



San Mateo Mental Health Services National Provider Identifier FAQ's

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1. *What is the NPI?*

The National Provider Identifier (NPI) is a system for uniquely identifying all providers (individuals and organizations) of health care services, supplies, and equipment. The system's goal is to simplify administrative transactions including the coordination of benefits.

The NPI is a 10-character numeric ID and is the new national standard identifier for providers. It does NOT contain any coded or embedded intelligence about a provider.

2. *Why do we need another number?*

The NPI was mandated by HIPAA legislation and the goal was to simplify billing by health care providers. The NPI replaces all other provider identifiers used by payers in business transactions (e.g. UPIN, County PIN, Medicaid, etc.)

3. *Do I need one?*

All healthcare providers are eligible to receive NPI's. Covered healthcare entities are mandated to use the NPI as the sole provider identifier on all HIPAA electronic transactions.

All San Mateo County Mental Health staff, employees of Community Based Organizations contracted with San Mateo Mental Health, and members of our Private Provider Network that provide billable services to our clients need an NPI even if they are not licensed. Unlicensed Administrative and Clinical support staff do not need an NPI.

4. *Who assigns NPIs?*



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The Centers for Medicare & Medicaid Services (CMS) contracted with a single organization to assign all NPI's. That organization is the NPPES (National Provider and Plan Enumeration System). Their web site is:

<https://nppes.cms.hhs.gov/NPPES/Welcome.do>.

5. *How do I get an NPI?*

Organizational and Individual Providers have three methods to get an NPI.

1. With provider permission, an organization may submit a request for an NPI on behalf of a provider.
2. An easy web-based application process is available at <https://nppes.cms.hhs.gov>.
3. A paper application may be submitted to the NPI Enumerator (the organization authorized to assign NPI's). A copy of the application, including the Enumerator's mailing address, is available at <https://nppes.cms.hhs.gov>. A copy of the paper application may also be obtained by calling the Enumerator at 1-800-465-3203 or TTY 1-800-692-2326.

6. *What information do I need to submit to get an Individual NPI?*

The NPI application asks for:

Name
Date of Birth
State of birth
Country of birth if other than US
Gender
Social Security Number
Mailing Address
Practice Location
Other Provider IDs
UPIN
Medicare
Medicaid
Specialty and License number

7. *Who needs to know my NPI number?*

You must provide your NPI to any organization to whom you send health care claims or who bills on your behalf.



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Providers must share their NPI with any organization or individual that would need it to identify the provider in a standard transaction. For example, a referring provider must share their NPI with the provider that is billing for the service.

Other entities the provider should consider sharing their NPI with are:

- Any provider with which they do business (e.g., pharmacies);
- Health plans with which they conduct business; and
- Organizations where they have staff privileges.

8. *How do I update my Provider information?*

Whenever any of the information reported on the NPI application changes, you must notify the NPPES within 30 days. You may notify NPPES via their web site (<https://nppes.cms.hhs.gov>). SMMH has a standard paper form "NPI Information Update" you may use as well.

A paper application may be submitted to NPPES. A copy of the application, including the Enumerator's mailing address, is available at <https://nppes.cms.hhs.gov>. A copy of the paper application may also be obtained by calling the Enumerator at 1-800-465-3203 or TTY 1-800-692-2326.

9. *What if I lose the number?*

When you receive your NPI, file the notification letter and/or a printed copy of your email notification. You should also establish a login at the NPPES web site (<https://nppes.cms.hhs.gov>). Your number will be available through that site. You may also request your NPI from MIS.

10. *I work for San Mateo Mental Health and have a Private Practice. Do I need two NPI's – one for each place I work?*

Individual providers have one and only one NPI. You will use the same NPI at San Mateo Mental Health, as you will for your Private Practice.

11. *What happens to my NPI when I leave San Mateo Mental Health?*

Your individual NPI will follow you if/when you leave employment with San Mateo Mental Health.

12. *Does the NPI replace my Social Security Number? DEA number? UPIN?*

Your NPI does not take the place of your Social Security Number, Tax Identification Number or DEA number. Your NPI will however replace any Health Plan specific identifiers you have such as UPIN and Blue Cross numbers.



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13. What is a taxonomy code? Do I need one?

The Provider Taxonomy code is added to providers' NPI registration to identify their specialties. It is a 10 character alphanumeric code selected by Providers from the Healthcare Provider Taxonomy Codes (published by the Centers for Medicare and Medicaid Services) when applying for an NPI. Providers may have one or more Taxonomy Codes. The following examples illustrate the relationship between a Provider's NPI and taxonomy codes:

Patricia Jones, PhD , specializes in working with older adults. When she applied for her NPI, she selected a Taxonomy Code that reflects her specialty. Her NPI is 1234567890 and her Taxonomy Code is 103TA0700X – Psychologist with a specialty in Adult Development and Aging.

