



Dear Providers,

This special newsletter provides updates and information concerning the [Colorado NPI Law](#), which requires organization health care providers (not individuals) to obtain and use a unique National Provider Identifier (NPI) for each service location and provider type enrolled in the Colorado interChange. Providers are encouraged to visit the [Colorado NPI Law web page](#) for more information.

NPI Impacts & Related Topics

Who Is Impacted by the Colorado NPI Law?

- **Newly Enrolling Organizational Health Care Providers**– These providers must have a unique NPI in order to complete the enrollment application.
- **Off-Campus Hospital Locations**
- **Enrolled Organizational Health Care Providers** – These providers must update their existing enrollment record with a unique NPI within designated timeframes.

Who Is Not Impacted by the Colorado NPI Law?

- **Individual Practitioners** - The Colorado NPI Law does not apply to individual practitioners (Individuals Within a Group, Billing Individuals or Ordering/Prescribing/Referring), as individuals are limited to one enrollment and one NPI per person.
- **Atypical (Non-Medical) Providers** - The Colorado NPI Law does not apply to Atypical or non-medical providers who do not require an NPI and must bill using the Health First Colorado ID.

Enrollment

Providers should verify each service location is separately enrolled with Health First Colorado (Colorado Medicaid) and update the existing enrollment record with the unique NPI.

- If providers are currently enrolled and have already obtained a unique NPI, they do not need to re-enroll. Add the unique NPI to the existing enrollment records in the Provider Web Portal using the "Provider Maintenance" option.
- If providers have not yet enrolled each service location, they must submit a new application with a unique NPI for each service location. Per Rule [8.125.6.A](#), providers must separately enroll each location from which they provide services. Only claims for services provided at appropriately enrolled locations are eligible for reimbursement.

Providers require a unique NPI for each enrolled service location, not to be confused with the claim place of service (POS). For example, providers of home care do not need a separate NPI for each member's home where services are rendered.

Note: Ensure the provider address and taxonomy on the Health First Colorado enrollment files matches the address and taxonomy on file with the NPPES for new enrollments and updates.

Eligibility Verification

When verifying eligibility through the Provider Web Portal or batch (EDI 270/271 transactions), providers should use the unique NPI for the service location that will be used to bill related claims. To switch NPIs in Web Portal to verify member eligibility, delegates may use the "Switch Provider" feature to change service locations without logging out.

Refer to the Verifying Member Eligibility and Co-Pay Quick Guide available on the [Quick](#)

Information on Claim Submission

Update Billing Software for Providers Submit via Batch

Once the addition of the unique NPI to the enrollment record is approved, update the billing software to begin billing applicable services with the new NPI.

Billing administrators can contact the [Provider Services Call Center](#) at 1-844-235-2387 and select option 2 and then option 3 for EDI assistance.

Provider Web Portal Access & Security – Update or Validate the Appropriate Access to the Provider Web Portal:

Once the addition of the unique NPI to the enrollment record is approved, review the existing web security and delegates for the new NPI through Provider Web Portal. Upon login using the existing User ID, Web Portal will automatically use the new NPI. Update information as necessary.

Delegates may use the "Switch Provider" feature to change service locations within Web Portal without logging out. Delegates must have specific permission for each service location in order to view or perform certain tasks, like viewing or submitting claims and verifying eligibility.

Refer to the Billing from the Correct Account Quick Guide, Delegates Quick Guide and the Delegates Access Definitions Quick Guide available on the [Quick Guides web page](#).

Submitting Claims Using Unique NPIs

Effective January 1, 2020, Providers are Able to Begin Submitting Claims Using the Unique NPIs. Claims should be submitted with the unique NPI that is effective for the date of service (DOS) of the claim. If the DOS of the claim is prior to the effective dates of the new, unique NPI, the claim should be submitted with the previous NPI, taxonomy code and zip code + 4.

- If a provider has more than one provider type, the provider must use the unique NPI in the Billing Provider ID field.
- If a provider has the same provider type for multiple enrolled, service locations, the provider should use the new NPI in the Billing Provider ID field. The provider may also use the new NPI in the Service Facility/Location ID field if they choose.
- If the NPI for the billing provider is different than the location that the service was rendered, the Service Facility/Location ID field must be completed.

Note: In the Provider Web Portal, the Billing Provider ID field is read-only and is initially populated based on the effective NPI of the logged-in provider. On the Claim Step 3 panel, the appropriate Billing Provider NPI is determined and updated based on the claim dates of service (DOS) or the Covered Dates.

NPI Field Locator on Claims by Submission Method

- Provider Web Portal – The Billing Provider ID field is read-only and is initially populated based on the effective NPI of the logged-in provider. All claim types have an optional Service Facility Provider ID field on the Claim Step 1 panel where providers can add the Service Facility Provider ID when submitting claims. See the example below for an Institutional Claim.

Submit Institutional Claim: Step 1 ?

* Indicates a required field.

Claim Type

Provider Information

If Surgical Procedure Code(s) are to be submitted with the claim, an Operating Provider ID is required.
 If the Billing Provider ID is an NPI, the claim will be automatically submitted with the NPI that is Effective on the FDOS of the claim.

