



## P R O V I D E R   B U L L E T I N

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**To: All Providers****Subject: National Provider Identifier (NPI) Upgrade to Omni Eligibility System and Automated Voice Response**

## Overview

This bulletin provides the following information about the Omni Eligibility System and Automated Voice Response (AVR) System:

- Overview of enhancements to the Omni Eligibility System and the AVR to allow for the National Provider Identifier (NPI)
- Omni download instructions
- Omni transaction process and user support
- AVR process instructions

## National Provider Identifier (NPI) Implementation Overview

The NPI is a unique health identifier for healthcare providers that transmit health information in electronic format. The NPI resulted from a Centers for Medicare and Medicaid Services (CMS) project to develop a healthcare provider identification system to meet the needs of the Medicare and Medicaid programs and to meet the criteria for a national standard.

The Indiana Health Coverage Programs (IHCP) is implementing NPI in a three-stage process. The enhancements mentioned in this bulletin are for Stage 2 and Stage 3 of the implementation. Stage 2 begins April 1, 2007. Stage 3 refers to the full implementation of NPI.

During Stage 2, Omni and AVR users may send the Legacy Provider Identifier/IHCP provider number (LPI) or the NPI in the transaction. Beginning in Stage 3, Omni users must send the NPI unless the provider is an atypical provider. Atypical providers should continue to submit their LPI. The NPI page of the <http://www.indianamedicaid.com> Web site contains information about who is eligible for NPI and an explanation of atypical providers.

The IHCP is creating a crosswalk from an NPI that is reported to the IHCP to the LPI that is on file in our system. If the NPI is sent on the eligibility transaction, the provider's NPI must be present in the IHCP system prior to obtaining a successful crosswalk on the transaction. For information on reporting your NPI to the IHCP, view the NPI page of the IHCP Web site at <http://www.indianamedicaid.com/ihcp/ProviderServices/mpi.asp>.

Although sending NPI information is not required during Stage 2, providers are encouraged to begin sending the NPI information to ensure that the crosswalk is successful.

## Overview of Changes to the Omni System

On **April 1, 2007**, the Omni Eligibility System for verifying eligibility began offering the option to verify member eligibility by submitting an NPI, taxonomy code and ZIP Code+4. To activate the changes on the Omni terminal, the user must perform a terminal download. Detailed download instructions are included in Table 1.1 of this bulletin.

After the download has successfully completed, the Omni transaction process will include the option to send the NPI, taxonomy code, and ZIP Code+4. During Stage 2 of the implementation, the NPI will not be required; however, if NPI is sent the system will attempt to crosswalk the NPI to a unique LPI. Sending the taxonomy code and ZIP Code+4 increases the possibility of a successful crosswalk. Details of the enhanced Omni transaction is described in Table 1.4.

## Implementation Date for NPI Changes

To activate the NPI eligibility enhancements on the Omni terminal, it is necessary for all providers using the Omni System to download the enhancements to their Omni terminal on or after April 1, 2007. All downloads must be completed before the full implementation of NPI. All previous versions of the Omni software will not be allowed after the full implementation of NPI.

## Instructions for the Omni Terminal Download

Table 1.1 provides complete instructions for downloading enhancements to the Omni terminal. Carefully read the download instructions and complete the steps in the order listed. This download procedure will take 15 to 20 minutes to complete. The download procedure must be completed on all Omni terminals.

Table 1.1 – Description of Omni Download Process

Step	Omni Display Will Read	Action
1	WELCOME TO INAIM/SELECT A TRANS	Press 7
2	MAINTENANCE	Press FUNC/ENTER
3	SET DATE/TIME	Press FUNC/ENTER
4	(Y or N)	Press # for no
5	PROV KEY CHANGE	Press FUNC/ENTER
6	(Y or N)	Press # for no
7	RETRY PRINTER	Press the FUNC/ENTER key
8	(Y or N)	Press # for no
9	CHANGE CONFIG	Press FUNC/ENTER
10	(Y or N)	Press # for no
11	INFO DISPLAY	Press FUNC/ENTER
12	(Y or N)	Press # for no
13	ACTIVITY REPORT	Press FUNC/ENTER
14	(Y or N)	Press # for no
15	KEY BEEP ON/OFF	Press FUNC/ENTER

