NPI Enhancement Project

Q and A

HP and RI Medicaid hosted webinars titled "NPI Enhancement Project" in late May and early June 2014, to help providers prepare for the upcoming change in the way information is accessed through the Interactive Web Services (IWS). During the events, the presenters answered questions from participants in a question and answer segment of the presentation. Below is a summary of the questions and answers.

***Please note**: Not all questions are included in this list. In addition, similar questions have been combined.*

Q: **Since providers will need to enter the NPI, taxonomy and provider type to access information, who will decide what NPI and taxonomy code applies to the provider?**

A: When providers enroll as a RI Medicaid provider, they give us that information.

Q: **What should we do if we do not remember what taxonomy code we selected?**

A: That information is on your original letter from NPPES (National Plan & Provider Enumeration System). You would have received this letter when you applied for your NPI (National Provider Identifier). If you cannot locate this letter, you can visit the NPPES website: https://npiregistry.cms.hhs.gov/NPPESRegistry/NPIRegistryHome.do . Enter your NPI, and you will be able to view the taxonomy code(s).

Q: **What if we don't know our provider type?**

A: The provider type drop down box will be pre-populated with provider types based on your enrollment with RI Medicaid. You should select the appropriate one for the information you are trying to access.

Q: **Will all my NPIs be listed?**

A: All of the NPIs, provider types and taxonomy codes associated to your Trading Partner ID will be listed in the drop down box.

Q: **What if I only have one NPI?**

A: You will still click on the drop down box and select the NPI.

Q: **Will I need to select a taxonomy if I am just checking eligibility?**

A: Yes, all three elements—NPI, provider type and taxonomy must be selected.

Q: **When searching for information, do we enter the performing provider's information or the billing entity's information?**

A: You will enter the billing provider NPI, provider type and taxonomy.

Q: **Do we need to enter this information for all searches?**

A: Yes, with two exceptions. The Debit Authorization screen used by BHDDH providers servicing the Developmentally Disabled population, requires either NPI or FEIN. The Vision and Dental limit screen only requires recipient ID.

Q: **What if I select the wrong provider type or taxonomy?**

A: For most searches you will still have access to the information. However, when performing a claims search it is critical that you select the correct combination of NPI , provider type and taxonomy or you will not be able to view the claim. The information entered should match how the claim was billed.

Q: **Will the taxonomy code be the same as what I entered in the PES software for billing?**

A: Yes, if using the Provider Electronic Solutions software, it should be the same taxonomy.

Q: **When will the change be implemented?**

A: We are anticipating that the change will be implemented mid to late July. Once there is an exact date of implementation, we will send it out to all providers on our mailing list and post in the *Provider Update* and on the EOHHS website.