

November 19, 2008

URGENT NOTIFICATION

**This Message Affects Claims Submitted for Medicaid and SCHIP Services
Medicaid Claims without Appropriate NPI will Deny Effective December 1, 2008**

Dear Provider:

Health plans, federal and state governments have been talking about the National Provider Identifier (NPI) for years. On May 23, 2008, use of NPI-only for electronic claims submission became mandatory by the Center for Medicare & Medicaid Services (CMS).

Your cooperation with following electronic claims submission rules regarding NPI will help us in providing you with timely payment of claims submitted to us.

We are sending you this letter because we have received claims from you with either a missing, invalid, or an unattested NPI. Effective December 1, 2008, Anthem's State Sponsored Business will deny claims submitted under any of the following scenarios:

1. You submit claims without required NPI, even if you have included legacy identification on the claim. Legacy identification is defined as a number that identifies you in the health plan system, such as a health plan-specific identification number.
2. You submit claims using invalid NPI. The NPI number is a 10-digit, all numeric identifier.
3. You submit claims using an unattested NPI, even if you provided legacy information. Attestation is a process of registering and reporting your NPI with your state Medicaid agency. For more information about registering your NPI with the state of Indiana, see their website at <http://www.indianamedicaid.com/ihcp/ProviderServices/npi.asp>.

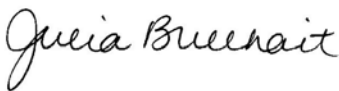
We are placing these requirements into effect so that we can comply with the state of Indiana's Medicaid reporting requirements. If we deny your claim for one of these reasons, you will need to resubmit your corrected claims in order to receive payment.

Note: When submitting paper claims, we are requiring that providers include their NPI for Medicaid and SCHIP, so that we may comply with specific state requirements pertaining to the processing and reporting of claims data for these members. We are providing you with the latest information regarding NPI claims filing in the attached NPI Claims Billing Guidelines document. We hope you will find it useful.

You will be able to access claims and eligibility through our www.anthem.com secure website using your tax identification number (TIN) through February 20, 2009. After that date, you may access claims and eligibility using your NPI.

If you have questions regarding the information contained in this letter, please contact your Customer Care Center at **1-866-408-6132**, Monday through Friday, between the hours of 7 a.m. to 8 p.m.

Sincerely,



Julia Brillhart
Director, Indiana Field Operations

NPI Claims Billing Guidelines

Health plans, federal and state governments have been talking about the National Provider Identifier (NPI) for years. There's no better time than **now** to use your NPI appropriately. The information you find below is a reminder of important NPI facts that will help you successfully submit claims using your NPI to ensure timely payment.

How to Obtain NPI

NPI is the standard unique identifier the CMS (Centers for Medicaid & Medicare Services) required every health care provider to have and begin using on May 23, 2008. The use of the NPI is a Health Insurance Portability and Accountability Act (HIPAA) mandate for all covered entities. To obtain and verify your NPI, follow this two-step process:

- **If you don't have an NPI number:** Visit the CMS website at www.cms.hhs.gov/NationalProvIdentStand or dial **1-800-465-3203**. For the most efficient application processing and the fastest receipt of NPIs, visit the National Plan and Provider Enumeration System website at www.nppes.cms.hhs.gov and apply online.
- **To verify your NPI number assignment:** Use the National Plan and Provider Enumeration System (NPPES) website at www.nppes.cms.hhs.gov.

Attest Your NPI with the State of Indiana

Once you have your NPI:

- Submit the information (attest) to the state of Indiana.
 - For more information about registering your NPI with the state of Indiana, see their website at <http://www.indianamedicaid.com/ihcp/ProviderServices/npi.asp>.
 - How do you know if your NPI was successfully reported in the NPI Reporting Tool on the State of Indiana's website? In each provider subsection of the NPI Reporting Tool, the provider number (nine-digit number) and the service location code (alpha character) displays in the green, red, or blue header; and the status of the provider/service location/NPI record. Before any NPI is reported, the header will be Blue (not reported), an unsuccessful entry will be Red (conflict), and a successfully reported NPI will have a Green (Active) header.
 - It is important that you bill with the NPI number registered with the State of Indiana. To verify your NPI number assignment, please use the Indiana Health Coverage Programs (IHCP) website at www.indianamedicaid.com.

