



Policy or Procedure Subject: Client Onboarding: NPI Lookup		LC.PY.005r00
Department or Section: Sales & Marketing, Client Services, Laboratory Operations, Billing RCM, Compliance <i>Wendy Dalton</i>		Issue Date: 5/13/2021
Prepared By: Wendy Dalton, Deputy Compliance Officer	Business Approval: Donald Henderson, VP Operations	Business Approval: Luis Perez, President

Policy:

The Affordable Care Act, Section 6405, “Physicians Who Order Items or Services are required to be Medicare Enrolled Physicians or Eligible Professionals,” requires physicians or other eligible professionals to be enrolled in the Medicare Program to order or refer items or services for Medicare beneficiaries. Some physicians or other eligible professionals do not and will not send claims to a Medicare contractor for the services they furnish and therefore may not be enrolled in the Medicare program. Physicians and others who are eligible to order and refer items or services need to establish their Medicare enrollment record with a valid National Provider Identifier (NPI) and must be of a specialty that is eligible to order and refer, when submitting the CMS-1500 or the CMS-1450. Physicians and other authorized individuals who order or refer items or services for Medicare beneficiaries must submit an enrollment application to Medicare, using the Internet-based Provider Enrollment, Chain, and Ownership System (PECOS) or by completing the paper enrollment application (CMS-855O).

On October 5, 2009 CMS began informational messaging to alert the billing provider that the identification of the ordering/referring provider is missing, incomplete, or invalid, or that the ordering/referring provider is not eligible to order or refer. The informational message on an adjustment claim that did not pass the edits indicated the claim/service lacked information that was needed for adjudication. Effective January 6, 2014, CMS will turn on the edits to deny Part B clinical laboratory and imaging, DME, and Part A HHA claims that fail the ordering/referring provider edits.

Therefore, laboratory service providers should establish a policy and procedure to obtain the NPI numbers for new client physicians or other authorized individuals and validate that they have registered through PECOS, and validate that they are not on the OIG’s excluded provider database (<http://exclusions.oig.hhs.gov/>).

Principle: This policy outlines the use of the NPI Lookup website, provided by HHS and defines when this website lookup function should be used.

Definitions:

- 1) NPI: National Provider Identifier. Every registered provider should register and be issued an NPI number.
- 2) HHS: Health and Human Services department. Governing body for all Medicare Rules and Regulations.

Policy:

- 1) When it becomes known to the Sales Liaison that a new client will be starting with Helix Diagnostics, all providers in the new practice will provide their NPI’s through the new client online form submitted through the Orchard application.

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- 2) The Sales Liaison will access the website [NPPES NPI Registry \(hhs.gov\)](https://www.hhs.gov/nppes) and verify the validity of each NPI provided.
- 3) Any NPI that is not found in the NPI Registry lookup tool must be verified through the Deputy Compliance Officer and all actions related to onboarding that client must be put on hold until the NPI discrepancy can be resolved.
- 4) Failure to follow proper NPI lookup processes puts the laboratory at risk and must not be allowed.
- 5) All failed NPI verifications will be communicated to the Sales Director.

Lab Ops Dir: <u>Amber Macumber</u> Signed: <u>Amber Macumber</u>	6-15-21
VP Lab Ops: <u>Don Henderson</u> Signed: <u>Don Henderson</u>	6/15/21

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