

National Provider Identifier (NPI) Application

A Step-by-Step Guide for Providers Participating in the ECM and Community Supports Programs

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Document Purpose

- This document provides guidance for providers participating in the Enhanced Care Management (ECM) and Community Supports, or In Lieu of Services (ILOS), programs on how to obtain a National Provider Identifier (NPI). Some providers participating in the ECM or Community Supports programs may provide non-traditional health care services, such as homemaker, meal delivery or home modification services, and currently may not have an NPI. This guidance is intended to assist the provider of non-traditional health care services available in the ECM and Community Supports programs to obtain an NPI. Providers that already have an NPI may use their existing NPI to bill for ECM and Community Supports services.
- Managed Care Plans (MCPs) may use this document as a guide for communicating with their contracted ECM and Community Supports providers on how to obtain an NPI and may integrate this information into their own training programs and/or modify this document as appropriate for their audience.
- ECM and Community Supports provider organizations must have an NPI in order to receive payment for the delivery of ECM and or Community Supports services.

What is an NPI?

The NPI is a numeric identifier that is assigned to a health care provider by the Centers for Medicare & Medicaid Services (CMS). It is a 10-digit permanent number assigned to a provider and must be used on electronic claim transactions for health care billing and reimbursement. In order to be reimbursed for services delivered as part of participation in the ECM or Community Supports programs, it is necessary for providers to apply for and obtain an NPI. For more information, please refer to [NPI: What You Need to Know](#).

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Who must have an NPI?

- All ECM and Community Supports provider organizations and individuals or sole proprietorships that have a contract with an MCP and that submit claims to an MCP for reimbursement must have an NPI.
- Employees and subcontractors of ECM and Community Supports provider organizations that deliver ECM and Community Supports services are encouraged to obtain an NPI, but are not required to have one at this time if they are not billing directly to an MCP.
- If an organization already has an NPI, it does not need to submit another application for an NPI to participate in the ECM or Community Supports program. The organization can use its existing NPI to bill for ECM and Community Supports services. However, organizations should ensure that the Taxonomy codes listed in the organization's NPI profile are current and reflect the licenses and services that will be provided as part of its participation in the ECM or Community Supports program.
- The NPI must be included on the organization's paper or electronic claim submitted to the MCP for reimbursement.

How Can an Organization Apply for an NPI?

- Applying for an NPI is free, easy, and typically takes 20 to 30 minutes to complete. Organizations can apply online or by mail through the [CMS NPI Application/Update Form](#) page.
- DHCS encourages organizations to use the NPI online application process as it is the fastest way to obtain an NPI and the easiest way to track the application process. Although the application process is relatively straightforward, additional guidance for ECM and Community Supports providers has been included in Table 1 – *Step by Step NPI Application Process*. The information provided in this table is

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intended as guidance; organizations are responsible for reviewing all information provided on the CMS NPPES website.

- **To apply online or by mail**, organizations should visit the [National Plan and Provider Enumeration System \(NPPES\) website](#), read the instructions carefully, complete the questionnaire, and submit their application. The website contains [Frequently Asked Questions](#) and other helpful information. Although the application is relatively straightforward, Table 1 provides a step-by-step guide to assist organizations with responding to some of the questions. For example, the self-selection of "Taxonomy Codes" may be confusing for some organizations; Table 1 provides additional guidance on how organizations may respond.
- After an organization has completed its application and received confirmation of its submission, it will receive an NPI via e-mail from CustomerService@NPIEnumerator.com. If the organization has spam filtering on its e-mail interface, the reply from the NPI Enumerator with the NPI and confirmation message may be intercepted and diverted to a spam folder. Be sure to check this folder regularly after submitting your application.
- The **online** application is recommended for organizations, providing quicker processing and allowing for easier status tracking. However, if an organization prefers to submit a paper application, it can download the [CMS NPI Application/Update Form](#). Please follow the instructions provided in the paper document, including where to mail. Organizations may also contact the CMS National Plan and Provider Enumeration System (NPPES) customer service hotline at 800.465.3203 to request a paper application form.

Receiving Your NPI

- The amount of time it takes to obtain an NPI is dependent upon the volume of applications being processed at a given time, whether the application was submitted electronically or on paper, and whether the application was complete and passed all edits.

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- Per CMS, a provider who submits a properly completed electronic application could receive an NPI in fewer than 10 business days; paper application reviews takes approximately 20 business days. Application errors may further delay assignment.
- Organizations submitting applications online, may track the progress of their application and will receive an email with its new NPI number when the application is processed and approved.

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Table 1 – Step-by-Step NPI Application Process

The guidance provided in the following table is designed to support organizations with submitting an online application through the CMS NPPES website. However, guidance for the specific data requirements on the application may be useful in the completion of both paper and online applications. If an organization already has an NPI, please ensure the Taxonomy codes in its NPI profile are current and reflect the licenses and services that you will provide as part of your participation in the ECM or Community Supports programs

The information provided in this table is intended for informational purposes only; organizations are individually responsible for reviewing all information and instruction provided by CMS to procure an NPI.

