

National Provider Identifier Registration Frequently Asked Questions

1. What is an NPI?

An NPI is a federally required, nationally assigned provider number that a health care provider must use to bill health care claims electronically.

2. Do I need an NPI?

If you provide health care services and bill payers for those services electronically, you must get an NPI. You must also register your NPI with Florida Medicaid and use it on claims submitted on or after May 23, 2007.

3. How do I get an NPI?

The federal government has established a system and a web site where you can apply to receive your NPI. The system is the National Plan and Provider Enumeration System (NPPES). For instructions on how to get your NPI, go to: <https://nppes.cms.hhs.gov/NPPES>.

4. Where do I register my NPI with the Florida Medicaid program?

You can register your NPI with the Florida Medicaid program by going to the NPI registration website: <http://www.floridamedicaidnpi.com>. You will need your assigned USERNAME and PASSWORD, provided in your letter.

5. Why didn't I get a letter?

There are two reasons:

1. The web registration letters are being sent out in batches based on a schedule and your letter may not have been sent.
2. You may not need an NPI.

You can inquire about your letter by going to the NPI registration website: <http://www.floridamedicaidnpi.com> and clicking the "I Didn't Get The Letter" button.

6. If I've already received my NPI, why do I have to register it again at the Florida Medicaid web site?

The federal government contractor hired to handle the NPI application and issue NPI numbers has not been given permission to release this information to Florida Medicaid or other payers. In order to link your NPI number with your Florida Medicaid provider number, you must register your NPI with Florida Medicaid.

7. Does this web site registration capture my NPI for all Florida healthcare payers?

No, only for Florida Medicaid. You will need to contact each of your healthcare payers separately to inform them of your new NPI.

8. When can I begin to put my NPI number on electronic transactions?

Medicaid can accept the NPI in the 837 transactions now. However, until May 23, 2007, you may use either your Medicaid Provider number alone or your Medicaid Provider number and NPI number together. Before May 23, 2007, Medicaid cannot accept NPI alone.

9. When will the NPI number be required on electronic transactions?

The NPI will be required on electronic transactions submitted after May 23, 2007.

10. Should I submit my NPI number on paper claims?

After May 23, 2007, NPI will be used on paper claims.

11. Must all providers on the claim use their NPI numbers?

Yes, if a provider is required to get an NPI, it must be used on the claim for the billing, treating, referring, and attending providers.

12. What do I do if I am not eligible for an NPI and don't have one?

You should continue to use your Florida Medicaid provider number as you always have.

13. I got a letter for two provider numbers. I didn't know I had a second number.

Determine if you need to use both numbers to bill Medicaid. If the provider types are the same you may not need both numbers. (Your provider type is listed on your letter.) If you need assistance in determining whether you need to use both numbers, please call the Medicaid area office. You can find a list of area offices at <http://ahca.myflorida.com/Medicaid/Areas/index.shtml>.

14. My address is not correct on the web site.

You cannot use the website to change information on your provider record. Please call the Provider Enrollment Unit of ACS State Healthcare at (800) 377-8216 to find out how to change your address.

15. My software does not accommodate taxonomy. Do I have to send one in the transactions?

Not necessarily. Medicaid will be sending you billing instructions in the near future that will tell you if you have to submit your taxonomy to insure correct payment.

16. Can I change my Password?

Yes, you will need to contact the NPI Registration Help Desk to change your password. The phone number is (866) 496-6493.

17. I am in the process of enrolling as a Florida Medicaid Provider. Should I register my NPI at the Florida Medicaid web site?

No. You will need to wait until you are officially notified by Florida Medicaid that you have been approved. Once you are enrolled as a provider, Medicaid will send you a User ID and Password to register your NPI on the web site.

18. How can I be sure my Medicaid claims won't be rejected on 5/23/07?

Be sure to get your NPI and register it with Florida Medicaid.

19. I am not sure if I am required to get an NPI.

You will need to review the information included with your letter and determine if you are required to get an NPI.

20. I noticed that I am designated as "atypical" on the registration site; does this mean I do not need to report my NPI?

No. Sometimes an atypical organization may qualify for a NPI because of the other work they perform. If you have a NPI you may register it with Florida Medicaid.

21. How long do I have to wait for an email response when I submit an electronic request for help?

You should hear from an NPI Registration Help Desk Representative within 5 working days from the date you submit your request. We also have an NPI Registration Help Desk that you can call. That number is (866) 496-6493.

22. The number of provider identifiers listed on the web site does not match my records. What should I do?

Please contact ACS Medicaid Provider Enrollment at (800) 377-8216 if you need help determining the status or number of your Medicaid provider identifiers.

23. I am reading this on-line at a public computer. I don't own a computer. Can I register with NPPES and Florida Medicaid by paper?

Yes, you will need to call (800) 465-3203 to register with NPPES. You may submit the registration form included in your letter to register your NPI with Florida Medicaid. Please be sure to start early to meet the May 23, 2007 deadline.

24. When will my User Name and Password expire?

Your User Name and Password will expire on May 23, 2007. Until then, you may update your information if you need to at any time. However, if you request one of your provider numbers be deleted; you have to submit a new application to get another Medicaid number.

25. I don't need the provider number shown.

On the NPI registration web site check the box "This Medicaid provider number is no longer needed. Please delete it" next to provider number you want to delete. A letter will pop up that you must print, sign, and mail to Medicaid. Upon receipt of that letter your number will be deleted.

26. What do I do if I need to correct an error or update contact information after I've submitted my registration?

You may return to the NPI registration web site and log in again using the same user name and password. The web site will bring up your information which you may edit and resubmit. You may edit and resubmit your information as often as necessary until the web site is no longer available.