

HETS Provider GUI – HPG 3.0

*System Overview for
Medicare HETS 270/271 Submitters*

August, 2010

Purpose of Today's Call

1. To provide an overview of HPG 3.0
2. To explain the process that will establish your NPI relationships, and the Submitter/NPI relationship management process going forward
3. To review auditing activities
4. To discuss the implementation of real-time NPI validation at the transaction level

Today's Agenda

- Introduction – Ada Sanchez, CMS
- Implementation of HPG 3.0 – Brad Beatty, MCARE
 - General Overview
 - Submitter/NPI Relationships – Batch Management
 - Initial upload instructions
 - Ongoing Submitter/NPI relationship management
 - Auditing Activities
 - Real-Time NPI validation at the Transaction Level
 - What You Need to do to Prepare
 - Resources
 - Q & A

Introduction

Ada Sanchez, CMS

Implementation of HPG 3.0

Brad Beatty, MCARE

General Overview

What has changed with HPG?

- Submitter/NPI relationships
- Real-time NPI validation at the transaction level

NPI Batch Management

Submitter/NPI Relationships

- Installation of HPG 3.0 will begin at 8:00AM ET on August, 29 2010; once installation has begun, HETS Submitters should not use HPG until notified by CMS that it is available for use.
- Once HPG 3.0 is installed and available for use, HETS Submitters will be required to use HPG 3.0 to register all of the NPIs for which their organization will be conducting HETS 270/271 transactions.
- After the initial loading of their NPIs, HETS Submitters will be required to maintain a current list of all their provider/supplier customer NPIs in the HPG database.
- Submitter/NPI relationships may be created, updated, or terminated using either the HPG web interface or a batch upload process.

NPI Batch Management

Initial Upload Instructions

- **IMPORTANT:** All HETS 270/271 Submitters must upload their NPI relationships to the HPG database.
- Large Clearinghouses (greater than 30,000 NPI relationships) will be scheduled individually to ensure maximum processing efficiency.
- Smaller Clearinghouses will not be scheduled individually, but may be restricted to certain dates and timeframes.

NPI Batch Management

Initial Upload Instructions - continued

- During the initial load process:
 - ▶ NPIs will be validated as active Medicare providers
 - ▶ HETS 270/271 relationships will be created for each Submitter ID/NPI combination
- Initial load files require longer processing time due to the complexity of the setup logic.
- Estimated load time is one second per relationship record.

NPI Batch Management

Ongoing NPI Management

- Once initial NPI relationships are created, Submitters will be able to manage these relationships, as well as create new ones.
 - ▶ **Query:** The query action (Q) allows Submitters to verify NPI numbers prior to submitting a 270 request transaction to the HETS 270/271 applications.
 - ▶ **Add:** The add action (A) creates a new relationship on the HPG database between a Submitter ID and an NPI necessary for 270 request transactions to successfully process via the HETS 270/271 application.
 - ▶ **Terminate:** The terminate action (T) ends a relationship between a Submitter ID and an NPI when there is no longer a business relationship between them.

NPI Batch Management

Ongoing NPI Management - continued

- Processing time
 - ▶ Batch files to perform ongoing maintenance of Submitter/NPI relationships will process significantly faster than initial load files.
- **Restriction** – Only 1 file will be processed per submitter per day.
 - ▶ Facilitates timely processing of batch files and ensures unnecessary batch file submissions do not clog up the system.
 - ▶ This restriction is tied to the Submitter organization and all Submitter IDs related to the organization.
 - ▶ NPI information is updated only once every 24 hours (during daily maintenance); therefore, multiple submissions per day are unnecessary.
 - ▶ This restriction also applies to initial load files, but MCARE will be working with Submitters to schedule those files.
- Maintenance of Submitter/NPI relationships may also be performed via the HPG web interface without restrictions.

NPI Batch Management

- File format
 - ▶ Refer to May 14, 2010 information bulletin and the HPG 3.0 User Guide for additional information on the following:
 - ▶ There are no changes to the current file naming conventions.
 - ▶ The input file is comma-delimited and consists of 3 data elements: Submitter ID, NPI, and Action code value (Q, A, or T).
 - ▶ The output file is comma-delimited and consists of a header as well as body content that describes the Submitter/NPI relationship.
 - ▶ The HPG 3.0 User Guide is available online at:
<http://www.cms.gov/HETSHelp/downloads/HPGUserGuide.pdf>
- Submission process
 - ▶ Batch files will continue to be uploaded via Gentran within HPG 3.0 as they are today.
 - ▶ Refer to the HPG 3.0 User Guide for additional information.

