

Molina Healthcare Payer FAQ

- Q Can electronic claims currently be accepted with both the Legacy and the NPI number?
Molina will participate in a claims dual use period beginning 3/1/07. At this time both the NPI and legacy numbers may be submitted.
- Q Can the Electronic Claim be accepted with just the NPI?
Molina will accept the NPI only beginning on 3/1/07.
- 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?
Currently the electronic remittance will contain the legacy id. Beginning 5/23/07, the NPI will be used.
- 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.

Molina is requesting providers to use the Molina Provider Self Services Portal to register their NPI. The Portal allows online or bulk submission of the pay-to NPI, as well as NPIs for affiliated rendering providers, and organizational subparts.

- Q Do I need to send a referring provider number NPI number?
If the NPI is known, yes, it should be included in the 837 file.
- Q Do I need to send the Facility NPI?
If the NPI is known, yes, it should be included in the 837 file.
- Q What do payers want to receive in the Facility address fields of the x12 claim?
Depends on the provider enumeration strategy.
 - 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
 - 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.

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?
Molina will interrogate loops 2010AA and 2010AB to determine the billing/payto provider(s). Providers/clearinghouses should follow the 837 implementation guide.

- Q If a test is allowed/required will the test be done in production or on a test system?
Molina welcomes testing with clearinghouses.
- Q Is there a specific test trading partner number?
NO. For NPI testing contact the Molina EDI customer service number 1-866-409-2935.