

## Customer Support Alert November 8, 2007

### NPI Crosswalk Rules May Result in Rejected Claims

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This alert pertains to Alteer Office® users, v4.7 and higher, who use Alteer Office to submit electronic claims to Medicare carriers. By October 29, 2007, the Medicare NPI crosswalk went into full effect requiring verification that each provider's NPI numbers submitted on electronic claims matches the provider's legacy ID numbers reported on the NPI Registry. In cases where the NPI and legacy ID numbers do not match the registry, Medicare rejects or deletes the claims. The crosswalk also verifies practice address on file—a mismatch of address also results in rejection. The date on which the NPI crosswalk was implemented—that is, the date on which Medicare began rejecting or deleting claims—varied by state. Some states implemented the crosswalk as early as September 10<sup>th</sup> while most began on October 1<sup>st</sup>.

**Caution:** When a claim with NPI crosswalk issues is included in a batch with other claims, Medicare may delete the entire batch including claims that did not have NPI crosswalk issues.

Resolution of claims that reject due to an NPI crosswalk issue is the responsibility of the practice and Medicare—it is not an Alteer issue. However, in our ongoing effort to ensure our practices' successful, we continue to provide you with assistance in resolving your NPI-related issues. If you have claims that were rejected due to mismatched NPI and legacy numbers and/or practice address on file, you must verify that your information is correct on the NPI Registry.

- To view your data on the NPI Registry, visit the NPI Enumerator's Registry search: <https://nppes.cms.hhs.gov/NPPES/NPIRegistryHome.do>.
- If your data is incorrect, you must update the it by doing one of the following:
  - a. Logging on to the NPI Enumerator's NPI page: <https://nppes.cms.hhs.gov/NPPES/StaticForward.do?forward=static.npistart>. (If you do not have a login account, you can create one on the Web page above.)
  - b. Sending an e-mail to the enumerator: [customerservice@npienumerator.com](mailto:customerservice@npienumerator.com).
  - c. Calling the enumerator: 800-465-3203.

**Note:** It may take up to 15 working days for your data to update on the Registry. You should check the registry to verify that your change was accepted BEFORE you begin submitting claims again. If your record does not update within 15 days, call the NPI

enumerator at the number above. To verify that it is okay to begin submitting claims, call Medicare at 877-527-6613.

- After checking the Registry, contact Alteer Customer Support for help submitting Medicare claims while your NPI issues are being resolved on the Registry.
- Do not resubmit claims that were rejected due to NPI crosswalk issues until you have verified that your information is correct on the NPI Registry. Visit the online registry (<https://nppes.cms.hhs.gov/NPPES/NPIRegistryHome.do>), or call Medicare toll free at 877-527-6613.)
- For the most up-to-date news about NPI, please visit CMS' Web site:  
[http://www.cms.hhs.gov/NationalProvIdentStand/02\\_WhatsNew.asp#TopOfPage](http://www.cms.hhs.gov/NationalProvIdentStand/02_WhatsNew.asp#TopOfPage)

For assistance, please contact Alteer Customer Support. Tel: 949.790.0400, Mon-Fri., 6:00am-5:00pm, Pacific Time, e-mail: [support@alteer.com](mailto:support@alteer.com).

**TIP:** Be sure you have entered your NPI numbers on the Alteer NPI Portal. For details, please refer to the Online Help in Alteer Office (F1; Index tab; keyword: NPI.)