

Updates to atypical provider claims through Availity

Summary of change: Updates to data entry elements on Availity's *Express Entry* and *Professional Claim* templates have been made to improve submissions for atypical provider types that do not require an NPI.

Why is this change necessary?

Previously, Availity's *Express Entry* and *Professional Claim* submissions did not include a field for atypical providers to enter their Medicaid ID numbers. This resulted in rejections by Summit Community Care prior to the claims being entered into the Facets adjudication system. When billing for services associated with an atypical provider type that does not have an associated NPI, claims must include the provider's Medicaid ID number.

What is the impact of this change?

Atypical providers who bill under a provider type that does not require or have an NPI may now update their *Express Entry* in Availity to select Summit Community Care as the payer. Additionally, these providers may now also enter the applicable Medicaid ID number. After the provider updates the *Express Entry* in Availity, the entered Medicaid ID number (payer assigned provider identifier [PAPI]) from the provider's *Express Entry* should autopopulate on the *Professional Claim*. See the screenshots further in this communication showing these referenced fields in *Express Entry* and on the *Professional Claim* template.

As a result of this update, what action is needed from atypical providers billing Summit Community Care through the Availity Portal?

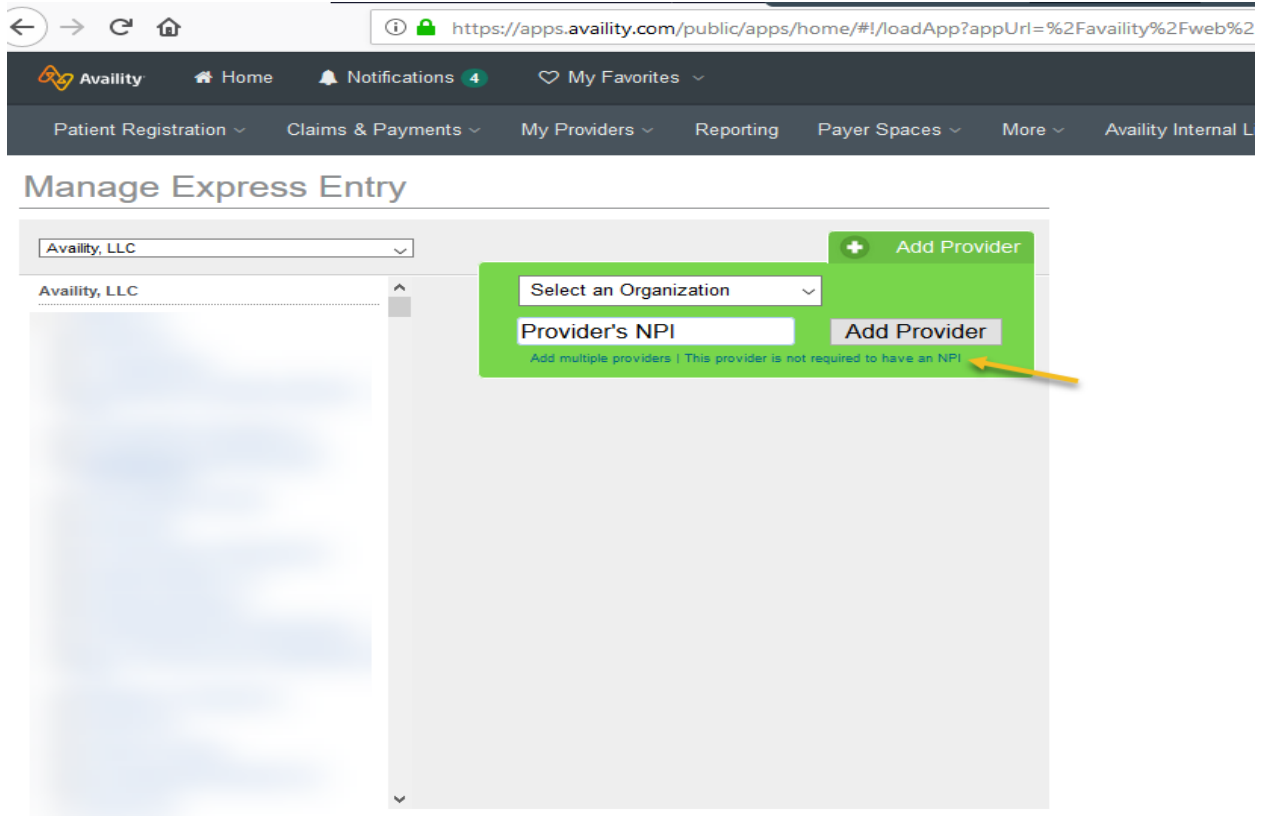
- If a provider has not yet created an *Express Entry* for each of the Medicaid provider types for which they bill, they should do so in order to expedite their *Professional Claim* submission. Please see the screenshots later in this communication showing the link for atypical providers to select when registering through *Express Entry* as a provider type that does not require an NPI.
- If an *Express Entry* was previously created for submission of claims as an atypical provider (without an NPI), the provider should edit the previously created *Express Entry* to now complete the fields allowing for the selection of Summit Community Care and entry of the Medicaid ID number (PAPI).
- **Providers will need to resubmit all atypical provider claims submitted prior to the update to the *Express Entry* and/or inclusion of the now-allowed entry of the Medicaid ID number.**

We recognize that some providers have multiple provider types under Medicaid, only one of which may have an associated NPI. Providers should bill Summit Community Care using the same registration used to bill under the Medicaid fee-for-service program (i.e., if a provider does not use an NPI to bill for Medicaid services, the provider should not use an NPI to bill Summit Community Care.)

