



Vermont Health Access

# Advisory

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## NPI: The Home Stretch!

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### Deadline

May 23, 2007 is the deadline for providers to begin billing using their new NPI number.

Providers need to submit to EDS: 1 NPI and 1 taxonomy code that will be linked to your VTMedicaid ID#.

Providers who have not reported their NPI/taxonomy code combination to EDS by 5/23/07 can expect delayed processing and a disrupted cash flow.

### Updated Billing Forms

All billing forms used by the VTMedicaid program have been updated to accommodate NPI. The updated billing instructions are available online at: [www.vtmedicaid.com](http://www.vtmedicaid.com)

### Old Forms?

Please be aware that as of 5/23/07, when you submit paper claims it is mandatory that you use the new claim forms updated to accommodate NPI. Claims submitted on old forms after 5/23/07 will be returned. Billing instructions for completing the updated forms can be found at: [www.vtmedicaid.com](http://www.vtmedicaid.com)

### I Need an NPI!

If you still need to get your NPI number please read the NPI FAQ file posted at: [www.vtmedicaid.com](http://www.vtmedicaid.com) or visit the CMS NPI web-site at:

[www.cms.hhs.gov/NationalProvIdent-Stand](http://www.cms.hhs.gov/NationalProvIdent-Stand)

### How Long will it Take?

Many factors determine the speed in which you can receive your NPI from the enumerator. CMS expects that a health care provider who submits a properly completed electronic application could have its NPI in 10 days.

### PES & NPI

Providers who submit claims electronically using EDS PES software will be required to use PES 2.19 when using your NPI number.

PES 2.18 is currently available on the VT Medicaid web site under Downloads, Software. Please watch banner pages and on-line updates for the announced release of 2.19.

### Webpage Updates

- Fee Schedules
- Prior Authorization List
- Active Provider List
- Interpreter Services FAQ
- Manuals and forms updated for NPI

## NPI Questions Answered by CMS

### NPI/Taxonomy Use to allow for Medicare Crossover Claims

Vermont Medicaid claims processing will require the use of a Taxonomy code when the provider is required to bill using an NPI. We are aware that Medicare does not have this same requirement but will include the Taxonomy code, as submitted on the claim, on the cross over file. In order to assure proper automatic crossover and subsequent VT Medicaid processing of your claims you must also include your Taxonomy code on any claims sent to Medicare.

Please be aware that as of 5/23/07, when you submit paper claims it is mandatory that you use the new claim forms updated to accommodate NPI. Claims submitted on old forms after 5/23/07 will be returned.

**Q. I have been told to protect my NPI and I have been told to share my NPI. How am I to protect my NPI if I must share it with others?**

A. Health care providers must protect their NPI because providers are eligible for only one NPI. The goal is to enable providers to retain one NPI for life to simplify many administrative functions and data exchanges with other organizations. It is also true that covered health care providers must share their NPIs and those of their subparts with entities that need those identifiers to identify them in standard transactions (as adopted under HIPAA of 1996). Through careful planning and coordination with trading partners and business associates, providers should be able to both protect their NPI and share it appropriately to conduct standard transactions.

**Q. With whom should I share my NPI?**

A. Health care providers should share their NPIs with other providers with whom they do business, and health plans that request their NPIs. All health care providers who conduct standard transactions as adopted under the HIPAA of 1996 are covered health care providers. These providers must share their NPI with other providers, health plans, clearinghouses, and any entity that may need those NPIs for use in standard transactions. Providers should also consider letting health plans or institutions for whom they work, share their NPIs for them. CMS strongly encourages providers to share their NPI with other health care providers to whom they refer patients; pharmacies that fill their prescriptions; health plans in which they are enrolled and to whom they submit claims; and organiza-

tions where they have staff privileges.

