

Your Claims Are Missing Something

Your claims are missing something. *Your NPI!*

We've heard from providers regarding some of their reasons for not using dual identifiers, and here is what they said:

Reason #1:

"I'm not using my NPI on claims because I don't have one."

What to do:

Get your NPI today by applying online at the National Plan and Provider Enumeration System (NPPES) Web site at www.nppes.cms.hhh.gov, or by calling the NPI Enumerator Call Center at 1-800-465-3203 for a paper application. As soon as you receive your NPI confirmation notice (letter or e-mail) from the Enumerator, share it with BCBSTX via fax at 1-866-589-8254.

Reason #2:

"My current system only allows me to submit claims with either my BCBSTX provider number or my NPI – I can't submit dual identifiers."

What to do:

Have your electronic trading partner contact our Electronic Commerce Center at 1-800-746-4614 for instructions on how to proceed. We will work with your vendor to expedite transitioning you to NPI-only claim submission status.

Reason #3:

"I have my NPI, but I don't know how to use it on claims."

What to do:

Visit our Provider Web site at www.bcbstx.com and click on the NPI logo for a variety of educational resources, including Frequently Asked Questions, our NPI 201 – Claims Filing Guidelines, which provides detailed information for electronic claim submitters, and our CMS-1500 (08/05) resource guide and online tutorial for paper submitters.

Reason #4:

"I have another reason that is not listed here!"

What to do:

For assistance, send us an email at npi@bcbstx.com, or contact your local Provider Network Representative. We'll do whatever it takes to ensure that all of your questions and concerns are resolved so that you can make the transition to an NPI-only environment.

The bottom line?

Use of dual identifiers or only your NPI* is required on all claims beginning December 1, 2007.

*NPI-only electronic claims should only be submitted after you have received a "Congratulations" postcard from BCBSTX confirming your NPI-only status. NPI-only paper claims may be submitted beginning December 1, 2007, as long as you have already shared your NPI with BCBSTX.

Prevent **rejected claims** and **delayed checks**.

Submit claims to BCBSTX using dual identifiers or only your NPI by*

December 1, 2007.



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Are you ready for **December 1?**

The time is now.