

PEHP Payer FAQ

- Q Can electronic claims currently be accepted with both the Legacy and the NPI number? [yes](#)
 - Q Can the Electronic Claim be accepted with just the NPI? [Not at this time](#)
 - 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? [Right now we will only return the legacy number. When the majority of providers can accept the NPI we will probably send both until all can accept the NPI.](#)
 - 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.
[Contact our provider relations department. They will give you a legacy number to use. Once we are not using legacy numbers at all, you will still need to contact them if you want to have your NPI number in our Provider system.](#)
 - Q Do I need to send a referring provider number NPI number? [We do not require a referring provider so your won't need to send any information for one.](#)
 - Q Do I need to send the Facility NPI? [Only if you want us to pay that Facility or if you need to send it for your own internal process.](#)
 - 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
 - ii.If provider enumerates with separate numbers then this is not an issue.
- [We agree with these answers](#)
- 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.
 - 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.
- [We agree with this answer.](#)

- Q Where in the electronic claim will the payer interrogate to determine the correct provider number to cross walk or process the claim? [We will be paying our claims using NPI numbers the same way we are paying them using the legacy numbers. We will look in the bill to/pay to loop first. If there is nothing there, then we go to the Rendering loop and look there. If you provide NPI numbers in the bill to/pay to loop and the Rendering loop and they are different, we will send payment to the NPI in the bill to/pay to loop. If you would like it paid differently, please contact our EDI helpdesk @ 366-7544.](#)

- Q If a test is allowed/required will the test be done in production or on a test system? We will require testing and it will be done on our test system with our test TP number HT005603-001.
- Q Is there a specific test trading partner number? HT005603-001