If an atypical provider recently obtained an NPI for the sole purpose of billing a Provider-Led Arkansas Shared Savings Entity (PASSE), that NPI will most likely not be linked to the atypical provider type. If you have questions regarding a new NPI obtained for billing an atypical provider type, please email Providers@SummitCommunityCare.com to verify whether or not the file Summit Community Care

receives from Arkansas Medicaid includes your new NPI or not. Please do this prior to your submission of claims to Summit Community Care.

Screenshot from Availity's *Express Entry* registration:



When creating an *Express Entry*, atypical providers should select the blue link highlighted by the yellow arrow above to ensure they can enter their Medicaid ID number (also known as the PAPI).

Screenshot from Availity's *Express Entry* registration:

Group / Facility: Enter a valid Group / Facility name from 2 to 70 characters in length. Colons (:), greater than (>) and less than (<) symbols, asterisks (*), and tildes (~) are not allowed.

Associated Organization: Select an organization.

Physical Address 1: Enter an address from 2 to 55 characters in length. Colons (:), greater than (>) and less than (<) symbols, asterisks (*), and tildes (~) are not allowed.

Physical Address - City: Enter a city name from 2 to 30 characters in length. Colons (:), greater than (>) and less than (<) symbols, asterisks (*), and tildes (~) are not allowed.

Physical State: This field is required.

Physical Address - ZIP Code: Enter a valid ZIP code containing nine numeric digits including a valid four-digit extension.

Specialty / Taxonomy: This field is required.

Tax ID: Enter a valid tax ID containing nine numeric digits and no dashes.

Provider Type: Individual Group / Facility

Group / Facility:

Associated Organization:

Physical Address:

Physical Address 2:

City:

State:

ZIP: -

Phone: - -

Fax: - -

Billing Address Same As Physical Address:

Specialty / Taxonomy:

Provider:

Tax ID (EIN):

Payer Assigned:

Provider Identifier:

Upon creating a new *Express Entry* or when editing a previously created *Express Entry*, providers should see the fields highlighted in the red box. The PAPI will be the atypical provider's Medicaid ID number.

Providers should create a separate *Express Entry* for each atypical provider type under which they may bill. Creating the *Express Entry* will ensure the Medicaid ID number autopopulates when entering a *Professional Claim* for submission.

Note: When creating multiple *Express Entries*, providers should use an identifier in the naming convention of each to ensure accurate selection of that particular atypical provider type when submitting a *Professional Claim*.

Providers may load a separate *Express Entry* as follows:

- ABC Company (Type 32)
- ABC Company (Type 67)
- ABC Company (Type 13)

Screenshot from Availity's *Professional Claim* template:

Billing Provider Information

Express Entry - Billing Provider: ? arkansas atypical ▼

* Organization / Provider Last Name: ? arkansas atypical

First Name:

* Phone Number: ? 317 - 123 - 4567 Ext.

Fax Number: 317 - 123 - 6789

E-mail:

Country: ? United States ▼

* Address 1: ? 1344 Physicians Drive

Address 2: ?

* City, State, ZIP Code: Little Rock AR - Arkansas ▼ 72201 - 9999

* Specialty / Taxonomy: Developmental Disabilities - 261QD1600X

Tax ID Type: Employer Identification Number (EIN) ▼

* Tax ID: ? 123456789

Important: Enter the tax ID to which the claim should be paid.

State License Number:

Provider UPIN:

Payer Assigned ID: ? 123456789

Location Number:

* Provider Accepts Assignment: ? Assigned ▼

* Release of Information Code: ? Select One ▼

The fields highlighted in the red box above are updated fields.

Please note that the *Payer Assigned ID* is the field in which an atypical provider would enter the Medicaid ID number. If a provider has completed the *Express Entry*, this Medicaid ID number will autopopulate on the *Professional Claim*.

State License Number, *Provider UPIN* and *Location Number* are **not** required fields.

What if I need assistance?

For questions on how to register or update *Express Entry* on the Availity Portal, please call 1-800-AVAILITY (1-800-282-4548), Monday-Friday, 5 a.m.-4:30 p.m. CT. Detailed instructions and tutorials may be found on Availity's website: <https://www.Availity.com>.

For general questions about this communication or further assistance with any other item, please contact Provider Services toll free at 1-844-462-0022.

As a reminder, Summit Community Care posts all Provider Updates under the *Provider* tab of our website: <https://www.summitcommunitycare.com/provider>.