

Your Claims Are Missing Something

Your claims are missing something. *Your NPI!*

We've heard from providers regarding some of their reasons for not using dual identifiers, and here is what they said:

Reason #1:

"I'm not using my NPI on claims because I don't have one."

What to do:

Get your NPI today by applying online at the National Plan and Provider Enumeration System (NPPES) Web site at www.nppes.cms.hhh.gov, or by calling the NPI Enumerator Call Center at 1-800-465-3203 for a paper application. As soon as you receive your NPI confirmation notice (letter or e-mail) from the Enumerator, share it with BCBSIL via fax at (312) 565-2765.

Reason #2:

"My current system only allows me to submit claims with either my BCBSIL provider number or my NPI – I can't submit dual identifiers."

What to do:

Have your electronic trading partner contact our Electronic Commerce Center at 1-800-746-4614 for instructions on how to proceed. We will work with your vendor to expedite transitioning you to NPI-only claim submission status.

Reason #3:

"I have my NPI, but I don't know how to use it on claims."

What to do:

Visit our Provider Web site at www.bcbsil.com and click on the NPI logo for a variety of educational resources, including Frequently Asked Questions, our NPI 201 – Claims Filing Guidelines, which provides detailed information for electronic claim submitters, and our CMS-1500 (08/05) resource guide and online tutorial for paper submitters.

Reason #4:

"I have another reason that is not listed here!"

What to do:

For assistance, call the BCBSIL Provider Telecommunications Center at 1-800-972-8088, or contact your local Provider Network Consultant. You can also e-mail your questions to us at npi@bcbsil.com. We'll do whatever it takes to ensure that all of your questions and concerns are resolved so that you can make the transition to an NPI-only environment.

The bottom line?

Use of dual identifiers or only your NPI* is required on all claims beginning December 1, 2007.

*NPI-only electronic claims should only be submitted after you have received a "Congratulations" postcard from BCBSIL confirming your NPI-only status. NPI-only paper claims may be submitted beginning December 1, 2007, as long as you have already shared your NPI with BCBSIL.

Prevent **rejected claims** and **delayed checks**.

Submit claims to BCBSIL using dual identifiers or only your NPI by*

December 1, 2007.



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Are you ready for **December 1?**

The time is now.