

## **IMPORTANT INFORMATION REGARDING THE NATIONAL PROVIDER IDENTIFIER (NPI)**

Please read this important information regarding the upcoming implementation of the National Provider Identifier (NPI). Should you have any questions after reading this information, please feel free to call our Customer Service Department at (205) 558-7474 or 1-800-294-7780.

### **Communicating Your National Provider Identifier (NPI) to VIVA Health**

Have you obtained your National Provider Identifier (NPI)? The NPI implementation date is just around the corner (5/23/07)! The Centers for Medicare & Medicaid Services (CMS) has contracted with Fox Systems, Inc. (referred to as the “Enumerator”) to process NPI applications. You can apply for your NPI using the National Plan and Provider Enumerator System (NPPES) found at <https://NPPES.cms.hhs.gov/NPPES/Welcome.do>. Your application can be completed on-line or you can fill out a paper application (also found on the NPPES website).

As soon as you obtain your NPI, you should notify VIVA Health of your NPI by completing the on-line form found on this website at <http://www.vivahealth.com/VIVAProvider.html>. It is very important that VIVA Health obtain your NPI to avoid any future claim processing delays. If you are a large healthcare organization and need to submit multiple NPIs to VIVA Health, please contact our Customer Service Department for information on how to submit the NPIs in bulk.

For more information on the NPI, please visit CMS’ website at:  
[http://www.cms.hhs.gov/apps/npi/01\\_overview.asp](http://www.cms.hhs.gov/apps/npi/01_overview.asp).

### **Submitting Your National Provider Identifier (NPI) on Paper and Electronic Claims to VIVA Health**

Beginning in early 2007, VIVA Health will begin accepting a provider’s National Provider Identifier (NPI) on *electronic* claims. However, providers should continue to submit their Unique Provider Identifier Number (UPIN) on *electronic* claim files to avoid any claim processing delays until the NPI implementation date of 5/23/07. On or after 5/23/07, all *electronic* claims submitted to VIVA Health must contain a provider’s NPI.

VIVA Health will post additional information (early in 2007) on this website regarding *electronic* claim submissions containing NPIs. Please be looking for updates under the link “I am a Provider” for additional information. If you submit electronic claims to VIVA Health, you may be required to submit test files to the plan containing an NPI before the 5/23/07 NPI implementation date.

In addition, the Centers for Medicare and Medicaid Services (CMS) recently announced upcoming changes to the CMS-1500 (12/90) and the UB-92 *paper* claim forms to accommodate the reporting of the NPI. This means that some payors will require

providers to submit their NPI on *paper* claims also. Although VIVA Health is not currently requiring NPIs on *paper* claims, if a provider submits an NPI on a *paper* claim, the provider's Unique Provider Identification Number (UPIN) should also be included on the *paper* claim to avoid any claim processing delays (if applicable).

### **Questions & Answers**

VIVA Health has developed the following "Questions and Answers" regarding the NPI:

**Question:** When should a provider begin submitting an NPI on *electronic* claims?

**Answer:** VIVA Health's systems will be ready to begin accepting NPIs on *electronic* claims early in 2007. Information regarding NPI testing will be communicated to VIVA Health's Trading Partners (i.e., providers who have a Trading Partner/Electronic Data Interchange Agreement with VIVA Health) early in 2007 via our website.

**Question:** Will VIVA Health accept the new CMS-1500 (8/05) and UB-04 claim versions?

**Answer:** Yes. VIVA Health will begin accepting the new CMS-1500 (8/05) and UB-04 claim forms in conjunction with Medicare's implementation of such forms. Currently, Medicare is anticipating implementation of the new CMS-1500 (8/05) claim form on 1/1/07, and implementation of the new UB-04 claim form on 3/1/07.

**Question:** Will VIVA Health continue to accept the old CMS-1500 and UB-92 claim forms after the new claim forms have been implemented?

**Answer:** Medicare has mandated the use of the new claim forms by specified dates (and elimination of the old claim forms). VIVA Health will follow Medicare guidelines regarding the use of the new and old claim forms.