**Q. Will a health care provider's NPI ever change?**

A. The NPI is meant to be a lasting identifier, and would not change based on changes in a health care provider's name, address, ownership, membership in health plans, or Healthcare Provider Taxonomy classification. There may be situations where use of an NPI for fraudulent purposes results in a health care provider requesting a different NPI; such situations will be investigated and a different NPI may be assigned to the requesting health care provider.

# Communications

## Email

VTMedicaid prefers email communication with the provider community as the fastest way to disseminate program and policy updates. If you have not heard from us lately you may want to contact EDS to verify that your email address and/or mailing address on file is current. We have found many non-working email addresses in our files.

You can submit your email address or check your email address on file by emailing:

[vtmedicaidbanners.com](mailto:vtmedicaidbanners.com)

## EDS Help Desk

To expedite resolution of basic questions or concerns contact the Help Desk by calling:

(800) 925-1706 or  
(802) 878-7871

When you call, please have the following information in hand:

- Recipient ID #

- Date(s) of Service
- Billing Provider # or NPI # & Taxonomy

## EDS Provider Representatives

The following provider representatives are assigned to various counties or providers for assistance with billing questions or concerns and should be contacted if there is a persistent concern:

- Danielle Dragon: Lamoille, Washington and Orange (802) 857-2956
- Carrie Germaine: FAHC and DHMC (802) 857-2964
- Wendy Haskell: Franklin, Orleans, Caledonia and Essex (802) 857-2963
- Betty Parent: Rutland, Windsor, Bennington and Windham (802) 857-2959
- Deb Safford: Chittenden, Addison and Grand Isle (802) 857-2957

## Appeals

When appealing a timely filing denial, providers must fully re-search and document in the request the extenuating circumstances surrounding the claim (e.g. submission dates, adjusted dates, and denial dates.)

If there is no documentation or the documentation is insufficient to validate extenuating circumstances for the late submission, your appeal will be denied.

Please send your appeal request to:

EDS, PO Box 888, Williston, VT 05495 .

Attn: OVHA Appeals

## Contact Us

To request notifications via email:

[Vtmedicaidbanners@eds.com](mailto:Vtmedicaidbanners@eds.com)

For EDI assistance:

[vtedicoordinator@eds.com](mailto:vtedicoordinator@eds.com)  
or 802-879-4450, #3

For EDS Provider Services:

802-879-4450 or  
[vtprovserv@eds.com](mailto:vtprovserv@eds.com)

For claims assistance:

In State: 800-925-1706  
or: 802-878-7871  
or Fax: 802-878-3440

## OVHA

312 Hurricane Lane,  
Ste. 201  
Williston, VT 05495

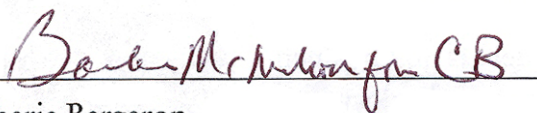
Phone: 802-879-5900

Fax: 802-879-5919

Hours of operation:  
Monday through Friday,  
7:45 — 4:30, excluding  
holidays.

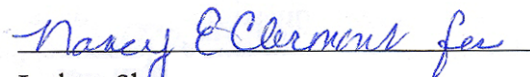
## Oximeter Purchase

HCPCS code E0445 (with no modifiers) represents the purchase of a spot check oximeter. When medically justified per the OVHA Coverage Guidelines (found at: [www.ovha.state.vt.us](http://www.ovha.state.vt.us)) follow the links to: Provider Services > Provider Services > Coverage Guidelines > DME), payment can be made for the purchase of a spot check oximeter. Oximeter purchase is limited to one oximeter in 3 years per beneficiary. Prior authorization is required if a second oximeter is needed prior to the 3 year limit. Providers are reminded to review the OVHA website for coverage guidelines. Documentation that the beneficiary's need meets coverage guidelines is required to be maintained in the patient's medical records.



Cherie Bergeron

Account Manager-EDS



Joshua Slen

Director-Office of Vermont Health Access

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