



## UPDATE to Molina Recoveries of 2021 Claims for Non-Registered National Provider Identifiers (NPI) (Medicaid)

Molina Healthcare of Washington, Inc. (“Molina”) notified providers in writing in September 2021 and again in December 2021 that all providers must have their National Provider Identifiers (NPI) registered directly with the Washington State Health Care Authority (HCA) in order for Molina to pay their 2022 claims. The communications noted that any 2021 claims paid to providers with unregistered NPIs would be recovered.

HCA has notified Molina that they are experiencing a large volume of new applications to register provider NPIs. Given the volume and staffing constraints, HCA may not be able to process and approve your application as quickly as they would like.

**Molina is temporarily suspending recovery efforts for 2021 claims for unregistered NPIs for providers who successfully submit NPI registration applications to HCA no later than June 30, 2022.**

If successfully submitted, you will receive a 14-digit confirmation number from HCA that will look something like this example: **20220315257346** (the first 8-digits represent the date the application was started).

PLEASE DO NOT contact HCA to inquire about the status of your application if you have received their confirmation number. If you receive an HCA confirmation number, your application will be processed retroactive to the date you’ve requested on your application.

NOTE: If you billed claims for dates of service for all of 2021, please request an effective date of 1/1/21 in order to cover all claim dates of service. Please see the screenshot below showing where to enter this date in HCA’s ProviderOne application portal:

The screenshot shows a form with the following fields: National Provider Identifier (NPI), W-9 Entity Type (dropdown), Other Organizational Information (dropdown), Enrollment Effective Date (calendar icon), UBI, W-9 Entity Type (If Other), and Email Address. The Enrollment Effective Date field is highlighted with a red box, and a large black arrow points to it from the right. To the right of the arrow, the text "CANNOT BE EARLIER THAN 01/01/2021" is displayed in bold black letters.

### **What do you need to do if you have already received a recovery notice for an unregistered NPI from Molina?**

If you have received a recovery letter from Molina, or if you receive one in the future for this issue, PLEASE CONTACT MOLINA DIRECTLY following the dispute process outlined in your recovery letter with proof of HCA’s confirmation number (i.e. a screenshot or email confirmation) so we can suspend any recovery efforts. If you apply to HCA on or before June 30, 2022, Molina will not recover your 2021 claims, regardless of the processing status of your application.

*However, if you have not submitted your NPI registration application to HCA by June 30, 2022, and received a confirmation number from HCA, Molina will recover any paid claims for 2021 and after for unregistered NPIs.*

### **Which NPIs are required to be registered with HCA?**

We understand there is some confusion around which NPIs must be registered with HCA as we've been contacted by providers who believe they are registered.

ALL required NPIs billed on a claim form for in-network providers must be registered with HCA in order to receive payment. These include the group billing NPI, the individual practitioner's rendering or servicing NPI, and the attending practitioner's NPI on a facility claim.

#### **Professional Claims**

- Rendering or servicing provider NPI – this is the individual NPI of the practitioner who performed the service. This is listed in box 24j at the service line level on a CMS-1500 claim form in the white non-shaded section; or in Loop 2310B, NM1\*82 Segment on the 837P electronic claim.
- Billing provider NPI – this is typically the group or organizational NPI for the medical practice. This is listed in box 33a on a CMS-1500 claim form; or in Loop 2010AA, NM1\*85 Segment on the 837P electronic claim.

#### **Facility Claims**

- Billing provider NPI – this is the hospital or facility's group or organizational NPI. This is listed in box 56 of the UB-04 claim form; or in Loop 2010AA, NM1\*85 Segment on the 837I electronic claim.
- Attending provider NPI – this is typically the name of the practitioner who admitted or is attending the member. This is the NPI listed in box 76 of the UB-04 claim form; or in Loop 2310A, NM1\*71 Segment on the 837I electronic claim.

NOTE: Please see HCA's FAQ regarding attending providers on hospital or other facility claims. A hospital or other facility may not receive payment if the attending practitioner's NPI is not also registered with HCA. It is the hospital's responsibility to ensure all practitioner's with admitting privileges have registered their NPIs with HCA.

### **Who can I contact if I have additional questions about NPI registration requirements?**

See HCA's website at:

<https://www.hca.wa.gov/billers-providers-partners/apple-health-medicare-providers/enroll-provider>

<https://www.hca.wa.gov/billers-providers-partners/apple-health-medicare-providers/revalidation>

If you have further questions, please call the Molina Provider Contact Center Services at (855) 322-4082, Monday through Friday, between 7:30 AM - 6:30 PM.

### **Who can I contact if I have additional questions about a recovery notice?**

For questions on a specific recovery letter, please follow the contact or dispute process outlined in your letter or call the Molina Cost Recovery Unit at (866) 642-8999.

Thank you for your partnership.