Table 1.1 – Description of Omni Download Process

Step	Omni Display Will Read	Action
16	(Y or N)	Press # for no
17	DOWNLOAD	Press FUNC/ENTER
18	(Y or N)	Press * for yes
19	Dial 18009319001, or Dial 9,18009319001	No action required
20	CONNECTED	No action required
21	START DOWNLOAD	The telephone line connection to the Omni terminal must not be interrupted at this time. The terminal will display START DOWNLOAD for approximately 15 to 20 minutes.
22	DOWNLOAD SUCCESS	Download is complete Press CLEAR twice
23	IS PRINTER OK	If a printer is connected to the Omni terminal, then press * twice, for yes. If there is no printer attached, then press # twice, for no.

## Download Failed Message

If you receive the message “DOWNLOAD FAILED,” contact the Indiana Omni Support Help Desk toll-free at 1-800-284-3548.

## Additional Instructions

If the telephone line connection to the Omni terminal requires that a “9” or any other access code be dialed to gain access to an outside line, the “9” or the access code must be replaced in Omni’s dial-out phone number after the download is successful.

Additionally, if a provider number had been mapped to one particular key on the Omni keypad, the provider number must be re-mapped after the download is completed. To assist users in entering NPI information, the NPI, taxonomy code, and ZIP Code+4 can also be mapped to one key.

Tables 1.2 and 1.3 provide complete instructions for adding an access code and mapping a provider number or mapping NPI information.

Table 1.2 – Adding an Access Code

Step	Omni Display Will Read	Action
1	WELCOME TO INAIM/SELECT A TRANS	Press 7
2	MAINTENANCE	Press FUNC/ENTER
3	SET DATE/TIME	Press FUNC/ENTER

Table 1.2 – Adding an Access Code

Step	Omni Display Will Read	Action
4	(Y or N)	Press # for no
5	PROV KEY CHANGE	Press FUNC/ENTER
6	(Y or N)	Press # for no
7	RETRY PRINTER	Press the FUNC/ENTER key
8	(Y or N)	Press # for no
9	CHANGE CONFIG	Press FUNC/ENTER
10	(Y or N)	Press * for yes
11	#PH = 18009319001	This is the Dial-out phone number To add the access code, press 8
12	INPUT #PH	Type your specific access code (for example, 9) Press the * (Yes) key Press the ALPHA key
13	9, or your access code followed by a comma	Type 18009319001
14	9,18009319001 or your access code followed by a comma and 18009319001	Press FUNC/ENTER
15	#PP=	Press the CLEAR key
16	WELCOME TO INAIM/SELECT A TRANS	Access code has been added. You may now send an eligibility transaction.

Table 1.3 – Mapping a Provider Number or NPI Information

Step	Omni Display Will Read	Action
1	WELCOME TO INAIM/SELECT A TRANS	Press 7.
2	MAINTENANCE	Press FUNC/ENTER.
3	SET DATE/TIME	Press FUNC/ENTER.
4	(Y or N)	Press # for no.
5	PROV KEY CHANGE	Press FUNC/ENTER.
6	(Y or N)	Press * for yes.
7	KEY NUMBER	Press the desired key (0-9).
8	Provider/NPI?	Press 'P' (7 ALPHA), then press FUNC/ENTER to map the legacy provider identifier, and complete Steps 8a and 8b.  or Press 'N' (6 ALPHA ALPHA) then press FUNC/ENTER to map the NPI and complete Steps 8c, 8d, and 8e.
<b>Complete Steps 8a and 8b if 'P' was pressed in Step 8.</b>		

