State Farm Payer FAQ

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

We do not have or use legacy ID's. We do need the Tax ID of the Billing Provider.

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

Yes, however we do need the Tax ID of the Billing Provider.

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 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.

Nothing.

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

No.

Q Do I need to send the Facility NPI?

No.

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 just need a valid address.

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.

N/A

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

N/A

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

Allowed in production.

Q Is there a specific test trading partner number?

N/A