



We Need Your NPI!

Every healthcare provider is required to obtain a **NPI (National Provider Identifier)** and will be required to begin using this number for all healthcare transactions submitted on or after **May 23, 2007**. This effective date is not based upon date of service (DOS).

- If you have already provided your NPI, we would like to thank you. SBRHA will be contacting your office to confirm that the NPI on record is accurate.
- If you have already received your NPI number, but **HAVE NOT** submitted it to SBRHA, please email or fax the notice confirming your NPI number to the attention of Jennifer Fraser, Provider Services Representative: email to jennifer@sbrha.org or fax to (805) 685-9828.
- If you **HAVE NOT** applied for your NPI through the National Plan and Provider Enumeration System (NPPES) through the Centers for Medicare & Medicaid Services (CMS) website at www.cms.hhs.gov/NationalProvIdentStand, we recommend you do so as soon as possible! Please follow the instructions below:
 - Submit an online application – visit www.nppes.cms.hhs.gov
 - Request a paper application through the above website
 - Call (800) 465-3203 (TTY 800-692-2326)

In addition, all Medi-Cal and Child Health & Disability Prevention (CHDP) Program providers can register their NPI with the Department of Health Services (DHS). Using the Medi-Cal website under NPI Overview (<http://files.medi-cal.ca.gov/pubsdoco/npi/npi.asp>), select the "Register/Update/Inquire NPI" button at the bottom of the page. Instructions are available for first time registrants as well as additional information is available through the registration process. Early registration with DHS will also ensure uninterrupted payment to providers after the May 23, 2007 effective date.

Failure to provide your NPI to SBRHA prior to May 23, 2007, will result in denied claims after the effective date and cause an interruption in your payments!

If you have any questions regarding the conversion to NPI, please contact Jennifer Fraser, Provider Services Representative, at (805) 685-9525 ext 281.

Celebrating National Doctor's Day – March 30, 2007

On March 30, 1933, Barrow County, Georgia, celebrated the anniversary of the first use of ether anesthesia in surgery by Dr. Crawford W. Long creating the holiday we now celebrate as Doctor's Day. Made a national holiday in 1990, March 30th has since been celebrated annually to show appreciation for the role of physicians in helping alleviate human suffering, caring for the sick, advancing medical knowledge, and promoting good health.

In celebration of National Doctor's Day, Santa Barbara Regional Health Authority (SBRHA) would like to recognize the importance of physicians in our own community, and their commitment and compassion to serving us. Thank you for your continuous efforts and contributions!

Criteria for Authorization of Physical Therapy Services

For the provision of outpatient physical therapy services, SBRHA has moved to the application of the nationally recognized, evidence-based Milliman Care Guidelines, www.careguidelines.com. For help in employing these guidelines, please contact SBRHA UM staff at (805) 685-9525, extensions 209 or 214.

As always, we appreciate the services you provide to our members and the community. Please contact Suzzi Tyler, the Provider Services Representative for Santa Maria, at (805) 685-9525, extension 114, or Faith Reeves, the Provider Services Representative for Santa Barbara and Central County Specialists and Allied Providers, at extension 233, with any questions.

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CLAIMS *Submission Reminder*

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Effective January 1, 2007, Santa Barbara Health Initiative (SBHI) claims submitted without the provider's valid Provider Billing Number in box 33 of CMS form or in box 51 of the UB form will be returned to the provider by mail and will not be entered in our system or processed. To correct these claims, provider must submit a new claim with the information above.

TARs and RAFs

When submitting paper claims, the **TAR or RAF** number must be entered in the appropriate authorization field (box). If there is BOTH a TAR and a RAF, the TAR number should be inserted in the prior authorization box and the RAF number should be entered in the remarks box. If a claim is submitted without the authorization number in the appropriate field, the claim will deny. When entering the authorization number in the "prior authorization" box, please omit any words or letters (i.e. **RAF # 123456**). RAFs should be mailed to 110 Castilian Drive, Goleta, CA 93117. If the RAF has not yet been entered, **DO NOT** attach the RAF to the claim.

Please note: If the member's PCP is referring the patient, please indicate the Referring Provider Number in the appropriate Referring Provider fields. **Do not** indicate "Referred by PCP" in the Remarks field or the claim will be denied.

Non Claim Mail

A provider grievance form is **not** necessary when submitting Non Claim Mail (NCM). Corrections should be made directly on the EOB, unless a signature is needed or the denial code requests that a report be submitted. If a signature is needed, a paper claim should be submitted as NCM with the Claim Control Number (CCN) of the original denied claim referenced. **All corrections and supporting documentation should be sent to the Adjudication Department's attention at 110 Castilian Drive, Goleta, CA 93117.**

Paper claims submitted as corrections to P.O. Box 37649, Phoenix, AZ 85069-7649 will be denied as duplicates.

Providers should complete and submit a grievance form if they are contesting a claim that has been denied after they have submitted corrections or if they are contesting the payment rate. The grievance form and directions are included with the EOB.

Rendering Provider Numbers

If a provider is subject to reporting the rendering physician on the claim, they should do so by indicating the physician's license number or Medi-Cal provider number in box 24K of the CMS form or box 83 of the UB form. Claims received with an incorrect or missing rendering provider number will be denied. Providers should contact their Provider Services Representative if their claim is denied with an explain code of 9E, if they believe the rendering provider number indicated on the claim is valid.

Medicare Crossover Claims

Some Providers are submitting hard copy claims with the Medicare Explanation of Benefits even though their claims electronically cross over to SBRHA. These claims usually arrive within a few days of each other, and therefore we are receiving *two claims for the same service*.

If you file electronic claims, please allow 2-4 weeks for your claim to cross over to SBRHA: do not send another claim! If your claim does not appear on your SBRHA EOB after 4 weeks from receipt of your Medicare payment, please contact your Claim Representative for claims status and advice.

ATTENTION ALLIED PROVIDERS:

We Need Your Input!

SBRHA is committed to continually improving service to our provider network. We have developed a standardized, comprehensive survey to address the unique needs of our Allied Providers. We hope that you will take advantage of this opportunity to provide us with your valuable feedback. Please visit our website at www.sbrha.org and click on the link under "Breaking News" that says "2007 Allied Provider Satisfaction Survey". If you do not have Internet access, you may request a hardcopy of the survey to be sent to you by contacting Sheila Thompson, Provider Services QI Manager, at (805) 685-9525, extension 141. Your comments will help us to evaluate our service to you and the ease with which you are able to use the resources and tools we provide. For those of you who have already completed the survey, thank you for your participation!

The Provider Bulletin is produced as a timely supplemental information service for provider office staff and is published monthly by the Provider Services Department. Questions and/or suggestions for articles may be made to: Suzzi Tyler (suzzi@sbrha.org), Marina Gordon (marina@sbrha.org), Faith Reeves (faith@sbrha.org), Jennifer Fraser (jennifer@sbrha.org), or Theresa Merkle (theresa@sbrha.org) at 110 Castilian Drive, Goleta, CA 93117-3028, or by calling 805/685-9525 or 800/421-2560, extension 237.