Table 1.3 – Mapping a Provider Number or NPI Information

Step	Omni Display Will Read	Action
8a	Provider ID	Type the nine-digit legacy provider identifier and press FUNC/ENTER.
8b	Location Cd A	Press FUNC/ENTER to send location A. If the user must use a different location code than A, it must be entered here.  Proceed to Step 9.
<b>Complete Steps 8c, 8d, and 8e if 'N' was pressed in Step 8.</b>		
8c	NPI	Type 10-character NPI and press FUNC/ENTER.
8d	ZIP	Type nine-digit ZIP Code and press FUNC/ENTER. To skip this input, just press FUNC/ENTER.
8e	TAXO	Type 10-digit taxonomy code that was reported to the IHCP with the NPI. To enter an alpha character, press the key that contains the letter and press the Alpha/Print key until the desired letter appears on the display. Then press FUNC/ENTER.  To skip this input, just press FUNC/ENTER.
9	K = X = NXXXXXXXXX or K = X = PXXXXXXXXX (Will display numbers keyed)	Verify the key number and provider or NPI number are correct.  Press FUNC/ENTER.
10	UPDATE KEY	Press FUNC/ENTER.
11	(Y or N)	Press * for yes.
12	PROV KEY CHANGE	Press FUNC/ENTER.
13	(Y or N)	Press * for yes to add more provider keys. This will return you to Step 7 or press # for no – go to step 14
14	RETRY PRINTER	Press the CLEAR key
15	WELCOME TO INAIM/SELECT A TRANS	Provider number or NPI information has been mapped. You may now send an eligibility transaction.

## Omni Transaction Procedure

Table 1.4 describes the enhanced Omni eligibility verification transaction that includes the NPI information options.

*Note:* The provider must register their NPI with the IHCP to obtain a successful crosswalk. For information on reporting your NPI to the IHCP, view the NPI page of the IHCP Web site at <http://www.indianamedicaid.com/ihcp/ProviderServices/npi.asp>

Table 1.4 – Omni Eligibility Inquiry

Step	Omni Display Will Read	Action
1	Welcome to INAIM/ Select a Trans	Press the 1 key.
2	Provider/ NPI?	Press 'P' (7 ALPHA) to enter the legacy provider identifier or Press 'N' (6 ALPHA ALPHA) to enter the NPI or press the mapped key. If mapped key is entered, skip to Step 4. Then press FUNC/ENTER.
<b>Complete Steps 3a and 3b if 'P' was pressed in Step 2.</b>		
3a	Provider ID	Type the legacy provider identifier and press FUNC/ENTER.
3b	Location Cd A	Press FUNC/ENTER key. If the user must use a different location code than A, it must be entered here.  To enter an alpha character, press the key that contains the letter and press the Alpha Print key until the desired letter appears on the display.  Proceed to Step 4.
<b>Complete Steps 3c, 3d, and 3e if 'N' was pressed in Step 2.</b>		
3c	NPI	Type the 10-character NPI and press FUNC/ENTER.
3d	ZIP	Type the nine-digit ZIP Code and press FUNC/ENTER.  To skip this input, just press FUNC/ENTER.
3e	TAXO	Type the 10-digit taxonomy code that was reported to the IHCP with the NPI. To enter an alpha character, press the key that contains the letter and press the Alpha Print key until the desired letter appears on the display.  Then press FUNC/ENTER.  To skip this input, just press FUNC/ENTER.  Proceed to Step 4.
4	Search Criteria	Press alphanumeric code, followed by the FUNC/ENTER key. There are four search options you can use for HIPAA:  R: Member ID S: Social Security Number M: Medicare Number N: Name/DOB
<b>Complete Step 5a if 'R' was pressed in Step 4.</b>		
5a	RID NO	Type the Member ID# and press FUNC/ENTER key.  Proceed to Step 6.

Table 1.4 – Omni Eligibility Inquiry

Step	Omni Display Will Read	Action
<b>Complete Step 5b if ‘S’ was pressed in Step 4.</b>		
5b	SS NO	Type the Social Security # and press FUNC/ENTER key. Proceed to Step 6.
<b>Complete Step 5c if ‘M’ was pressed in Step 4.</b>		
5c	MEDICARE NO	Type the Medicare # and press FUNC/ENTER key. Proceed to Step 6.
<b>Complete Steps 5d, 5e, and 5f if ‘N’ was pressed in Step 4.</b>		
5d	FIRST NAME	Type the First Name and press FUNC/ENTER key.
5e	LAST NAME	Type the Last Name and press FUNC/ENTER key.
5f	DOB	Type the Date of Birth and press FUNC/ENTER key. Proceed to Step 6
6	FM DOS 01072000 (From Date of Service)	Type the From Date of Service or just press FUNC/ENTER key.
7	TO DOS 01072000 ( To Date of Service)	Type the To Date of Service or just press FUNC/ENTER key.
8	SERVICE TYPE	Type the alphanumeric field that pertains to the service type and press FUNC/ENTER key, or press ‘*’ and press FUNC/ENTER key.
10	Send or Review	Press 0 (zero) to send.
11	Dial 18009319001 (Telephone number may also include access code)	No Action Required.
12	Waiting on Response	No Action Required.
13	Print or Display	Press ALPHA to print or FUNC/ENTER to Display.
14		Press FUNC/ENTER key.
15	WELCOME TO INAIM/SELECT A TRANS	Ready for another transaction.

## Errors Displayed

If the NPI sent in the eligibility verification transaction does not crosswalk to a unique LPI, error 43 – Missing / Invalid Provider Identification, will display on the terminal. To increase the possibility of a successful crosswalk, send the ZIP Code+4 and if necessary, the taxonomy code that was reported to the IHCP. In most cases, your nine-digit ZIP Code will achieve a one to one match to a unique LPI.

Other possible errors received on the Omni response that may indicate a communication error are error 26 and error 42. If these errors are received, please wait and re-try your transaction a few minutes later.

## Omni Printout

Table 1.5 displays the Omni transaction response printout that includes the NPI information.

*Note: This table only includes the portion of the printout that includes the NPI information.*

Table 1.5 – Omni Transaction Response Printout

Printed line	Comment
INDIANA ELIGIBILITY VERIFICATION	
04/05/2007 14:20	
PROVIDER NUMBER: 999999999	
NPI: XXXXXXXXXXXX	NPI will display if the NPI is sent and crosswalks to a LPI (2b) or if LPI is sent and NPI is present in the crosswalk (2b)
NPI: XXXXXXXXXXXX	LPI and NPI will display (2c) if both are sent and crosswalk is successful
PROVIDER NUMBER: 999999999	

## Omni Support

Contact the Omni Support Help Desk for assistance at (317) 488-5051 in the Indianapolis local area, or toll-free at 1-800-284-3548 from 8:00 a.m. to 5:00 p.m., Monday through Friday.

Chapter 3 of the *IHCP Provider Manual* contains additional information about using the Omni terminal for member eligibility verification.



## Overview of Changes to the AVR System

Updates to the AVR System will offer the option to access the system by submitting an NPI. For complete instructions for the AVR System, view Chapter 3 of the *IHCP Provider Manual*. Table 1.6 provides a step-by-step walkthrough of data entry and responses provided in the provider validation process of the AVR System. It also includes possible responses the provider might receive from the system.

The following information should be available prior to calling the system because the AVR System has time and attempt limits for data entry:

- The LPI, which is the IHCP Provider Number and location code, or the NPI
- If sending the NPI – The taxonomy code that was reported with the NPI to the IHCP
- If sending NPI – The nine-digit ZIP Code+4 of the provider’s service location

Sending the nine-digit ZIP Code+4 and if necessary, the taxonomy code in the transaction may assist in determining a one-to-one NPI to LPI match. In most cases, your nine-digit ZIP Code will achieve a one-to-one match to a unique LPI.

Table 1.6 – AVR System Initial Options

Step	If the AVR System says the following ...	Then complete the following ...
Step 0 - Introduction	“Welcome to the Indiana Health Coverage Programs voice response system. Please press the pound sign.”	Press # on the telephone keypad.
Step 1 - Choose NPI or LPI	“Please press 1 to enter the National Provider Identifier or 2 to enter the Legacy Provider Identifier”	Press 1 on the telephone keypad to enter the National Provider Identifier (NPI) or Press 2 on the telephone keypad to enter the Legacy Provider Identifier (LPI).
<b>Complete Steps 2a, 2b, and 2c if ‘1’ was pressed in Step 1.</b>		
Step 2a - Enter NPI	“Please enter your National Provider Identifier, followed by the pound sign.”	Type the 10-digit NPI, and then press # on the telephone keypad.
Step 2b - Enter Taxonomy Code	“Please enter your taxonomy code, followed by the pound sign. If your taxonomy code contains an alpha-character, you may press 1, followed by the pound sign for instructions for entering an alpha character.  To bypass the taxonomy code entry, please press the pound sign.”	Type the taxonomy code that was reported to the IHCP with your NPI, and then press # on the telephone keypad.  To get instructions for entering an alpha-character on the telephone keypad, press 1 on the telephone keypad.  To bypass the taxonomy code entry, press # on the telephone keypad.

Table 1.6 – AVR System Initial Options

Step	If the AVR System says the following ...	Then complete the following ...
Step 2c - Enter ZIP Code	“Please enter your nine-digit service location ZIP Code, followed by the pound sign. To bypass the ZIP Code entry, please press the pound sign.”	Type the nine-digit ZIP Code for the provider’s service location, and then press # on the telephone keypad.  To bypass the ZIP Code entry, press # on the telephone keypad.  Proceed to Step 4.
<b>Complete Steps 3a and 3b if ‘2’ was pressed Step 1.</b>		
Step 3a - Enter LPI	“Please enter your Legacy Provider Identifier followed by the pound sign.”	Type the LPI, and then press # on the telephone keypad.
Step 3b - Enter provider location code	“Please enter your provider location code followed by the pound sign.”	Type the provider location code, and then press # on the telephone keypad.  Proceed to Step 4.
Step 4 - Validate NPI or LPI	“Please wait while your authorization is verified.”	Do not press any keys.  The AVR System is checking the information to make sure it is valid.
Once the logon validation of the NPI or LPI is complete, the AVR process continues as usual. View Chapter 3 of the IHCP Provider Manual for additional AVR information.		

## NPI/LPI Validation

The logon validation sequence of the NPI differs from the logon validation sequence of the LPI. Table 1.7 contains the possible messages used for NPI and LPI validation.

Table 1.7 – Logon Validation Scenarios

NPI Validation Scenario	If the AVR System says the following ...	Then do the following ...
If the NPI is entered in Step 1 of Table 1.6 and the crosswalk brings back multiple LPIs	“National Provider Identifier (speaks NPI) has returned multiple legacy provider numbers. You will be returned to the logon process. You may wish to narrow the search by sending the taxonomy code and nine-digit ZIP Code. To end this call, please hang up.”	Return to Step 1 of Table 1.6 or To end the call, hang up.
If the NPI is entered in Step 1 of Table 1.6 and the crosswalk does not find a match	“National Provider Identifier (speaks NPI) has not returned a legacy provider number. You will be returned to the logon process. To end this call, please hang up.”	Return to Step 1 of Table 1.6 or To end the call, hang up.

Table 1.7 – Logon Validation Scenarios

NPI Validation Scenario	If the AVR System says the following ...	Then do the following ...
If the NPI is entered in Step 1 of Table 1.6 three times and the crosswalk does not find a match, the AVR System terminates the call.	“In order to service as many callers as possible, we must limit the number of input errors. Thank you for calling the Indiana Health Coverage Programs voice response system.”	Call is terminated.
LPI Validation Scenarios	The AVR System says the following ...	then do the following ...
If the LPI is entered in Step 1 of Table 1.6 and the LPI is not found	“Legacy Provider Identifier (speaks LPI) is not on file. You will be returned to the logon process. To end this call, please hang up.”	Return to Step 1 of Table 1.6 or To end the call, hang up.
If the LPI is entered in Step 1 of Table 1.6 and a match is not found after three attempts, the AVR System terminates the call.	“In order to service as many callers as possible, we must limit the number of input errors. Thank you for calling the Indiana Health Coverage Programs voice response system.”	Call is terminated.

For additional assistance with the AVR System, contact the EDS Customer Assistance Help Desk at (317) 655-3240 in the Indianapolis area, or toll-free at 1-800-577-1278.

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