

Tips for Those Who are Experiencing Problems with Electronic Billing/Eligibility Checks and the new NPI

Error Message(s)	Explanation/Fix/Tips
<p>2290 - PROVIDER NUMBER INVALID OR NOT ON FILE</p>	<p>Explanation: Prior to the implementation of NPI, the majority of Arkansas school districts and education cooperatives were enrolled in Medicaid with more than one provider (legacy) number. When you reported your NPI to Arkansas Medicaid using the web-based NPI reporting tool, you were required to report a separate taxonomy code for each of your legacy Medicaid numbers. The billing software has to have the correct taxonomy code in order to match up your NPI to each of your corresponding legacy provider IDs.</p> <p>Fix: Be sure to include both your NPI and the appropriate taxonomy code when billing. You also have to include your taxonomy code when requesting eligibility information.</p> <p>Tip: Can't remember all of the taxonomy codes that you reported? Access the web-based NPI reporting tool and print out a list of your taxonomy codes.</p>
<p>2360 – PERFORMING PROVIDER NOT ASSOCIATED WITH GROUP</p>	<p>Explanation: Some school districts <u>employ</u> therapists while others <u>contract</u> with therapists. Billing is different for each situation.</p> <p>Fix: If the school employs the therapist who performed the services (pay-to provider and the rendering provider are the same), do not complete the rendering provider ID field. If the school contracts with the rendering provider, then list that therapist's NPI in the rendering provider ID field.</p>
<p>1070 - PRIMARY CARE PHYSICIAN REQUIRED</p>	<p>Explanation: Arkansas Medicaid allows both individual physicians and certain types of clinics (Area Health Education Centers, Federally Qualified Health Centers, etc.) to enroll as PCPs.</p> <p>Fix: When the referring PCP is an individual, you should list his/her NPI as the referring provider. When the PCP is an AHEC or FQHC, you should list both the NPI and the taxonomy code.</p> <p>Tip: Are you using the PCP's NPI and still receiving an error message? The PCP may have both a group and an individual NPI. Confirm with the PCP's office that you are using the correct NPI which, in <i>most</i> cases, will be the individual NPI.</p>