

July 19, 2007

Dear Healthcare Practitioner and Office Staff:

**Attention: This could affect your claims submissions/reimbursements starting September 1, 2007.**

Presbyterian Health Plan and Presbyterian Insurance Company, Inc. (Presbyterian) are dedicated to our practitioner and provider network by ensuring that you have the information that is needed for you to continue to provide excellent care to our members. We would like to provide you with the following information regarding an important issue that could potentially impact you in the near future.

As you know, HIPAA regulations established the National Provider Identifier (NPI) as the standard unique health provider identifier for health care providers. All covered entities were required to be in compliance with its provisions by May 23, 2007. In May of 2007, The Centers for Medicare and Medicaid Services (CMS) announced a contingency plan with regards to the implementation of the NPI. CMS stated that *“covered entities that have been making a good faith effort to comply with the NPI provisions may, for up to 12 months, implement contingency plans that could include accepting legacy provider numbers on HIPAA transactions in order to maintain operations and cash flows.” Each covered entity will determine the specifics of its contingency plan...the plan may not extend beyond May 23, 2008, but entities may elect to end their contingency plans sooner.*

Presbyterian's policy is to follow CMS guidelines unless notified by the New Mexico Human Services Department (HSD), that HSD requires an earlier compliance deadline, as our contract with HSD requires us to meet HSD deadlines. HSD has informed Presbyterian, in addition to their other trading partners, that their contingency plan will end on August 31, 2007.

Presbyterian has received 82% of the NPIs from all providers, practitioners and facilities who are contracted with us. We are still diligently trying to collect the remaining 18% NPIs from our providers. We ask for your assistance in talking to your associates and sharing with them the importance of obtaining and sharing their NPIs with the Health Plans and partners as soon as possible.

**Effective September 1, 2007, all claims submitted to Presbyterian (electronic and paper) must be submitted with the provider's NPI and federal tax identification number only. Claims submitted without this information will be returned to the provider in the following ways:**

- **Electronic claims will be rejected back to the clearinghouse as not submitted with the required information. Providers will receive a rejection report from their clearinghouse with this information.**
- **Paper claims will be returned to the provider with a cover letter informing them of the reason and a request to resubmit the claim(s) with the appropriate identifiers.**

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Should you need assistance with how to enter your NPI on the new claim form versions, you can find instructions online at: <http://www.phs.org/healthplan/providers/resources.shtml>.

CMS suggests that providers start submitting *some* of their claims immediately with just their NPI and tax identification number only. This would allow providers the opportunity to verify if claims are being received and processed appropriately by the health plans. If claims are accepted and processed, providers should continue to increase their submissions with their NPI only until they are at 100% compliance. If claims aren't received and processed appropriately, the provider will have adequate time to contact the Presbyterian for assistance in verifying what is occurring and how to correct the issue in order to meet the compliance deadline.

If you have not yet obtained your NPI, you may apply for it online at <https://nppes.cms.hhs.gov> or call the Enumerator Customer Service Number for a paper application. Their phone number is 1-800-465-3203. You may also call this number with any questions regarding the completion of the application. If you have received your NPI, please share it along with your taxonomy number with any providers, Health Plans and organizations with whom you do business and where you have staff privileges. Please forward a copy of your confirmation notice from the National Plan and Provider Enumeration System (NPPES) in one of the following ways:

- E-mail: [npi@phs.org](mailto:npi@phs.org) and list NPI in the subject line.
- Fax: (505) 923-5400 – Attention: NPI Representative.
- Mail: Presbyterian Provider CARE Unit  
P.O. Box 25283  
Albuquerque, NM 87125-5283

Should you anticipate any problems with your billing software not being able to submit claims in the approved format by September 1, 2007, we ask that you share that information with us as soon as possible and include your readiness date. We appreciate your commitment to providing excellent care and service to our members. As always, thank you for partnering with us to improve the health of individuals, families, and communities.

Sincerely,



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