Updating NPI Information

How does a provider update an incorrect NPI with Anthem's State Sponsored Business? You can provide us with updated information by submitting a complete signed and dated Provider Change Form, available on our State Sponsored Business website at www.anthem.com or you can send us the update on your letterhead, indicating the correct information and requesting a change. You can submit your updates by fax to **1-877-652-1236** or mail to **Attn: PCDA, Anthem Blue Cross and Blue Shield, P.O. Box 6144, Indianapolis, IN 46206-6144**.

What is the difference between a Type 1 and a Type 2 NPI?

Health care providers may fall in one of two categories when applying for an NPI:

Entity Type 1: Is issued to sole or individual providers (not organizations) including, but not limited to, physicians, dentists, and chiropractors. The NPI is a permanent identifier and is assigned for the provider’s life.

Entity Type 2: Is issued to organizations, including but not limited to hospitals, residential treatment centers, laboratories, and group practices. Subparts of organization health care providers are eligible to be assigned NPIs. This is a permanent identifier and is assigned for the life of the organization.

If you are not sure which Entity Type is right for your practice, you should contact CMS at one of the contact points provided to you above.

How to Complete Your Medicaid Claims for Successful Submission

We don’t want you to miss a single payment because of noncompliance. The information below is specific to Medicaid claims submitted to Anthem’s State Sponsored Business for services you provide to Hoosier Healthwise members. Please ensure the following elements are included on your Medicaid claim.

When you submit claims with NPI, **also include your Federal Tax Identification Number (TIN), taxonomy code and qualifiers.** If you have more than one TIN, utilize the NPI that is registered for that TIN. By entering this information correctly, you help to ensure that we will pay your claims timely and accurately. Other legacy identification, such as state or health plan-specific identifiers, should not be included on your claims. “Legacy Identification” is defined as a number that identifies you in the health plan system, such as a state or health plan-specific identification number. Anthem prefers, in keeping with the CMS, to process claims without legacy identification.

When a provider submits a claim without NPI, with invalid NPI, or with unattested NPI, even when providing legacy identification, we will deny the claim.

The information below is the only additional provider-identifying information that should be included on your claims.

Required Element	Location on CMS-1500 (last revised 08-05) Claim Form	Location on CMS-1450 (UB-04) Claim Form
Billing NPI (Type 2), Name and Address	Box 33A	Box 56 for Billing NPI Box 1 for Name and Address
Rendering NPI (Type 1), Name and Address	Unshaded field of Box 24J	N/A
Service Facility NPI	Box 32A, if appropriate	N/A
Billing Taxonomy Codes and Qualifiers	Box 33B	Box 81 (a-d)
Rendering Taxonomy Codes and Qualifiers	Shaded field of Box 24J and 24I	N/A
Tax Identification Number (TIN)	Box 25	Box 5

Refer to the 837P and 837I Enumerator and Contractual charts online for the latest information about electronic claims submissions.

Please note: This requirement was effective May 24, 2008, and impacts **all** claim transactions. Anthem's State Sponsored Business requires providers to file paper claims using NPIs in lieu of the legacy identification so that we may comply with specific state requirements pertaining to the processing and reporting of claims data for these Hoosier Healthwise members.

Other Key NPI Information

Anthem has a dedicated website specifically for providers who serve State Sponsored Business members. To find provider resources, including information about NPI, go to **www.anthem.com** and click **Providers** on the left. Then select **Anthem State-Sponsored Programs** under **Providers | Spotlight**, and click the link **Indiana – Hoosier Healthwise**. You'll find NPI information at the bottom of the **Provider Resources** page.

If you have questions about the information contained herein, or how to submit claims without including legacy information to Anthem's State Sponsored Business, please call your Customer Care Center at **1-866-408-6132**.