When Mike Adams, MFT, applied for his NPI, he selected a Taxonomy Code as well. His NPI is 2345678901 and his Taxonomy Code is 106H00000X - Marriage & Family Therapist

Your NPI notification displays your NPI and all Taxonomy Codes.

Taxonomy codes are divided into three levels.

- *Level 1 – Provider Type.* Examples of Provider type include Behavioral Health and Social Service Providers, Physicians, Dental Providers, Nursing Service Providers.
- *Level 2 - Provider Classification.* Examples of Provider Classification include Psychiatrists, Counselors, Marriage & Family Therapists, Psychologists, Neuropsychologists and Social Workers.
- *Level 3 – Areas of Specialization.* Examples of Areas of Specialization include Mental Health, Substance Abuse, Clinical, Adult Development & Aging, Child Youth & Family, and Rehabilitation.

While all payers (Medicare, Medi-Cal, Private Insurance) require an NPI, not all payers require Taxonomy Codes.

14. How does my NPI relate to the clinic's/program's provider number? My individual provider number?

HIPAA regulations provide for two types of NPI's. Type 1 NPI's are for individual providers. Type 2 NPI's are for organizations. Every individual that provides a billable service to a client needs a Type 1 Individual NPI. In addition, each of our clinic sites will have a Type 2 Organization NPI. Both types of identifiers are required for billing.



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15. *Will we keep our program and individual provider numbers that the county has given us?*

We will continue to use Provider IDs and Therapist IDs and each will have a corresponding NPI. The Provider IDs are assigned by the State to Medi-Cal certified sites and will continue to be used in that manner.

The VAX MIS maintains individual Therapist IDs. These ID's will be linked to each individual's NPI. For OAR entry, both the Therapist ID and Provider ID will still be used.

16. *How do I update my NPI information electronically?*

When you receive your NPI, go to the NPPES (National Provider and Plan Enumeration System) web site <https://nppes.cms.hhs.gov> and create a login for your account. Follow the directions on the web site to update your provider information.

You may also download the Provider Information Update form, print it out, update your information and mail it back to NPPES.

17. *I don't like to use a computer. Can I update my NPI information using paper forms?*

Yes. You may update your NPI information using paper forms. San Mateo Mental Health has a standard form "NPI Information Update". The form includes the mailing address to send your updated information.

A copy of the information update form may also be obtained by calling the Enumerator (NPPES) at 1-800-465-3203 or TTY 1-800-692-2326.

18. *Will my NPI be public information?*

Your NPI is not public information. It will **not** be published anywhere for the general public to view. However, you are obligated to provide your NPI to any organization to whom you send health care claims or who bills on your behalf.

Providers must share their NPI with any organization or individual that would need it to identify the provider in a standard transaction. For example, a referring provider must share their NPI with the provider that is billing for the service.

Other entities the provider should consider sharing their NPI with are:

- Any provider with which they do business (e.g., pharmacies);
- Health plans with which they conduct business; and



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- Organizations where they have staff privileges.

19. Can I get my NPI on my own?

Yes, you can get your NPI on your own. Organizational and Individual Providers have three methods to get an NPI.

1. With provider permission, an organization may submit a request for an NPI on behalf of a provider.
2. An easy web-based application process is available at <https://nppes.cms.hhs.gov>.
3. A paper application may be submitted to the NPI Enumerator (the only organization authorized to assign NPI's). A copy of the application, including the Enumerator's mailing address, is available at <https://nppes.cms.hhs.gov>. A copy of the paper application may also be obtained by calling the Enumerator at 1-800-465-3203 or TTY 1-800-692-2326.

Once you receive your NPI, report it to Mental Health MIS.

20. Where can I order the new HCFA 1500 forms?

The use of NPIs to identify Individual and Organizational Providers affects the forms used for billing by Health Care Providers. The HCFA 1500 forms were modified to accommodate NPIs. **As of February 1, 2007, only the new version of the HCFA 1500, referred to as CMS 1500, will be accepted.** Even if you are billing for services provided prior to February 1, 2007, you are **required** to use the revised CMS 1500 (08/05) from February 1, 2007 forward.

The supplier you currently use for HCFA 1500 forms will most likely have CMS 1500 forms available for sale now. In addition, listed below are websites for online purchase and organizations you can contact to purchase the newest forms. The suppliers listed below are for informational purposes only. We are not recommending or endorsing any business or organization on the list.