NPI Batch Management

- The HPG database will be available for Submitter/NPI relationship management during the following time periods:
 - ▶ Monday 6:00AM – 11:59PM ET
 - ▶ Tuesday 6:00AM – 11:59PM ET
 - ▶ Wednesday 6:00AM – 11:59PM ET
 - ▶ Thursday 6:00AM – 11:59PM ET
 - ▶ Friday 6:00AM – 11:59PM ET
 - ▶ Saturday 12:00AM – 11:59PM ET
 - ▶ Sunday: 12:00AM – 6:59PM, 9:00PM – 11:59PM ET
- Other timeframes to consider:
 - ▶ Avoid submitting large batch files after 9:00PM ET Monday – Friday.
 - ▶ Volume can be extremely heavy on Monday mornings, which may result in longer processing times.

NPI Batch Management

- Troubleshooting and error processing:

Error Message	Condition
Failed to validate file. The file is empty.	The batch file contains no data.
Line #\${lineNumber}: Each line must have 3 values: Submitter ID, NPI, and Action.	A line in the batch file does not include the 3 requisite elements.
Line #\${lineNumber}: Action must be either A, Q, or T.	A line in the batch file does not include one of the 3 requisite action code values.
Line #\${lineNumber}: Submitter ID length must not exceed 10.	A line in the batch file contains a value in the Submitter ID field that is greater than 10 characters.
Line #\${lineNumber}: NPI length must be 10. Legacy ID/Source ID is no longer a valid request.	A line in the batch file contains a value in the NPI field that is not 10 characters.
Line #\${lineNumber}: File could not be processed further.	A line in the batch file cannot be processed.
Line #\${lineNumber}: Submitter ID is invalid. File could not be processed further.	The Submitter ID within the file is not found, not associated with the Submitter ID in the file name, suspended, or terminated.
A file has already been submitted by Submitter ID \${Submitter ID}. A Submitter can only submit one file in a day.	A submitter uploads more than one file during a single calendar day using the NPI Batch Management function in HPG.
Line #\${lineNumber}: Failed to validate file. Make sure that the file's character set is UTF-8.	A line in the batch file is not in text format.

- Refer to the HPG 3.0 User Guide for additional information.

Auditing Activities

- Current NPI audit process will continue until real-time NPI validation is implemented.
 - **REMINDER:** Submitters may only upload 1 batch file per day.
 - The batch file may consist of a combination of Q/A/T records.
 - The web interface for HPG 3.0 is an option for submitting Q/A/T action for a single NPI.
- NPI audits will be conducted during the week of August 30 – September 5, 2010, but only those Clearinghouses who exhibit highly unusual or aberrant behavior will be candidates for suspension.
- **IMPORTANT: Submitters are NOT to run daily queries during the initial upload period of August 30 – September 5, 2010.**

Real-Time NPI Validation

- **NOTE:** In order to provide Submitters adequate time to complete their initial upload of NPIs, real-time NPI validation will not be activated with the HETS 270/271 Q3 release that is scheduled for September 11, 2010.
- Once the edit is activated, the HETS 270/271 application will access the HPG database to validate that NPIs submitted on HETS 270 requests are associated with active Medicare providers who are eligible to use HETS, and that the NPI is registered for use by the HETS Submitter.
- Clearinghouses may no longer need to query their entire NPI file on a daily basis.
- HETS will return a 271 AAA error if the NPI fails real-time validation for any reason; refer to the HETS 270/271 Q3 release documentation for additional error information.

What You Need to do to Prepare

- Review the HPG 3.0 User Guide for changes to the web interface and batch file layout.
- Modify the existing HPG batch input file using the file format outlined in the HPG 3.0 User Guide.
- Evaluate the HPG 3.0 batch output file format outlined in the HPG 3.0 User Guide to determine any impacts to your systems.
- Work with MCARE to submit initial load files according to the schedule and guidelines established by CMS.

Resources

- CMS MCARE Update Announcements and News Flashes
- HPG 3.0 User Guide:
 - ▶ <http://www.cms.gov/HETSHelp/downloads/HPGUserGuide.pdf>
- MCARE Help Desk:
 - ▶ Hours of Operation: Monday – Friday 7:00AM to 9:00PM ET
 - ▶ Email: mcare@cms.hhs.gov
 - ▶ Phone: 1-866-324-7315
- FAQs will also be developed and provided for your reference.



Any Questions?