

Date: January 9, 2009

Alert Number: 0053

To: Providers

Re: National Provider Identifier Billing Errors — Claims Denied for Explanation of Benefits Code 1347, “Billing provider number is not found”

Effective immediately, claims will be denied with explanation of benefits (EOB) code 1347, “Billing provider number is not found,” if ForwardHealth cannot identify which provider file (or certification) to use for processing the claim. This denial occurs when a single National Provider Identifier (NPI) is associated with multiple provider files and the claim does not include the appropriate NPI-related information for the billing provider.

Since the implementation of ForwardHealth interChange, providers may have seen on the ForwardHealth Portal that certain claims suspended with EOB code 1347 for production verification, but now these claims will be denied. These claim denials will report on the Remittance Advice for one of the provider’s active certifications associated with the NPI. For more information, refer to the November 2008 Alert 0007, titled “Claim Denials Due to National Provider Identifier Problems Will Appear on the Remittance Advice Under an Active Provider Certification,” available at www.forwardhealth.wi.gov/WIPortal/Content/pdf/alerts/0007alert.pdf.spage.

This does not apply to claim adjustments and dental claims, which will not be denied with EOB code 1347.

Health care providers are required to include an NPI and **all** NPI-related information for the billing provider on every claim submitted to ForwardHealth. The NPI-related information includes the 10-digit taxonomy code assigned by ForwardHealth and the ZIP + 4 code of the provider’s practice location.

Health care providers are reminded to report NPIs to ForwardHealth. The August 2008 *ForwardHealth Update* (2008-148), titled “National Provider Identifier Requirements with the Implementation of ForwardHealth interChange,” available at www.forwardhealth.wi.gov/WIPortal/Content/PDF/updates/2008-148.pdf.spage, provides detailed information about reporting NPI information to ForwardHealth.

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