Websites:

<http://www.proclaiminc.com/>
<http://www.hcfa1500forms.com/>

Organizations:

Government Printing Office
Superintendent of Documents
Washington, D.C. 20402



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Contact Order Desk for orders and current pricing information (major credit card required to order): (202) 512-1800

AMA Insurance Form
American Medical Association
P.O. Box 10946
Chicago, IL 60610-0946
Contact 1-800-621-8335 for VISA or MasterCard orders and current pricing information

Private printers and other stationery and forms suppliers. Consult professional, trade and industry periodicals for advertisements placed by such firms.

21. Can I get the CMS 1500 forms from you?

San Mateo Mental Health does not supply Providers with CMS 1500 forms. Please see the list provided in FAQ #20 for sources of the forms.

22. Do I have to reorder HCFA 1500 forms or can I use the ones I have and just write the NPI in there some place? If I can still use the old forms, where would you like me to put the number?

No. You will not be able to use old HCFA 1500 forms as of February 1, 2007. As of the deadline date, you are *required* to use the new CMS 1500 forms. Even if the services were performed prior to February 1, 2007, you must still use the new CMS 1500 form to claim them from February 1, 2007 forward.

23. I work for an agency that is a private provider contracted with the county. Will you need my NPI number or the agency's number on the service reporting document?

We will continue to use Provider IDs and Therapist IDs and each will have a corresponding NPI. The Provider IDs are assigned by the State to Medi-Cal certified sites and will continue to be used in that manner. Therapist IDs will be assigned by SMMH and will only be assigned if the providers' NPI is supplied.

If you are reporting services on a HCFA 1500, you must use the organization NPI (if applicable) and the individual provider NPI on the new CMS 1500 as of February 1, 2007.

24. Do we still need to use the therapist ID number that the county gives us? (sometimes called the PIN number) see question # 14



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The VAX MIS maintains individual Therapist IDs. These ID's will be linked to each individual's NPI. For OAR entry, the Therapist ID will be entered.

We will continue to use Provider IDs and Therapist IDs even though each will have a corresponding NPI. The Provider IDs are assigned by the State to Medi-Cal certified sites and will continue to be used in that manner. Therapist IDs will be assigned by SMMH and will only be assigned if the providers' NPI is supplied.

25. Why do Agencies that contract with SMMH have to report the NPIs of their staff members?

SMMH needs the information to report client services to State of California agencies. We report the services using standard HIPAA electronic transmissions that require the use of NPIs to identify Rendering Service Providers.

26. How do Agencies that contract with SMMH report the NPIs and Taxonomy Codes of new staff service providers?

SMMH requires agencies to send the NPI and Taxonomy code for each staff service provider for which they are requesting a County PIN/Therapist ID. Agencies will not receive a County PIN/Therapist ID without the NPI and Taxonomy code. Without a County PIN/Therapist ID, Agencies billable services will not be recorded.

During NPI implementation, Agencies will receive forms to report their Service Site NPIs as well as their Staff NPIs. Following implementation, Agencies will have to report NPIs for new service sites and NPIs for new staff that provide direct services to clients.

27. Do unlicensed staff that provide direct client services at Contracting Agencies have to get an NPI also?

Yes. Any staff person that provides a direct client service needs to have an NPI and Taxonomy Code.

28. Will the NPI be a permanent number, or will we be asked to get a new number each year?

The NPI is a permanent number that stays with you throughout your professional career. Even if you change employers, get a new professional license or move your office, your NPI will stay the same. Whenever any information from your NPI application changes, be sure to update it at NPPES within 30 days of the change.



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29. *Is the NPI number only a unique identifier within the state of California, or is this nationally a unique number?*

The NPI is a unique National number and is recognized in every state.

30. *Do I need to get a new number if I move to a different county or state?*

No. Your NPI will remain the same no matter where you were living when you first received it. Your NPI is recognized by every state.

31. *Do I need an NPI number for each office location?*

You only need one Individual or Type 1 NPI per provider. However, different office locations may have different Organizational or Type 2 NPI's. Each health care organization determines which part of their organization requires a separate Type 2 Organizational NPI based on HIPAA rules and definitions as well as requirements of the payers to whom they submit claims.

32. *I already have an NPI that I got when I was an unlicensed Provider. I just received my MFT/PhD/MD. Do I need to get a new NPI because I have a new license?*

No. Do not apply for a new NPI. Instead, submit an NPI Information Update either on paper (call 1-800-465-3203 or TTY 1-800-692-2326 for the forms) or electronically (<https://nppes.cms.hhs.gov>) to add your license information.

