

## Utah Medicaid Payer FAQ

Q Can electronic claims currently be accepted with both the Legacy and the NPI number?

Yes, that is the preferred process for now.

Q Can the Electronic Claim be accepted with just the NPI?

No, Medicaid is currently not accepting just the NPI on professional and institutional claims.

Q If a provider sends in a claim with the Legacy and NPI number will the Electronic Remittance Advice be returned with the Legacy or the NPI?

Legacy number at this time.

Q If I have an NPI that and there is no corresponding Legacy Number, what process do I need to follow to help the Payer understand that this is a new number.

- Example: Provider obtains a group (Entity) NPI and the payer has never assigned a group number for this provider.

Medicaid must be able to cross walk a group NPI number to a group Medicaid Provider Number. Please contact Provider Enrollment before billing your NPI for the first time. Currently, if Medicaid cannot crosswalk the group NPI number to a group Medicaid Provider Number, Provider Enrollment staff are contacting the provider by phone. This is very time consuming, so if you have not been contacted, it does not necessarily indicate that you are billing correctly.

Q Do I need to send a referring provider number NPI number?

Yes

Q Do I need to send the Facility NPI?

Yes

Q What do payers want to receive in the Facility address fields of the x12 claim?

a Depends on the provider enumeration

- I.If a provider enumerates with one number for several locations then address needs to be different or they need a service facility, because NPI ,Taxonomy and the Billing zip + 4 were exactly the same.

This is still an issue for our crosswalk process. Provider Enrollment staff are identifying and resolving these type of issues with providers one case at a time.

- II.If provider enumerates with separate numbers then this is not an issue.

- Q What if I would like to receive payment differently than the contract currently states, can the payer understand my intent if I just send a NPI number in the Billing Loop/ Box 33 of the claim without sending a Legacy number.

Medicaid is currently not able to direct a payment to a specific pay to provider.

- a The provider must notify the payer in advance and provide all the affiliated numbers to the ONE new number that will be sent in the Billing Provider Loop or Box 33 of the paper form.

- Q Where in the electronic claim will the payer interrogate to determine the correct provider number to cross walk or process the claim?

In the Billing provider loop

This information is located in Medicaid's companion guide for the claim type.

- Q If a test is allowed/required will the test be done in production or on a test system?

Medicaid does not have a test system. Recommend sending a few "test" claims in production.

- Q Is there a specific test trading partner number?

No.