National Provider Identifier (NPI) Application
A Step-by-Step Guide for Providers of DC's New Medicaid Housing Supportive Services Benefit

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Document Purpose

- This document provides guidance for providers who wish to participate in Medicaid reimbursement for Housing Supportive Services on how to obtain a National Provider Identifier (NPI). Some providers that currently deliver Permanent Supportive Housing (PSH) services or plan to deliver Housing Supportive Services (including Housing Stabilization Services and Housing Navigation Services) may provide non-traditional health care services, including a wide range of services for people experiencing homelessness, and currently may not have an NPI. This guidance is intended to assist the provider of non-traditional health care services to obtain an NPI.

- Eligible providers that already have an NPI may use their existing NPI to bill for Medicaid Housing Supportive Services, when those services become available through DC's Medicaid program. However, you will need to add an additional taxonomy code to your record in NPPES.

- Provider organizations that deliver PSH services must have an NPI in order to receive Medicaid payment for the delivery of Housing Supportive Services.

What is an NPI?

The NPI is a numeric identifier that is assigned to a health care provider by the Centers for Medicare & Medicaid Services (CMS). It is a 10-digit permanent number assigned to a provider and must be used on electronic claim transactions for health care billing and reimbursement. In order to be reimbursed for Housing Supportive Services through DC's Medicaid program, it is necessary for providers to apply for and obtain an NPI. For more information, please refer to NPI: What You Need to Know.

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Who must have an NPI?

- All provider organizations that submit claims to DC's Medicaid program for reimbursement must have an NPI.

- If an organization already has an NPI, it does not need to submit another application for an NPI to participate in the delivery of Medicaid Housing Supportive Services. The organization can use its existing NPI to bill for Housing Supportive Services. However, organizations should ensure that the Taxonomy codes listed in the organization's NPI profile are current and reflect the services that will be provided as part of its participation in the delivery of Housing Supportive Services.

- The NPI and taxonomy code must be included on the organization's paper or electronic claim submittedto DC's Medicaid program for reimbursement.

How Can an Organization Apply for an NPI?

- Applying for an NPI is free, easy, and typically takes 20 to 30 minutes to complete. Organizations can apply online or by mail through the [CMS NPI Application/Update Form](#) page.

- DHCF and DHS encourage organizations to use the NPI online application process as it is the fastest way to obtain an NPI and the easiest way to track the application process. Although the application process is relatively straightforward, additional guidance for Housing Supportive Services providers has been included in Table 1 – *Step by Step NPI Application Process*. The information provided in this table is

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intended as guidance; organizations are responsible for reviewing all information provided on the CMS NPPES website.

- **To apply online or by mail,** organizations should visit the [National Plan and Provider Enumeration System (NPPES) website](#), read the instructions carefully, complete the questionnaire, and submit their application. The website contains [Frequently Asked Questions](#) and other helpful information. Although the application is relatively straightforward, Table 1 provides a step-by-step guide to assist organizations with responding to some of the questions. For example, the self-selection of "Taxonomy Codes" may be confusing for some organizations; Table 1 provides additional guidance on how organizations may respond.

- After an organization has completed its application and received confirmation of its submission, it will receive an NPI via e-mail from CustomerService@NPIEnumerator.com. If the organization has spam filtering on its e-mail interface, the reply from the NPI Enumerator with the NPI and confirmation message may be intercepted and diverted to a spam folder. Be sure to check this folder regularly after submitting your application.

- The **online** application is recommended for organizations, providing quicker processing, and allowing for easier status tracking. However, if an organization prefers to submit a paper application, it can download the [CMS NPI Application/Update Form](#). Please follow the instructions provided in the paper document, including where to mail. Organizations may also contact the CMS National Plan and Provider Enumeration System (NPPES) customer service hotline at 800.465.3203 to request a paper application form.

Receiving Your NPI
- The amount of time it takes to obtain an NPI is dependent upon the volume of applications being processed at a given time, whether the application was submitted electronically or on paper, and whether the application was complete and passed all edits.

