

**Regence** 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?
  - Yes
- 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?
  - Only if NPI has been registered with Regence
- 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.
  - Need to go through standard registration process
- Q Do I need to send a referring provider number NPI number?
  - N/A
- 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?
  - Address where services are performed.
- 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.
  - No
- Q Where in the electronic claim will the payer interrogate to determine the correct provider number to cross walk or process the claim?
  - Rendering provider loop if not found then the billing provider loop is used
- Q If a test is allowed/required will the test be done in production or on a test system?
  - N/A
- Q Is there a specific test trading partner number?
  - N/A