



### **\*\*\*Attention Illinois Health Connect PCPs\*\*\***

In follow-up to the National Provider Identifier (NPI) Provider Informational Notice that was released by the Illinois Department of Healthcare and Family Services (HFS) on April 11, 2008, HFS will be implementing the NPI mandate effective with claims received on or after 5/23/08. At this time, many claims have been submitted with a Group NPI number as the Billing Provider instead of an individual NPI number as the Billing Provider. HFS cannot process a claim submitted with a Group NPI number as the Billing Provider. The HFS policy for using the NPI number for billing is different than the Medicare billing. Claims for Illinois Medicaid and All Kids clients must follow the HFS claims billing policy or they cannot be processed. Illinois Health Connect is working to educate providers about this situation. Please review the important information provided below.

#### **National Provider Identifier (NPI) FAQs**

- **Is it true that the Department of Healthcare and Family Services (HFS) will be implementing the NPI mandate effective with claims received on or after 05/23/08?**
  - The NPI will only be required for the Billing Provider for claims received on or after 05/23/08.
  - The Billing Providers NPI will be required on all claims; paper, electronic and direct data entry. For paper claims, the NPI will be reported in the same field where the HFS provider number is reported. For paper adjustments, providers must continue to report the HFS Provider Number, not the NPI.
  - At this time, the NPI mandate does not apply to the Pay-To Providers (Payees). Payees should begin the process of obtaining a NPI, if they have not already done so. HFS will release a provider notice in advance to notify providers when payees will be required to report their NPI information.
  
- **Do I need to report my NPI number to HFS?**
  - Yes, all providers need to report their NPI to HFS. Once HFS has received the providers NPI, the provider will receive a provider information sheet confirming that the NPI was reported for the designated HFS Provider Number.
  - If you have not reported your NPI number to the Department, you must do so immediately.
  - If you do not have your NPI, you must contact the National Plan Provider Enumeration System (NPPES) as soon as possible to apply for a NPI <https://nppes.cms.hhs.gov/NPPES/Welcome.do>

- **Do I bill HFS with my Physician NPI or the Group Practice NPI?**
  - The individual Physician obtains a NPI and the Group Practice also obtains a NPI.
  - When billing HFS for services rendered, the individual Physician's Name and NPI are ALWAYS reported as the "Billing Provider" and the Group Practice is reported as the "Pay-To Provider" (Payee).
  - The HFS policy does NOT mirror the Medicare billing policy. Medicare requires that the individual Physician's Name and NPI be reported as the "Rendering Provider" and the Group Practice is reported as the "Billing Provider." If providers submit claims to HFS based on the Medicare policy, their claims will not be able to be processed for adjudication because HFS is unable to identify the Billing Provider. When this occurs, providers must correct the problem and resubmit their claims for payment reconsideration.
  
- **Where do I report my NPI number on the 837 Professional Electronic Claim Submittals?**
  - The individual Physician Name and NPI are reported in Loop 2010AA, Billing Provider. Reporting the one digit payee code in Loop 2010AB, Pay-To Provider, identifies the Group Practice, who is the Pay-To Provider (Payee).
  
- **Who can I contact for more information on NPI or if I have additional billing questions related to NPI?**
  - Additional questions pertaining to NPI can be referred to the HFS Bureau of Comprehensive Health Services, Billing and Payment Section, at (217) 782-5565, or you can contact the Illinois Health Connect Provider Helpdesk at 1-877-912-1999.

**Please share this information with anyone connected with the creation of a bill for your practice, including billing staff and any clearinghouses you may use.**