submitted billing NPI is not active in NPPES, using message code CDNBR (“The submitted billing NPI number is not valid per the National Plan and Provider Enumeration System (NPPES)”). Providers may resubmit the claim(s) with a valid NPI.

Questions?

If you have general provider relations and contracting questions, please email provider.relations@chpw.org.

If you have questions about the NPI requirement, or if you have general questions about other topics, please email Customer Service at customercare@chpw.org.