

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

* Avallity, LLC is an independent company providing administrative support services on behalf of the health plan.

<https://provider.simplyhealthcareplans.com> | <https://provider.clearhealthalliance.com>

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract. Simply Healthcare Plans, Inc. dba Clear Health Alliance is a Managed Care Plan with a Florida Medicaid contract.

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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.

NPI to Medicaid ID Search Engine

Providers can verify if an NPI is associated with a Medicaid ID by using the NPI to Medicaid ID Search Engine. The search engine is a useful resource to providers because claim submission relies on an NPI being associated with a single Medicaid ID.

Providers enter an NPI and click the search button to view all Medicaid IDs that are currently associated to the NPI in the Florida Medicaid Management System (FMMIS).

The NPI to Medicaid ID Search Engine displays the NPI status based on the NPI end-date. The search results will indicate whether the NPI entered is valid, active, and associated to one or multiple Medicaid IDs in FMMIS.

If the NPI is no longer associated to a provider record, the following message will display: "NPI is not active in FMMIS."

The screenshot shows the search engine interface with the following data tables:

NPI Crosswalk for Claims with DOS before 03/01/2022						
Name	HCD ProviderID	National ProviderID	Taxonomy	Zip	NPI Status	Date Used for Claims
060381317	1659371763	261QH0801X	33795	ACTIVE	DATE OF SUBMISSION	06/26/2013
060381300	1659371763	261QH0801X	33711-1239	ACTIVE	DATE OF SUBMISSION	05/23/2018
060381316	1659371763	261QH0801X	33795-2934	ACTIVE	DATE OF SUBMISSION	10/01/2012
060381312	1659371763	261QH0801X	33711-0001	ACTIVE	DATE OF SUBMISSION	10/01/2004
060381301	1659371763	251B00000X	33711-1239	ACTIVE	DATE OF SUBMISSION	07/01/1994
001565300	1659371763	250C00000X	33740-1952	ACTIVE	DATE OF SUBMISSION	06/26/2018
001565300	1659371763	251QH0801X	33740-1952	ACTIVE	DATE OF SUBMISSION	05/23/2018
060381310	1659371763	250C00000X	33740-2038	ACTIVE	DATE OF SUBMISSION	10/01/2004
001565301	1659371763	261QH0801X	33740-1952	ACTIVE	DATE OF SUBMISSION	11/28/2011
060381321	1659371763	261QH0801X	33795-1358	ACTIVE	DATE OF SUBMISSION	11/23/2020
060381306	1659371763	261QH0801X	33795-2231	ACTIVE	DATE OF SUBMISSION	05/23/2018

Data Used for Claims Identification for DOS on or after 03/01/2022						
Name	HCD Provider ID	National ProviderID	NPI Status	Service Location Address	Service Location Zip +4	Taxonomy
001563800	1659371763	ACTIVE	2960 ROOSEVELT BLVD	33760-1952	208000000X	YES
060381316	1659371763	ACTIVE	940 ZING AVE S	33755-2934	251B00000X	YES
060381312	1659371763	ACTIVE	4024 CENTRAL AVENUE	33711-0000	208000000X	YES
060381321	1659371763	ACTIVE	2455 N HOGUELEN BOOTH RD	33739-1358	261QH0801X	YES
060381319	1659371763	INACTIVE	1721 MAIN ST	34698-4402	261QH0801X	YES
060381301	1659371763	ACTIVE	4024 CENTRAL AVE	33711-0000	251B00000X	YES
060381306	1659371763	ACTIVE	ADULT DAY TREATMENT/NEW HOPE	33705-2231	251S00000X	YES
001563800	1659371763	ACTIVE	2960 ROOSEVELT BLVD	33760-1952	251S00000X	YES
003202800	1659371763	ACTIVE	2188 98TH ST N	33740-3112	251S00000X	YES
060381320	1659371763	ACTIVE	4024 CENTRAL AVE	33711-1239	251S00000X	YES
060381320	1659371763	INACTIVE	1721 MAIN ST	34698-4402	261QH0801X	YES
060381310	1659371763	ACTIVE	ADULT DAY TREATMENT/NEW HOPE	33705-2231	208000000X	YES

- 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.

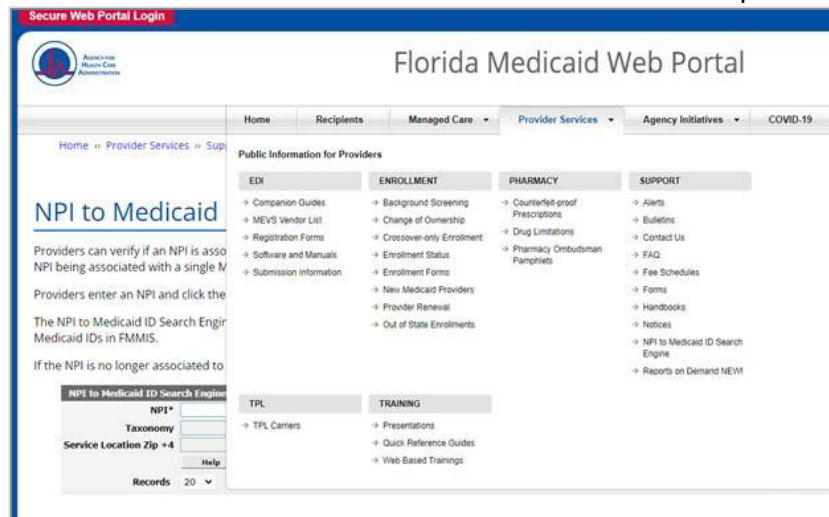
To find the *PML*, Provider Registration, and Registration documents, access the menu pictured below from the drop down on the main page.

The screenshot shows the Florida Medicaid Web Portal interface. The 'Managed Care' dropdown menu is open, showing the following options:

- ALERTS
- ENCOUNTER TRANSACTIONS
 - Alerts
 - 820
 - 834
 - 835
 - 837
 - Capitation Reporting
 - Pharmacy
 - X12 Testing
- REGISTRATION
 - Provider Master List
 - Provider Registration
 - Registration Documents
- SUPPORT
 - Capitation Payment Schedule
 - Claims Testing
 - Contact Us
 - Encounter Known Issues
 - Expanded Benefits
 - Florida Medicaid Health Plan Guide
 - Tip Sheets
 - Training Presentations

The 'Registration Documents' option is highlighted in yellow.

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](https://www.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:

