



Pharmacy Alert

Prescriber NPIs required on all paper and electronic pharmacy claims beginning 4/28/09

Effective Tuesday, April 28, 2009, the Prescriber ID field of all pharmacy claims must contain a valid National Provider Identifier (NPI), except when dispensing vaccinations or in other instances specified by DMAP.

DMAP will deny paper and electronic claims that contain any other provider numbers in this field, including but not limited to dummy numbers (*e.g.*, 999999) and DHS provider numbers.

- Claims will deny with NCPDP Response 25, “Missing or Invalid Prescriber ID,” and/or Explanation of Benefit (EOB) message 1048, “Prescribing provider not on file.”
- DMAP will not allow overrides for claims that reject due to non-use of NPI in this field.

Starting April 28, make sure to do the following to ensure uninterrupted claims processing:

Obtain the prescriber NPI from the prescription, NPI Registry, or prescriber

Check the prescription; many prescribers now list their NPI on the prescription. If the NPI is not included, you can search for NPIs by name, city, and ZIP code at <https://nppes.cms.hhs.gov/> (click on “NPI Registry”).

You can also contact the prescriber’s office for assistance. The Centers for Medicare and Medicaid Services (CMS) Final Rule for NPI requires providers to disclose their NPIs to anyone who needs those identifiers for HIPAA transactions.

If you are still unable to obtain the prescriber’s NPI after these attempts, contact the Oregon Pharmacy Call Center at 888-202-2126 for assistance.

Correctly enter NPIs on all claims

If your software accommodates NPI, use it! Make sure to apply all necessary software updates to your Point of Sale (POS) system before April 28. Contact your software vendor immediately to make sure that you will be able to submit your claims with the prescriber’s NPI.

Submit NPI information as indicated below. POS claims, paper claims and Provider Web Portal claims have the same NPI requirements. If you do not have the prescriber’s NPI, contact the Oregon Pharmacy Call Center at 888-202-2126.

NCPDP Field Description		Required values
POS	Paper or Web	
201-B1	Service Provider ID	Pharmacy NPI
202-B2	Service Provider ID Qualifier	01 for NPI
411-DB	Prescriber ID	Prescriber NPI
466-EZ	Prescriber ID Qualifier	01 for NPI

Reminders about timely filing

The time limit for reversing POS claims is the days supply plus 30 days. For example, prescriptions for 30 days supply can be reversed up to 60 days from the date of service (DOS).

Format	Adjustments (paid claims)	Rebilling (denied claims)
POS	Days supply plus 30 days	Days supply plus 30 days
Web portal	60-365 days past DOS • Go to Claims-->Search	60-365 days past DOS • Go to Claims-->Pharmacy
UCF 5.1	N/A	60-365 days past DOS
DMAP 1036	60-365 days past DOS	N/A

If you file a timely claim and it denies for either of the following edits, contact Provider Services for assistance:

- **Edit 270:** NCPDP Response DQ - “Missing or Invalid Usual and Customary Charge” or EOB message 0037 - “Total charge amount equals zero or is invalid. Correct and resubmit.”
- **Edit 545:** NCPDP Response 81 - “Claim Too Old” or EOB message 0076 - “Claim past filing limit. See General Rule 410-120-1300 for instructions.”

For claims more than a year past DOS

Submit on the Universal Claim Form 5.1 (UCF 5.1) to include the following documentation:

- Letter explaining the problem
- Paper Remittance Advice (RA) or other documentation to support the claim

Mail the claim with supporting documentation to:

DMAP Provider Services
500 Summer St NE E44
Salem OR 97301-1079

Questions?

- **For questions about pharmacy claims processing:** Contact the Oregon Pharmacy Call Center at 888-202-2126 (available 24 hours a day, 7 days a week).
- **For questions about timely filing:** Contact DMAP Provider Services at dmap.providerservices@state.or.us or 800-336-6016 (available Monday through Friday, 8 a.m. to 4:45 p.m.).
- **Learn how to submit pharmacy claims and adjustments on the Web:** For more information, go to www.oregon.gov/DHS/healthplan/webportal.shtml.



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