# Claims - Prescriber National Provider Identifier (NPI) Required

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**Description:** Information and procedures related to order rejections caused by National Provider Identifier (NPI) numbers not being updated or input incorrectly.

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| Reminders |

The PBM enhanced its adjudication edits to ensure the following for clients:

* The prescriber is valid and active and authorized by state and federal regulatory agencies to prescribe medicine.
* The prescriber has a Type 1 individual national prescriber identifier (NPI) which must be submitted on the prescription claim. No other form of prescriber identification will be accepted. Any claim submitted with an invalid NPI will be rejected.
* For controlled substance prescribing, a prescriber must have an active drug enforcement agency (DEA) identifier in good standing, as well as have the authority to prescribe a controlled substance in a given DEA drug class schedule.
* These Retail and Mail Order Delivery Claim adjudication edits utilize the Prescriber Data Management (PDM) database.
* This is a database of “golden prescriber” records which have been pre-checked for state/federal requirements by our prescriber vendor, Health Market Science (HMS) to ensure compliance.
* This process helps to mitigate our risk and/or clients’ risks with false claim processing when dummy prescriber IDs are submitted on these HIPAA prescription claim transactions.
* An individual National Provider Identifier (NPI) is required to be submitted as the prescriber ID. The NPI is a unique identifying number assigned to health care providers. These prescriber edits are already in place for Medicare-D claims, but this requirement is now being expanded to commercial claims and will impact retail, home delivery, and paper claims.

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| Impact of Requirements |

**NPI Requirements:** Pharmacies should submit the prescriber’s NPI on all prescription claims. This HIPAA requirement for electronic claim transactions to require the NPI number was introduced in 2007.

**DEA Requirements:** Practitioners should be prescribing within their practice and DEA authority (2, 2N, 3, 3N, 4, 5).

**Note:** DEA restrictions editing is an edit for Commercial, MED-D and Medicaid book-of-business.

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| Rejection Causes |

If a claim is submitted without a Prescriber’s Individual NPI, or if the NPI provided is a group number rather than an individual number, then the claim will be rejected. Additional rejections will fall under this requirement as well, if the individual NPI submitted with the claim:

* Is invalid or inactive.
* Has restrictions on prescriber or ID.
* Was not an authorized prescriber for medication in question (such as controlled substances).

This requirement may cause any of the following rejection codes:

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| **Rejection Code** | **Plan's Prescriber data base indicates the…** |
| **A2** | Prescriber ID submitted is associated with a deceased prescriber and the Date of Fill/Service of the claim is:   * One year after the deceased date for a non-controlled substance or 180 days after the deceased date for controlled substance |
| **Reject 42** | Prescriber ID submitted is inactive or is not found |
| **Reject 44** | Associated DEA number to the submitted Prescriber ID is not found |
| **Reject 43** | Associated DEA number to the submitted Prescriber ID is inactive |
| **Reject 46** | Associated DEA number to the submitted Prescriber ID does not allow this drug DEA class |
| **Reject 56** | Prescriber ID does not match |
| **Reject 619** | Prescriber NPI Required |

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| Call Handling |

Perform the step below:

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| **Step** | **Action** | |
| **1** | Educate the member about the requirements for prescriber NPI and determine the claim type: | |
| **If…** | **Then…** |
| Retail | Ask the member to have their pharmacy contact the Pharmacy Help Desk with this issue.  **Note:** The Pharmacy Help Desk will be able to provide detailed instruction advising the pharmacy how to address the rejection. |
| Mail Order | Refer to Clinical. |
| Paper Claim | Educate the member about the requirements for prescriber NPI and advise the member that they can reach out to their pharmacy for a new print out that will indicate what the NPI is for the prescriber.  **Note:** Foreign claims and Medicaid subrogation are excluded from these rejections. |

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| Related Documents |

**Parent Document:** [Customer Care Internal and External Call Handling (CALL-0049)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

[NPI (National Provider Identifier) (025779)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a88ce20f-8795-482c-85d1-6279bfa1c1e8)

[Paper Claim Index (042914)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1f72603c-4632-4e85-8d97-16cb51a3be1f)

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