33. *I'm a student receiving training. Do I need a number?*

Any person that provides a direct service to a San Mateo Mental Health client must have an NPI. If you are unsure whether you provide billable services, ask your supervisor or a QI staff member.

34. *I'm a consumer or family member hired by Mental Health but I'm not a MH professional. Do I need a number?*

If you are a consumer or family member that is receiving services, and not providing a direct service to a San Mateo Mental Health client, then you do NOT need an NPI. Only persons that provides a direct service to a San Mateo Mental Health client must have an NPI. If you are unsure whether you provide billable services, ask your supervisor or a QI staff member.



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San Mateo Mental Health Services Division Staff Positions Requiring a National Provider Identifier (NPI)

Class Description

D056 ASSISTANT DIR MENTAL HLTH

D055 CLINICAL SVC MGR II-MH

D054 CLINICAL SVC MGR I-MH

F049 COMM MENTAL HLTH NURS

G226S COMMUNITY PROGRAM SPEC SERIES

G226 COMM PROG SPC I

G227 COMM PROG SPC II

G228 COMM PROG SPC III

G112S COMMUNITY WORKER SERIES

G112 COMM WORKER I

G113 COMM WORKER II

F029 CREATIVE ARTS THERAPIST

D057 DEPUTY DIR OF MENTAL HLTH

D100 DIR MENTAL HEALTH

D155 MEDICAL PROGRAM MANAGER

G040S MENTAL HEALTH CASE WORKER SERIES

G121 MAR AND FAM THERAPIST I

G120 MAR AND FAM THERAPIST II

G119 MENTAL HLTH COUNSLR I

G118 MENTAL HLTH COUNSLR II

G040 PSYCH SOCIAL WORKER I

G035 PSYCH SOCIAL WORKER II

F005S MENTAL HEALTH SUPERVISOR SERIES

F005 SUPERVNG MENTL HLTH CLN-E

F006 SUPERVNG MENTL HLTH PSY-E

F194 SUPERVNG PSYCHOLOGIST-E

B112S MENTAL HLTH CASE WRKR-U SERIES

B109 MAR AND FAM THERAPST II-U

B110 MAR AND FAM THERAPST I-U



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Class Description

B105 MENTAL HLTH COUNSLR II-U

B104 MENTAL HLTH COUNSLR I-U

B111 PSYCH SOCIAL WORKER II-U

B112 PSYCH SOCIAL WORKER I-U

G081 MENTAL HLTH PROG SPEC

B156 MENTAL HLTH PROG SPEC-U

F009S PATIENT CARE SERIES

F011 CLINICAL NURSE

F120 LICENSED PSYCH TECH

B154 LICENSED PSYCH TECH-U

F020 LICENSED VOC NURSE

F077 MEDICAL SERVICES ASST I

F079 MEDICAL SERVICES ASST II

F009 NURSE PRACTITIONER

F021 NURSE PRACTITIONER TRN

B099 NURSE PRACTITIONER-U

F109 PHYSICIANS ASSISTANT

F016 STAFF NURSE

F017 STAFF NURSE TRAINEE

B175 STAFF NURSE-U

D167 PBM PROGRAM MANAGER

F122S PHYSICIAN SERIES

F140 ADULT PSYCHIATRIST

F122 CHILD PSYCHIATRIST

F124 STAFF PHYSICIAN

B130 PSYCH RESIDENT-U

F116S PSYCHOLOGIST SERIES

F116 PSYCHOLOGIST I

F050 PSYCHOLOGIST II

F171S REHABILITATION THERAPIST SERIES

F174 OCC THERAPIST I

F184 OCC THERAPIST I, CCS

F175 OCC THERAPIST II

F185 OCC THERAPIST II, CCS

F171 PHYSICAL THERPST I

F181 PHYSICAL THERPST I, CCS

F172 PHYSICAL THERPST II



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Class Description

F182 PHYSICAL THERPST II, CCS

F003 SPEECH PATHOLOGIST

F044 THERAPY AIDE

G027S RESIDENTIAL COUNSELOR SERIES

G025 RESIDENTIAL COUNSELOR I

G027 RESIDENTIAL COUNSELOR II

G098S SOCIAL WORKER SERIES

G098 SOCIAL WORKER I

G097 SOCIAL WORKER II

G096 SOCIAL WORKER III

F127S SUPERVISING PHYSICIAN SERIES

F142 SUPERVISING ADULT PSYCH

F128 SUPERVISING CHILD PSYCH

F127 SUPERVNG PHYSICIAN