



Related MLN Matters Article #: SE0751

Date Posted: December 10, 2007

Related CR #: N/A

Clarification on the National Provider Identifier (NPI) Enumerator's Responsibilities

Key Words

SE0751, NPI, Enumerator

Provider Types Affected

All physicians, providers, and suppliers who submit claims to Medicare Carriers, Fiscal Intermediaries (FIs), and Part A/B Medicare Administrative Contractors (A/B MACs)

Key Points

- The NPI Enumerator is responsible for assisting health care providers in applying for their NPIs and updating their information in the National Plan and Provider Enumeration System (NPPES). The NPI Enumerator's responsibilities include:
 - Processing NPI applications/updates/deactivations;
 - Providing blank NPI application forms to health care providers upon request;
 - Assisting health care providers with questions or problems regarding the processing of their NPI applications, updates, or deactivations (web-based or paper);
 - Resolving errors on applications/updates/deactivations;
 - Investigating potential duplicate applications/updates/deactivations to ensure the uniqueness of the provider;
 - Resetting web users' NPPES passwords;
 - Tracking NPPES accessibility and reporting NPPES inaccessibility issues to the Centers for Medicare & Medicaid Services (CMS);
 - Maintaining a call center for health care providers' questions regarding NPI application processing; and
 - Working with Electronic File Interchange Organizations (EFIOs) (approval of EFIOs, resolving problems with EFI files).
- Health care providers needing the above types of assistance may contact the NPI Enumerator at 1-800-465-3203, TTY 1-800-692-2326 or email the request to the NPI Enumerator at CustomerService@NPIEnumerator.com on the Internet.

- Providers should note that application processing times may vary based on current inventories. They should allow 15 working days to process their application/updates before contacting the NPI Enumerator.
- Health care providers should **NOT contact** the NPI Enumerator for the following issues:
 - The NPI Enumerator cannot provide assistance with the Medicare NPI Crosswalk and Medicare claims processing issues.
 - The NPI Enumerator does **not** generate, maintain or have access to the Medicare NPI Crosswalk.
 - The NPI Enumerator does **not** have the means/authority to alter/add/remove any information on the Medicare NPI Crosswalk.
 - The NPI Enumerator **cannot** report problems to CMS or to the Medicare Fee-for-Service contractors concerning the Medicare NPI Crosswalk or claims processing problems.
 - The NPI Enumerator does **not** send updates to the Medicare NPI Crosswalk.
 - The NPI Enumerator does **not** know how/when the Medicare NPI Crosswalk will be updated.
 - The NPI Enumerator **cannot** advise a provider as to how to complete the paper or electronic claim.
 - The NPI Enumerator **cannot** tell a provider how many legacy numbers to report on the NPPES record in order to assist in populating information on the Medicare NPI Crosswalk.
 - The NPI Enumerator cannot provide assistance with information disseminated or not disseminated via the NPI Registry or the NPPES downloadable file:
 - The NPI Enumerator **cannot** assist providers with questions regarding “temporarily suppressed” information found on the NPI Registry or downloadable file.
 - Although the NPI Enumerator can confirm whether the information still exists in the provider’s active NPPES record, this confirmation is limited to the health care provider or contact person on the provider’s NPPES record.
 - Third party sources, including Medicare contractors, **cannot** call the NPI Enumerator for confirmation of information in a health care provider’s NPPES record. If this type of confirmation is needed, the third party should request the information from the provider directly.
 - The NPI Enumerator cannot provide assistance with Medicare-related provider enrollment information:
 - The NPI Enumerator **cannot** determine how providers are enrolled with Medicare (e.g., as an individual or as a group).
 - The NPI Enumerator **cannot** determine which identifiers (Unique Physician Identification Number, Provider Identification Number, Online Survey Certification and Reporting System, or National Supplier Clearinghouse) should be included on health care providers’ NPPES records.

- The NPI Enumerator has no way of knowing which type(s) of legacy number(s) were assigned to a provider by the Medicare contractor(s).
- The NPI Enumerator **cannot** tell a provider how many legacy numbers to report on the NPPES record in order to assist in populating information on the Medicare NPI Crosswalk.
- The NPI Enumerator cannot provide assistance with NPI-to-legacy number linkages (i.e., how to properly link multiple legacy numbers to one NPI or how to properly link one legacy number to multiple NPIs).
- The NPI Enumerator cannot provide assistance with questions related to:
 - Defining subparts;
 - Which subparts should receive NPIs;
 - Where NPIs or legacy identifiers are to be placed in claims transactions;
 - Health Insurance Portability and Accountability Action regulations or regulatory policies;
 - Proper use of NPIs in transactions with health plans; and
 - Determining if the provider is a sole proprietor or an incorporated individual.

Important Links

The related MLN Matters article can be found at <http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0751.pdf> on the CMS website.

CMS advises providers to read the information available at <http://www.cms.hhs.gov/NationalProvidentStand> on the CMS NPI website. Included on this site are NPI Frequently Asked Questions and Answers that can assist providers with issues for which the NPI Enumerator is not responsible.

In addition, the NPI Application/Update form itself is also a good source of information. Providers should refer to the instructions (they are part of the form) for clarification on information to be submitted in order to obtain NPIs or update their records. Providers can also refer to the *"Application Help"* tab located at <https://nppes.cms.hhs.gov> on the NPPES website for additional assistance when they are online.

If providers have questions regarding this issue, they may contact their Medicare Carrier, FI, or A/B MAC at their toll-free number, which may be found at <http://www.cms.hhs.gov/MLNProducts/downloads/CallCenterTollNumDirectory.zip> on the CMS website.