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Steps and Item	Action / Additional Guidance
1. Create an account on the CMS NPI Application/Update Form page.	Action for new applicants: 1. Click on the 'Apply Now' link under the Related Links section at the bottom of the main page. 2. Click on "<i>CREATE or MANAGE AN ACCOUNT</i>" to be re-directed to the CMS Identify and Access Management System (I&A). Create a login through the I&A page. PRINT THE PAGE WITH YOUR USERNAME AND PASSWORD FOR YOUR RECORDS. Your organization will need the user ID and password to update its information as it changes over time. (This information is also included in the email that you will receive from NPPES when your NPI is issued.) 3. When completed you will be returned to the original NPPES page. Login to NPPES under "<i>Manage or Apply for your personal NPI Record</i>" with your I&A Username and password.

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Steps and Item	Action / Additional Guidance
2. Start NPI Application Online Help is available from each page of the application by clicking "Help" at the top right of each of the pages.	1. Click on " <i>NEW NPI Application</i> " 2. Read Terms 3. Click on " <i>Submit New NPI Application</i> " 4. Select appropriate Entity Type: ▪ Type 1 - Individual (this also includes sole proprietorships) or ▪ Type 2 - Organizations Note: if your organization already has an NPI, you do not need to submit a new application, though please confirm the organization's information, including taxonomy (step 8) remain accurate.
3. Complete Provider Profile (Identifying Information)	1. Complete all applicable fields in the Provider Profile section <i>Note: An asterisk (*) indicates a required field</i>
4. Insert Business Mailing Address	1. Enter your business address* It is recommended that personal addresses are not used, unless it is also the primary place of business
5. Insert Business Practice Location	1. Click on " <i>Same As Business Mailing Address</i> ", if applicable 2. Enter your business phone number It is recommended that personal phone numbers are not used, unless it is also the primary business phone number

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Steps and Item	Action / Additional Guidance
6. Confirm Business Mailing Address Standardization	1. Click on " <i>Accept Standardized Address</i> "
7. Insert Other Identification Numbers	1. If your organization has obtained a Medicaid or other non-Medicare Provider Number, enter the information on this page 2. If your organization does not have those numbers, click "<i>Next</i>" to go on to the next page

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Steps and Item	Action / Additional Guidance
8. Complete Taxonomy/License Information Many ECM and Community Supports Providers may find taxonomy selection confusing. DHCS has developed this guidance to help inform provider decision-making, though it remains the responsibility of every provider to select the Taxonomy code(s) most accurate and reflective of the services it will be providing as part of the ECM or Community Supports programs. • There are over 800 Taxonomy codes organizations may choose from; the guidance in the next column was developed to help inform the selection process based on the types of ECM or Community Supports services that organizations may provide. • If there is any doubt in selecting the appropriate code, select the most general.	If your organization is applying for an NPI for the first time, please ensure that the most appropriate Taxonomy code(s) for the ECM or Community Supports services that it will be providing is entered. ▪ Multiple taxonomy codes may be entered; however, one code must be selected as an organization's "primary" Taxonomy code. ▪ Below is a general guide for selecting a taxonomy code or codes associated with the ECM and Community Supports program. If your organization already has an NPI, please ensure the Taxonomy codes in the organization's NPI profile are current and reflect the licenses and services that it will provide as part of its participation in the ECM or Community Supports programs. <u>For ECM Services, including:</u> Comprehensive Assessment and Care Management Plan, Enhanced Coordination of Care, Health Promotion, Comprehensive Transitional Care, Member and Family Supports, Coordination of and Referral to Community and Social Support Services Consider Taxonomy Code: 171M00000X-Case Manager/Care Coordinator <u>For Community Supports services, including:</u> ▪ Housing Transition Navigation Services, Housing Deposits, Housing Tenancy and Sustaining Services – Consider Taxonomy code: 251X00000X - Supports Brokerage

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For more information about Taxonomy Codes and to access the full list, please visit the CMS Find Your Taxonomy Code page.	- Short-Term Post-Hospitalization Housing, Recuperative Care (Medical Respite), Respite Services – Consider Taxonomy code: 385H00000X Respite Care - Day Habilitation Programs – Consider Taxonomy code: 251C00000X – Day Training, Developmentally Disabled Services - Nursing Facility Transition/ Diversion to ALF, Community Transition Services/Nursing Facility Transition to a Home – Consider Taxonomy code: 71M00000X-Case Manager/Care Coordinator - Medically-Supportive Food/Meals/Medically Tailored Meals – Consider Taxonomy code: 332U00000X – Home Delivered Meals - Sobering Centers: Consider Taxonomy code: 261QR0405X - Rehabilitation, Substance Use Disorder - Personal Care and Homemaker Services – Consider taxonomy codes: 376J00000X –Homemaker 3747A0650X –Attendant Care Provider 3747P1801X – Personal Care Attendant 3747P1801X –Technician/Personal Care Attendant - Environmental Accessibility Adaptations, Asthma Remediation (Home Modifications) – Consider Taxonomy code: 171W00000X – Contractor

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9. Contact Person Information	The individual completing the NPI application will likely be in the best position to answer questions that may come up in reference to your organization's application and serve as the Contact Person. Action: 1. Click on <i>Same as Provider</i> 2. Under <i>Additional Information for the Contact Person</i>, use your phone number and email address
10. Certification Statement	Read the Statement, check the box and click <i>Submit</i>. The organization's application will be processed, and the submitter will receive email notification when an NPI is issued. Print a copy of this email and retain for the organization's files as it will likely be regularly needed through the organization's billing and care coordination interactions with other ECM and Community Supports program stakeholders (e.g., managed care plans).