Billing Provider ID	1234567891	ID Type	NPI	Name	Hospital Provider
Taxonomy	Emergency Medicine				
Service Facility Provider ID	<input type="text"/>	ID Type	<input type="text"/>	Name	_
Taxonomy	<input type="text"/>				
Attending Provider ID	<input type="text"/>	ID Type	<input type="text"/>	Name	_
Taxonomy	<input type="text"/>				
Operating Provider ID	<input type="text"/>	ID Type	<input type="text"/>	Name	_
Taxonomy	<input type="text"/>				
Other Operating Provider ID	<input type="text"/>	ID Type	<input type="text"/>	Name	_
Taxonomy	<input type="text"/>				

- Batch Claims – In accordance with the TR3, the service facility must be different than the billing provider. If the NPI or address information is the same for the billing provider and the service facility, then the service facility loop should be omitted. Submitters will receive a compliance error and claims will not be passed to the Colorado interChange if the two fields have the same information.
- Paper Claims
 - The UB-04 paper claim form does not contain a field for the service location. If there is a need to include the unique NPI for a service location, providers should submit institutional claims using the Provider Web Portal or batch.
 - The CMS 1500 paper claim form contains fields 32 and 32a which can be used to include the service location information and the unique NPI on professional claims.

Claim Status Inquiries via the Provider Web Portal

When researching previously submitted claims on the Provider Web Portal, use the NPI that was billed on the claim to conduct claim inquiries.

- For claims with dates of service (DOS) before a new NPI was obtained, the previous NPI should be entered in the Provider Web Portal Claim Search panel.
- For claims with DOS after the new NPI effective date, the new NPI should be entered in the Provider Web Portal Claim Search panel.

If providers are having difficulty finding previously submitted claims when billing using multiple, unique NPIs, providers should validate whether they are working under the correct NPI in Provider Web Portal. Some providers may need to use the "Switch Provider" feature often to locate claims.

Provider-Specific Rate Reimbursement

Providers reimbursed at a provider-specific rate are strongly encouraged to verify that claims are submitted using the correct, unique NPI for the service location and the provider type. This will ensure claims are adjudicated properly at the correct rate.

Remittance Advices (RAs)

RAs are generated to the billing provider submitted on claims. As claims are billed with more NPIs, expect to begin receiving additional RAs.

If billing using multiple, unique location-specific NPIs, providers will receive a set of remittance advices (RAs) for each NPI.

- Providers should consider the chosen media to receive the new RAs and verify staff are expecting to receive the RAs through the chosen media (such as 835s or via the secure portal).
- In the Provider Web Portal, providers register and log in with the User ID and Password associated to a specific location and NPI. In the Resources > Report, providers may download RAs for that specific location submitted as the billing provider.

- Payments (including EFT payments) will be generated to the billing provider. Each service location will receive its own payment. The combined earnings of multiple service locations under a common Tax ID will be reported on one 1099.
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New Claim Explanation of Benefit (EOB) Codes

Effective February 13, 2020, applicable claims began being processed with the following EOB codes:

- EOB 1045 – NPI submitted in the Facility ID field is end dated for the DOS billed.
 - This is an informational EOB that will not currently result in a claim denial. If a provider receives this EOB, the provider should review the effective dates of the NPI submitted in the Facility ID field to validate whether the NPI was active for the corresponding dates of service or that the correct NPI was submitted.
- EOB 1046 – NPI submitted in the Billing ID field is end dated for DOS.
 - If a provider receives this EOB denial, the provider should review the effective dates of the NPI in the Billing ID field to verify whether the NPI was enrolled on the claim DOS.

Frequently Asked Questions (FAQs)

I am a doctor affiliated to several groups. Do I need a unique NPI for my individual provider ID at each place I practice? No. Only the group or facility needs a unique NPI. Individuals such as physicians are not eligible to receive more than one NPI.

We have many individuals linked to our group. When we add the new NPI do we have to affiliate them all again? No. The affiliations will remain on the existing record.

We have many different locations all under one organizational Tax ID. Can we still bill with one NPI? Yes, one NPI can be entered as the Billing NPI as long as the service location NPI where the member was seen is listed in the service facility location.

If we get separate remittance advice statements from the provider web portal, do we have to log in separately for each one? No, they can be delegated to one account.

Will the State follow similar guidance to what is listed in MLN Matters (SE 18002) about how Medicare providers should use the service location NPI when multiple service locations are used? Yes, the State will use similar billing guidance for situations where there are services rendered on the claim from multiple locations:

- If any services on the claim were rendered at the billing provider address, providers should report the billing provider NPI only in the billing provider loop and do not report the service facility location loop.
- If no services on the claim were rendered at the billing provider address, providers should report the service facility NPI from the first registered encounter of the "From" date on the claim

Resources

[Colorado NPI Law web page](#)

[National Plan and Provider Enumeration System \(NPPES\)](#)

[Provider Services Call Center](#) at 1-844-235-2387

Quick Guides

- Provider Maintenance – Adding an NPI
- Provider Maintenance – Hospital Provider – Adding an NPI
- Submitting an Institutional Claim
- Submitting a Professional Claim
- Submitting a Claim with Other Insurance or Medicare Crossover Information

Please do not reply to this email; this address is not monitored.

