



ACTION REQUIRED

Billing and Non-billing Enrollment Requirements, Potential Recoveries and Future Claim Denials (Medicaid)

Molina Healthcare (Molina) is writing to remind you of National Provider Identifier (NPI) registration requirements and to notify you that **any unregistered NPI must be registered as soon as possible in order for claims to be paid and avoid claims recoveries back to January 1, 2021.**

These requirements have been communicated since at least 2016. Molina has provided several notices to providers regarding Medicaid registration requirements and our intent to deny/reject all claims submitted to Molina for processing if billed with an NPI that:

- Is not enrolled with the Health Care Authority (HCA), or
- Does not match what HCA has as the enrolled NPI number.

These NPI registration requirements are included in Molina's Provider Manual along with instructions on how to enroll with HCA (see pgs. 9,10, and 106)¹. HCA also sent a letter on 3/30/2016 to providers regarding this federal requirement and giving providers options to enroll as a billing provider or non-billing provider.

Effective January 1, 2021, Molina will no longer accept claims for services provided by an unregistered provider. Molina is in the process of configuring its systems to reject all claims with NPIs that are unregistered. This logic will be implemented no earlier than 90 days from the time of this notice.

Molina will also recover all payments for provider claims with unregistered NPIs back to January 1, 2021. Molina will not initiate recoveries for at least 90 days. These recoveries can be avoided by retroactively registering your NPIs back to January 1, 2021. HCA expects to continue this retroactive registration process into 2022 as necessary.

Molina encourages all providers to check the status of all provider NPIs to be sure they are properly registered and enrolled as either a billing or non-billing provider as of January 1, 2021 or by the date any new provider started submitting claims. Even if an NPI is now registered, you may still need to request a retroactive registration back to January 1, 2021, if the NPI was used for billing claims by a provider with service dates before the current NPI registration date. You should also verify that previously registered NPIs are still actively registered, as there is a routine renewal process.

¹ https://www.molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/wa/Medicaid/manual/1720-2102-Medicaid-2021-Provider-Manual_508c.pdf

If you find any unregistered NPIs, we recommend you immediately follow HCA registration process and specifically request backdating of the NPI registration with an Enrollment Effective Date of January 1, 2021, or the date the provider started billing. If Molina rejects or recovers claims due to lack of registration, and you subsequently register, Molina will pay or repay any claims previously rejected or recovered back to the registration date.

Providers must use the correct enrollment forms to register with HCA or correct an NPI. View enrollment forms and learn more by visiting HCA's website at [at www.hca.wa.gov/billers-providers-partners/apple-health-medicaid-providers/enroll-provider](http://www.hca.wa.gov/billers-providers-partners/apple-health-medicaid-providers/enroll-provider).

As always, our goal is to provide you with excellent customer service. We will continue our commitment to provide high quality support and services to our provider network. If you have any questions or concerns, please contact your Provider Services Representative at (800) 869-7165, Monday through Friday, between 8:00 a.m. and 5:00 p.m.

Thank you.