
National Provider Identifier (NPI)

Frequently Asked Questions (FAQ)

ValueOptions® has created the following FAQ document to answer several inquiries regarding the use and implementation of the NPI within our system. For further information about your NPI number please visit http://www.cms.gov/NationalProvIdentStand/04_education.asp.

Q: What is the NPI?

A: The National Provider Identifier (NPI) is a step to promote, improve, and simplify all electronic transactions. Presently, health plans assign an identifying number to each provider with whom they conduct electronic business. Since providers typically work with several health plans, they are likely to have a different identifier number for each plan. The NPI will ensure that each provider has one unique identifier to be used in transactions across all health plans.

Q: How will the NPI work?

A: The NPI is expected to carry no intelligence; in other words, its characters will not themselves provide information about the provider. Each health care provider will receive just one unique identifier, which will remain with the provider throughout his/her life as a provider. This unique identifier will be used throughout the health care industry to identify the provider in all HIPAA-related transactions.

Q: Is it applicable to all health care providers?

A: It is applicable to all health care providers including but not limited to individual practitioners, dentists, pharmacists and pharmacies, hospitals, nursing homes, and group practices.

Q: Am I required to use a NPI?

A: Yes. The NPI must be used by all qualified licensed providers. A requirement of HIPAA, this identifier is unique to each provider and will be the standard provider number that each provider will be required to use in all health care transactions.

Q: Will I be informed when to start using my NPI with ValueOptions®?

A: Yes. It is required that all **qualified licensed providers should be using a NPI number at this time.**

Q: Will ValueOptions® still accept my ValueOptions’ Provider Identification number?

A: ValueOptions® requires your NPI for claims and other transactions. ValueOptions® will no longer accept your ValueOptions’ specific Provider Identification number.

Q: Is the NPI only required for electronic claims submissions?

A: ValueOptions® requires providers to provide their NPI on all claims transactions. However, we also recommend that you include your NPI on other correspondence (e.g. emails, faxes, letters, etc.) submitted to ValueOptions®.

Q: There are new claims forms, where can I get them and when will ValueOptions® require their use?

A: With the implementation of the NPI, new claim forms are available to accommodate the reporting of this number. The major difference between the new and old forms is the ability to capture the provider’s NPI and legacy number identifier. In accordance with the Centers for Medicare and Medicaid Services (CMS), all ValueOptions’ providers will also be required to use the new CMS-1500 Form and the UB-04 Form.

For information on the CMS-1500, please go to:

- <http://www.cms.hhs.gov/transmittals/downloads/R1058CP.pdf>
- <http://www.cms.hhs.gov/MLNMattersArticles/downloads/MM5060.pdf>

For information on the UB-92 (CMS-1450), please go to:

(Note: The new claim form will be called the UB-04 and will incorporate the NPI, taxonomy and additional codes.)

- <http://www.cms.hhs.gov/transmittals/downloads/R1104CP.pdf>
- <http://www.cms.hhs.gov/MLNMattersArticles/downloads/MM5072.pdf>

More information about CMS-1500, UB-04 and the filing of clean claims can be found in the ValueOptions® Provider Handbook at:

<http://www.valueoptions.com/providers/Handbook.htm>

Q: What is a Taxonomy Code?

A: The Health Care Provider Taxonomy code set is a collection of unique alphanumeric codes, ten characters in length. The code set is structured into three distinct “levels” including Provider Type, Classification, and Area of Specialization. The Health Care Provider Taxonomy code set allows a single provider (individual, group, or institution) to identify their specialty category. Providers may have one or more than one value associated to them.

Q: What will happen if I do not include a NPI and/or Taxonomy code on a claims form?

A: Files received without this information will be **rejected** and will not be allowed to upload to the claim payment system; the files will need to be resubmitted with this required information.

Q: What happens if I fail to submit my NPI or accidentally enter the wrong NPI on a claim form?

A: If you do not submit an NPI or if you submit a claim without a valid NPI number your claim may be denied and returned.

Q: When can I send my NPI information to ValueOptions®?

A: We encourage you to submit your NPI information as soon as possible to ensure that our database is updated and in compliance with CMS. Along with your NPI number, you must include a copy of your NPI confirmation letter or e-mail. If you do not supply these items, we will **not** consider your record complete.

Q: How do I submit my NPI information to ValueOptions®?

A: If you have not already submitted your NPI information to ValueOptions®, please visit our website at www.valueoptions.com and select “Providers”. Under the “Compliance” Section please select “National Provider Identifier” and fill out the NPI Submission form. Download the forms, complete and submit to the address below:

ValueOptions, Inc.
Attention: NPI
P.O. Box 41055
Norfolk, VA 23541

Q: How do I apply for my NPI?

A: You can accomplish this in one of three ways:

1. Apply through a web-based application, visit <https://nppes.cms.hhs.gov>.
2. Prepare a paper application and send it to The Enumerator (NPI) on behalf of the Secretary. The application and address is available at <https://nppes.cms.hhs.gov>.
3. Contact CMS for a copy of the application or any questions at 800-465-3203 or TTY 800-692-2326.

Q: How do I find out more about the NPI?

A: You can find out more about the NPI by:

- Visiting the CMS website at <http://www.cms.hhs.gov> for general information
- Reviewing the CMS FAQ section at <http://questions.cms.hhs.gov/>
- Reviewing fact sheets, tip sheets, FAQs, and MedLearn Matter Articles at http://www.cms.hhs.gov/NationalProvIdentStand/04_education.asp