



National Provider Identifier (NPI) Provider Frequently Asked Questions

This FAQ document will continue to be reviewed and updated regularly in order to provide the most current and pertinent information.

Q. What is an NPI?

A. The National Provider Identifier (NPI) is a step to promote, improve, and simplify all electronic transactions. Presently, health plans assign an identifying number to each provider with whom they conduct electronic business. Since providers typically work with several health plans, they are likely to have a different identifier number for each plan. The NPI will ensure that each provider has one unique identifier to be used in transactions across all health plans.

Q. How does an NPI work?

A. The NPI is expected to carry no intelligence; in other words, its characters will not themselves provide information about the provider. Each health care provider will receive just one unique identifier, which will remain with the provider throughout his/her life as a provider. This unique identifier will be used throughout the health care industry to identify the provider in all HIPAA-related transactions.

Q. Is it applicable to all health care providers?

A. It is applicable to all health care providers including but not limited to individual practitioners, dentists, pharmacists and pharmacies, hospitals, nursing homes, and group practices.

Q. Am I required to use a NPI?

A. Yes. The NPI must be used by all qualified licensed providers. A requirement of HIPAA, this identifier is unique to each provider and will be the standard provider number that each provider will be required to use in all health care transactions.

Q. Is the NPI only required for electronic claims submissions?

A. Carelon Behavioral Health (Carelon) requires providers to provide their NPI on all claims transactions. We also recommend that you include your NPI on all submitted correspondence (e.g. emails, faxes, letters, etc.).



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Q. What is a Taxonomy Code?

A. The Health Care Provider Taxonomy code set is a collection of unique alphanumeric codes, ten characters in length. The code set is structured into three distinct “levels” including Provider Type, Classification, and Area of Specialization. The Health Care Provider Taxonomy code set allows a single provider (individual, group, or institution) to identify their specialty category. Providers may have one or more than one value associated to them.

Q. What will happen if I do not include a NPI and/or Taxonomy code?

A. Files received without this information will be **rejected** and will not be allowed to upload to the claim payment system; the files will need to be resubmitted with this required information.

Q. What happens if I fail to submit my NPI or accidentally enter the wrong NPI?

A. If you do not submit an NPI or if you submit information without a valid NPI number, claims may be denied and returned or paid to the incorrect entity.

Q. How do I apply for an NPI or troubleshoot my existing NPI?

A. Visit <https://nppes.cms.hhs.gov>. If you have any questions, the NPI Enumerator Customer Service team can be reached by phone at 800-465-3203 or email to customerservice@npienumerator.com.

Q. How do I find out more about the NPI?

A. You can find out more about the NPI by:

- Reviewing the NPI page: <https://nppes.cms.hhs.gov/NPPES/Welcome.do>
- Visiting the CMS website at <https://www.cms.gov/> for general information