

Medicaid in Education Alert

New York State Department of Health (DOH), Office of Health Insurance Programs (OHIP)
New York State Education Department (NYSED)
Preschool/School Supportive Health Services Program (SSHSP)
Medicaid in Education

Issue #14-01

TO: All SSHSP Medicaid Providers

FROM: NYS DOH OHIP SSHSP &
NYSED Medicaid in Education Unit

DATE: March 21, 2014

SUBJECT: Resolving eMedNY Attending Provider National Provider Identifier (NPI) Affiliation Errors

SSHSP Medicaid billing providers (school districts and counties) were instructed to affiliate each attending provider's NPI in eMedNY in [Medicaid Alert# 11-03](#), dated September 12, 2011 and [Medicaid Alert #12-02](#), dated March 1, 2012. Medicaid claims for dates of service on and after January 1, 2012 submitted with unaffiliated attending provider NPIs are being denied. These denials are identified on billing provider's Web Reports with claim adjustment reason code (CARC) 96 (A1) (eMedNY edit # 02067 – attending NPI not linked to billing provider).

While most provider NPI affiliation transactions on eMedNY are successful, occasionally the transactions are rejected by the system. Some NPI affiliation problems can be addressed by the billing provider; others require the assistance of the Office of Health Insurance Programs (OHIP) Division of OHIP Operations (DOO).

When billing providers encounter errors during the attending provider NPI affiliation, the first steps to resolve the errors are:

- Verify the practitioner's license number, and
- Verify the practitioner's license is valid (active), and
- Verify that the NPI is an individual NPI (not an organization NPI).

If the attending provider NPI affiliation is still not successful, the billing provider should contact Computer Sciences Corporation (CSC) for assistance (1-800-343-9000, select option #3 and then select option #4). Ask CSC to:

- Confirm that the attending provider's license and/or NPI are recognized by eMedNY and are associated with each other.
- Verify that the NPI is not associated with more than one licensed practitioner (attending provider) in eMedNY.
- Verify that the billing provider's access and permissions in the eMedNY system, including the Facility NPI affiliation application, are functioning properly.

If the attending provider NPI affiliation transaction is still not successful after the above steps have been taken, billing providers must:

- Send an email to DOO at ProviderEnrollment@health.state.ny.us, that includes the following information:
 - Billing provider name,
 - Billing provider Medicaid ID number or NPI,
 - Attending provider's name, license number and NPI, and
 - Any other details about the problem.

To expedite your request for assistance you must include “**Attending provider NPI affiliation - SSHSP**” as the subject line of the email. DOO will respond to the email when the billing provider can return to eMedNY.org and complete the affiliation transaction.

If you have any questions or comments regarding this alert, please contact the Office of Health Insurance Programs at 518-473-2160.