

Payer Survey Response Educators Mutual Insurance Association (EMIA)

Q Can electronic claims currently be accepted with both the Legacy and the NPI numbers?

A Yes.

- The EMIA number and the NPI number must match:
 - For example, some providers are sending the individual doctor's EMIA number and the group's NPI number. Do not use the group's number unless you want the claim paid to the group; in which case send the group's EMIA number and the group's NPI number.
- EMIA currently accepts NPI numbers on electronic **and** paper claims.
- Register your NPI number With EMIA:
 - Online at www.educatorsmutual.com
 - PROVIDERS (drop down box on the menu)
 - Provider NPI# Update (drop down box)
 - Enter your EMIA provider number to gain access.
 - Via FAX at (801) 270-3076.
 - Call Provider Assistance at (801) 262-7975 or (800) 644-5411
 - EMIA will reject any CMS claim submitted after May 23 that does not have an NPI number.

Q Can the electronic claim be accepted with just the NPI?

A Yes, if and only if, the provider has already registered the NPI number with EMIA.

- This is EMIA's matching order:
 - NPI + Taxonomy
 - NPI Number Only (if the provider has only one location)
 - NPI + Address
 - Combo:
 - NPI + Tax ID Number + Zip
 - NPI + Tax ID Number + Zip + Street
- Register your NPI number with EMIA!
 - See above for instructions.
- CMS claims submitted after May 23 that do not have NPI numbers will be rejected.

Q If a provider sends in a claim with the Legacy and NPI numbers, will the Electronic Remittance Advice be returned with the Legacy or the NPI?

A That depends on whether the NPI has been registered with EMIA:

- If the claim is submitted with the Legacy and NPI numbers, and the NPI is on file, the remittance will be returned with the NPI.
- If the claim is submitted with the Legacy and NPI numbers, and the NPI is not on file, the remittance will be returned with the Legacy number.

Q If I have an NPI and there is no corresponding Legacy number, what process do I need to follow to help the payer understand that this is a new number?

A Call EMIA's provider relations department as soon as possible at (801) 262-7476.

Q Do I need to send a referring provider number NPI number?

A Yes.

Q Do I need to send the Facility NPI?

A There's a distinction between "group" and "facility:"

- Group:
 - If the claim payments are to be made to the group, submit the group's NPI.
 - If the payments are to be made to the individual doctors within a group, send the doctor's NPI number (**not** the group's).
- Facility:
 - For a claim to be paid to a facility, send the facility NPI.
 - For a doctor who works at multiple facilities
 - EMIA assigns separate numbers for each facility
 - Register a separate Taxonomy code for each (if applicable)
 - Submit either the EMIA number **or** NPI + Taxonomy
 - Taxonomy is always helpful.

Q What do payers want to receive in the facility address fields of the x12 claim?

A If the question refers to the NM1 Service Location, keep sending the service location:

- EMIA receives EMIA number in REF G2 & NPI in NM1.

Q What if I would like to receive payment differently than the contract currently states, can the payer understand my intent if I just send an NPI number in the Billing Loop/ Box 33 of the claim without sending a Legacy number?

A No.

Q Where in the electronic claim will the payer interrogate to determine the correct provider number to cross walk or process the claim?

A Providers must register their NPI numbers with EMIA. After that, a provider can submit using his or her EMIA number, NPI only (if they have only one location), or NPI + Taxonomy.

- This is covered above.

Q If a test is allowed/required, will the test be done in production or on a test system?

A Testing is done on a test system.

Q Is there a specific test trading partner number?

A No.

Q Do PA's need an NPI number?

A PA's need an NPI number is they will be billing. However, just because they have an NPI doesn't mean that we will pay them instead of the Physician. We still get to make the rules about payment.

Additional Information

- We strongly recommend that you register your NPI numbers with EMIA right away.
- **NPI is good for providers.** Right now, a provider has too many numbers: License Number, Tax ID Numbers, separate numbers for each carrier, golf handicap, et.al. But, eventually, the provider will have only the single NPI number to submit to all carriers!
- We recommend you visit some of these web sites for more information about NPI:
 - Educators Mutual:
 - www.educatorsmutual.com
 - CMS FAQ Site:
 - <http://questions.cms.hhs.gov/>
 - National Uniform Claim Committee for Care Provider Taxonomy:
 - www.nucc.org/
 - Under 'Code Sets' is a link to Taxonomy information.