NPI crosswalk logic change updates

This communication applies to the Medicaid programs for Simply Healthcare Plans, Inc. (Simply) and Clear Health Alliance (CHA).

In the past, the Agency for Healthcare Administration (AHCA) reviewed claims and encounters by NPI and ZIP code to match the state *Provider Master List* (*PML*). Claims and encounters passed whenever a one-to-one match was found. This impacted providers who had more than one state Medicaid ID.

Now, AHCA reviews NPI and taxonomy first. When the taxonomy is not present or does not match what is on the state *PML*, the validation of the claim/encounter stops. We identified that many registered providers are submitting claims and encounters with an incorrect taxonomy or missing taxonomy, causing the claims/encounters to fail.

Provider actions

Providers need to review their claim submission process and their taxonomy on the state *PML*. The NPI, taxonomy, first-line address, and 9-digit ZIP code on each claim **must** match with what is listed on the PML. Providers have two options. They can:
- Review the *PML* data and make the appropriate changes.
- Make changes to the claim submission.

Reference material and guidance

These are available to all providers on the state's public website. All these resources have been communicated to providers regarding the state changes since last year.

Important reminders

In addition to having the correct taxonomy submitted on the claim, it is crucial that the address and ZIP code match to what AHCA has on the *PML* for the provider. Often, we see there are multiple Medicaid IDs for the same location and the address and/or taxonomy does not align with the information being submitted on the claim.

Additional resources:
- **AHCA FLMMIS website:** All public information and documentation is found at the **Florida Medicaid web portal**.
- **Provider links:** By using the **FL NPI Lookup**, you can find AHCA registration details by searching the provider NPI.

Below, you will find a sample of what we see rejecting. This provider has many locations and MCO/Medicaid IDs for the NPI. We can see that the Medicaid ID for 003203800 shows taxonomy 261QM0801X if the date of

service (DOS) is before March 2022. For DOS during and after March 2022, the taxonomy is 251S00000X for the same MCO/Medicaid ID. The provider will need to update their information for those locations and ensure that the data is correct and matches with what will be submitted on claims.

- By logging into the **web portal**, providers can make any changes to their Medicaid ID registration information.
- Providers can download the **NPI Crosswalk FAQ PDF**. Page five shows the new logic where taxonomy is the second level of validation. Any provider who has more than one Medicaid ID will hit this taxonomy validation where the taxonomy must match the state Medicaid ID registration.
- The **NPI Crosswalk Enhancement** > Agency Initiative page provides some basic information and additional links regarding the changes put in place for DOS on and after March 1, 2022.
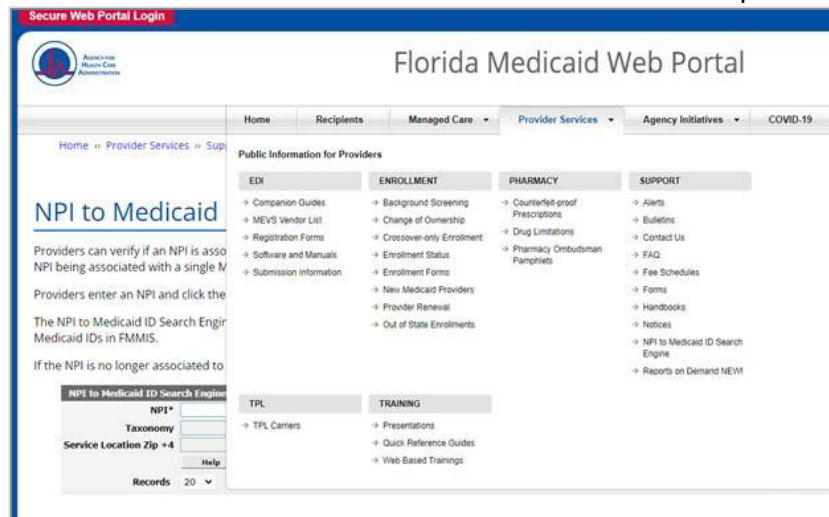
To find the *PML*, Provider Registration, and Registration documents, access the menu pictured below from the drop down on the main page.

Additional information and resources are found under the *Provider Services* drop-down menu.

Contact us

Availity* Chat with Payer is available during normal business hours. Get answers to your questions about eligibility, benefits, authorizations, claims status, and more. To access Availity Essentials, go to **availity.com** and select the appropriate payer space tile from the drop-down. Then, select **Chat with Payer** and complete the pre-chat form to start your chat.

For additional support, visit the *Contact Us* section at the bottom of our provider website for the appropriate contact.

Email is the quickest and most direct way to receive important information from Simply Healthcare Plans, Inc. (Simply) and Clear Health Alliance (CHA).

To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (Simply: **https://bit.ly/3Cm6b8s**, CHA: **https://bit.ly/2ZoU8so**).

Simply: **CHA:**