

December 2017

Correcting denials related to NPI not attested or not registered with the state

The Indiana Health Coverage Programs (IHCP) payers, including Anthem Blue Cross and Blue Shield (Anthem), must be able to make a one-to-one match between the billing provider's NPI reported on the claim and one of the billing provider's service locations. When the claims processing system cannot make this match, the claim is denied with an *Explanation of Benefits (EOB)* code stating the provider is not attested with the state or the provider is not registered with the state. *EOB* codes include but are not limited to:

- GBA — Resubmit with the rendering provider NPI
- M52 — Provider not attested with the state
- Z01 — Entity's NPI must be used
- Z33 — Billing provider not registered with the state
- Z34 — Rendering NPI not registered with the state
- Z51 — Ordering, prescribing, referring (OPR) provider not certified

If you are receiving any NPI denial messages, please review your claims, both paper and electronic, to ensure they are configured correctly. Use the tips below to help troubleshoot the problem.

Tips for correcting NPI claim denials

- Review your *CMS-1500* claims to ensure box 33a includes your billing provider's NPI, 33b includes your billing provider's taxonomy code, and 33 includes the billing provider's service address and ZIP code + 4. **Do not use a P.O. Box, lockbox or remit address in box 33.**
 - **The IHCP does not recognize box 32 for the service location. If you normally put your service location in box 32, you can leave it there, but it must also be in box 33 for claims to process correctly.**
- Review your enrollment file to ensure all billing and rendering NPIs are registered with the state using this link ([Provider Enrollment — Status](#)), specifically:
 - All service locations are enrolled with the correct address and ZIP code + 4.
 - All taxonomy codes are correct for each service location.
 - All rendering providers practicing at a particular location are actively linked to that service location for the date of service billed.

See page 3 for a quick reference table on completing NPI information correctly.

The information in this bulletin may be an update or change to your provider manual. Find the most current manual at:

www.anthem.com/inmedicaiddoc

For services provided in hospitals, nursing facilities or other nonoffice based locations, use the billing provider's enrolled service location address at which the patient is usually seen or default to your primary location if the patient has not been seen in any of your office settings.

- If your claim contains ordering, prescribing or referring NPIs, make sure they are registered with the state using the following link: [Ordering, Prescribing, and Referring \(OPR\) Provider Search](#).
- If you are classified as a billing provider (in other words, sole proprietor, durable medical equipment [DME], home health, ambulance, etc.), you should leave box 24J for **rendering provider ID number** blank. Only providers classified as a group have rendering providers — billing providers do not.
- ***If you use a clearinghouse, make sure your billing software is sending the data fields to your clearinghouse, that your clearinghouse is accepting these data elements and, most importantly, that your clearinghouse is sending these data elements to the plan, Anthem.*** We have identified cases in which a clearinghouse is not sending the required elements, causing denials. Contact Anthem's Electronic Data Interchange (EDI) help desk (web, live chat or telephone) to verify Anthem receives the data: www.anthem.com/edi. We've also identified cases in which the clearinghouse is not sending the information that you provided to them. It's essential that you check with Anthem and your clearinghouse as appropriate.

For examples and additional information, see the provider bulletin titled *Billing Appropriate NPI and Taxonomy* — August 2017, posted October 24, 2017.

Based on recent guidance from the state, taxonomy codes for rendering providers will no longer be required. However, providers should continue to use the taxonomy codes for Medicaid billing until further notice as we update our system to accommodate this change.

See page 3 for a quick reference table on completing NPI information correctly.

This table provides claim completion requirements related to billing, rendering, ordering, referring and prescribing NPI, taxonomy and ZIP code + 4 for CMS-1500 and UB-04 claims.

Data element	CMS-1500 field	UB-04 location	Important information
Billing provider NPI	33a	56	Required
Billing provider taxonomy code	33b	81CCa	Use qualifier ZZ or PXC — Append as a prefix with no spaces or punctuation (for example, ZZ282N00000X). Required if billing provider has more than one enrolled service location.
Billing provider service location ZIP code + 4	33	1	Required if billing provider has more than one enrolled service location . Must match an enrolled service location. Do not use a P.O. Box/lockbox address in 33a. IHCP does not read field 32.
Rendering provider NPI	24J (bottom)	N/A	The rendering provider NPI is required when a group is the billing provider. This field should be left blank for providers who do not have rendering providers, such as sole proprietors, hospitals, DME, ambulance, etc.
Rendering provider taxonomy code	24J (top)	N/A	Include ZZ or PXC qualifier in the top portion of field 24I. Taxonomy codes are required when applicable to determine if the rendering provider is linked to the billing provider at the service location.
Referring provider or OPR NPI	17b	78	Required when the billed services are the result of an OPR. The OPR provider must be enrolled on the date of service for the claim to be eligible for reimbursement.
Referring provider or OPR taxonomy code	17a	N/A	Not required.
Attending provider NPI	N/A	76	Required.
Attending provider taxonomy code	N/A	81CCb	Taxonomy is not required. Do not use field 57 for taxonomy code; this field is reserved for the Legacy Provider Identifier number for atypical providers.
Operating provider NPI	N/A	77	Required for inpatient.
Operating provider taxonomy code	N/A	N/A	Not applicable.