Housing Stabilization Services Provider FAQ: Provider Identification Numbers (UMPI/NPI)

What is the difference between an NPI and an UMPI?

<u>National Provider Identifiers (NPIs)</u> are the standard unique identifiers to use in submitting and processing health care claims and other transactions. To obtain an NPI, use the <u>NPPES Portal</u>. When signing up for an NPI, use the following taxonomy code: 251B00000X - Case Management. <u>This NPI Application guide</u> from the California Department of Health Care Services goes through the step-by-step process of applying for an NPI in the <u>NPPES Portal</u>. There is no cost to apply for an NPI.

<u>Unique Minnesota Provider Identifiers (UMPI)</u> are 10-digit identifiers that are an option for providers who do not meet the federal definition of a health care provider under <u>HIPAA</u>. DHS assigns UMPIs during the provider enrollment process. If the NPI/UMPI field(s) on your provider enrollment application are left blank, your agency will be assigned a new UMPI for Housing Stabilization Services. Even if your agency already has an UMPI for other services, you will need to have a new, unique UMPI assigned specifically for Housing Stabilization Services.

More information about NPIs and UMPIs can be found in the Minnesota Health Care Programs Manual.

Are Housing Stabilization Services providers required to use an NPI?

As a Home and Community Based Service (HCBS) provider, Housing Stabilization Services providers are *not* required to obtain an NPI but may have the option of using an NPI registered to the provider.

All MCOs covering Housing Stabilization Services have agreed to accept an UMPI with Housing Stabilization Services claims and do not require an NPI.

Note: If your agency plans to use an electronic health record (EHR), we recommend reaching out to your EHR provider and asking whether they have a preference/requirement for using a NPI or UMPI. *Some EHRs may be unable to use UMPIs.*

The HSS-TA Team recommends using an NPI as opposed to an UMPI as some providers have run into issues with billing using an UMPI.

How will our agency's decision to use an NPI v. an UMPI impact us?

Some providers have experienced issues billing managed care plans when using an UMPI. This typically occurs when the UMPI is entered in the wrong field in the claim. It can get complicated because errors can occur at multiple levels:

- Entering data into billing software, electronic health records systems (EHRs) or clearinghouses,
- Data transfers from billing software/EHRs to a clearinghouse, or
- When claims are submitted from the clearinghouse to the MCO's system.

Because of this complexity and room for error, for new providers, the Housing Stabilization Services TA team recommends getting an NPI. Although it is an extra step at provider enrollment, it is free, not too difficult and does not impact your services either way. Existing Housing Stabilization Services providers may also want to switch to an NPI if having difficulty with billing using an UMPI.

How do I change my provider enrollment record with DHS from an UMPI to an NPI?

To switch your UMPI to an NPI, fax a letter to DHS provider enrollment at 651-431-7493 with your request, including the NPI and an effective date.

Providers should also contact the Housing Stabilization Services liaison at each MCO that you bill to inquire about the process for updating their NPI/UMPI.

Do I need to get a different NPI for each site enrolled to provide Housing Stabilization Services?

No. Info from DHS about using the same NPI number across multiple enrollment records is on <u>this page</u> under the "Consolidated Providers" section.

Our agency already bills Medical Assistance for other services under an NPI. Will we need a new, additional NPI for Housing Stabilization Services?

No. If your agency has multiple Medicaid services set up under the same NPI, claims information for multiple Medicaid services, including Housing Stabilization Services, can all be under the same NPI. Your agency could elect to set up a separate NPI for each Medicaid service if this would simplify recordkeeping.

How will using an NPI impact Housing Support billing?

Using an NPI to bill Housing Stabilization Services will not impact Housing Support billing. Providers can bill Housing Stabilization Services under the NPI and continue to bill Housing Support with their assigned UMPI(s). You do not need to make changes to Housing Support agreements.

Are their any resources to assist with UMPI billing issues?

General guidance is available in Appendix A (attached).

Agencies billing Blue Plus through Availity can access Housing Stabilization Services technical support materials on their <u>website</u>. This includes information regarding submission by atypical agencies using their UMPI number to bill. Providers that are struggling to bill for their services can also submit questions through their mailbox: <u>MHCPPROVIDERS@BLUECROSSMN.COM</u>. Additional instructions for using Availity for Blue Plus with an UMPI are included below in Appendix B (attached).

Instructions for using an UMPI to bill Medica are available in their HSS provider FAQ on p. 4.

Appendix A

Select "G2" in Box 24I ("ID QUAL"). Enter your assigned UMPI into Box 24J.

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Leave Box 33a ("Billing/Group NPI") blank. Select "G2" in Box 33b ("ID QUAL"). Enter your assigned UMPI into Box 33b.

Errors can occur if at some point during the process the UMPI is pulled into Box 32a ("NPI").

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Appendix B

1. Navigate to "Manage my organization" under the "Account" dropdown tab.

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2. Click on the three lines under the "Providers" section to see more options.

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3. Select "View/Edit provider."

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4. Clink on the "Edit" button in the "Identifiers" section.

View/Edit provider

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5. Clink on "Add identifier."

View/Edit provider

Fields marked with an asterisk * are required.

Identifiers

Add or edit this provider's identifiers (Tax ID, Medicaid ID, payer assigned IDs).

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6. Add a new "Payer Assigned Provider ID (PAPI)."

View/Edit provid	er
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Fields marked with an asterisk * are required.

Identifiers

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Local Provider Identifier (LPI)		

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7. Select "BCBSMN BLUE PLUS MEDICAID" as payer.

Fields marked with an asterisk * are required.

Identifiers

Add or edit this provider's identifiers (Tax ID, Medicaid ID, payer assigned IDs).

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8. Enter your assigned UMPI into the ID Number box.

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Appendix C

Switching from Using a UMPI to NPI for HSS Enrollment

STEP 1 - Obtain an NPI for your agency via the <u>NPPES</u> <u>Portal</u>

Please ensure that the address you register for your NPI number matches with the address on your HSS provider enrollment.

STEP 2 - Fax a letter to DHS stating that you would like to switch from using a UMPI to an NPI

A letter template that you can use is included on the next page of this document. Be sure to include an effective date and mention that this is for your agency's HSS provider enrollment.

DHS fax number: 651-431-7493

STEP 3 - Check with each MCO regarding the process for switching from a UMPI to NPI

Contact the HSS liaison at each MCO (click on the "+" next to MCO information and contacts on the <u>DHS</u> <u>HSS webpage</u> for MCO contact information).

Ei-Consultants



Prepared by: MN Housing Stabilization Services Technical Assistance Team

FAX TO: 651-431-7493

Dear DHS Housing Stabilization Services staff:

[Agency name] would like to switch from using a UMPI to an NPI for our Housing Stabilization Services program, effective [date you'd like the NPI to be effective for billing–must be on or after your NPI effective date]. Our NPI number is [NPI number], effective [NPI effective date]. All other elements of our HSS provider enrollment will remain the same.

Thank you,

[Your contact information]