- Per CMS, a provider who submits a properly completed electronic application could receive an NPI in fewer than 10 business days; paper application reviews takes approximately 20 business days. Application errors may further delay assignment.
- Organizations submitting applications online, may track the progress of their application and will receive an email with its new NPI number when the application is processed and approved.

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Table 1 – Step-by-Step NPI Application Process

The guidance provided in the following table is designed to support organizations with submitting an online application through the CMS NPPES website. However, guidance for the specific data requirements on the application may be useful in the completion of both paper and online applications. If an organization already has an NPI, please ensure the Taxonomy codes in its NPI profile are current and reflect the licenses and services that you will provide as part of your participation in the delivery of Housing Supportive Services through DC's Medicaid program.

The information provided in this table is intended for informational purposes only; organizations are individually responsible for reviewing all information and instruction provided by CMS to procure an NPI.

Steps and Item	Action / Additional Guidance
1. Create an account on the CMS NPI Application/Update Form page.	**Action for new applicants:** 1. Click on the 'Apply Now' link under the Related Links section at the bottom of the main page. 2. Click on "*CREATE or MANAGE AN ACCOUNT*" to be re-directed to the CMS Identify and Access Management System (I&A). Create a login through the I&A page. PRINT THE PAGE WITH YOUR USERNAME AND PASSWORD FOR YOUR RECORDS. Your organization will need the user ID and password to update its information as it changes over time. (This information is also included in the email that you will receive from NPPES when your NPI is issued.) 3. When completed you will be returned to the original NPPES page. Login to NPPES under "*Manage or Apply for your personal NPI Record*" with your I&A Username and password.

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Steps and Item	Action / Additional Guidance

2. Start NPI Application
 	
Online Help is available from each page of the application by clicking "Help" at the top right of each of the pages.
	1. Click on "*NEW NPI Application*"
	
	2. Read Terms
	
	3. Click on "*Submit New NPI Application*"
	
	4. Select appropriate Entity Type:
	
	    ▪ Type 1 - Individual (this also includes sole proprietorships) or
	
	    ▪ Type 2 - Organizations
	
	Note: if your organization already has an NPI, you do not need to submit a new application, though please confirm the organization's information, including taxonomy (step 8) remain accurate.

3. Complete Provider Profile (Identifying Information)	1. Complete all applicable fields in the Provider Profile section *Note: An asterisk (*) indicates a required field*
4. Insert Business Mailing Address	1. Enter your business address* It is recommended that personal addresses are not used, unless it is also the primary place of business
5. Insert Business Practice Location	1. Click on "*Same As Business Mailing Address*", if applicable 2. Enter your business phone number It is recommended that personal phone numbers are not used, unless it is also the primary business phone number

Steps and Item	Action / Additional Guidance
6. Confirm Business Mailing Address Standardization	1. Click on "*Accept Standardized Address*"
7. Insert Other Identification Numbers	1. If your organization has obtained a Medicaid or other non-Medicare Provider Number, enter the information on this page 2. If your organization does not have those numbers, click "*Next"* to go on to the next page

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Steps and Item	Action / Additional Guidance
8. Complete Taxonomy/License Information Many Providers of Housing Supportive Services may find taxonomy selection confusing. DHS has developed this guidance to help inform provider decision-making, though it remains the responsibility of every provider to select the Taxonomy code(s) most accurate and reflective of the services it will be providing. • There are over 800 Taxonomy codes organizations may choose from; the guidance in the next column was developed to help inform the selection process based on the types of services that organizations may provide. • If there is any doubt in selecting the appropriate code, select the most general. • For more information about Taxonomy Codes and to access the full list, please visit the CMS Find Your Taxonomy Code page.	**If your organization is applying for an NPI for the first time**, please ensure that the Taxonomy code for DC Medicaid Housing Supportive Services is entered. When selecting a taxonomy code associated with Housing Supportive Services use: • 251B00000X - Case Management Multiple taxonomy codes may be entered; however, one code must be selected as an organization's "primary" Taxonomy code. **If your organization already has an NPI**, please ensure the Taxonomy codes in the organization's NPI profile are current and reflect the services that it will provide as part of its participation as a provider of Medicaid Housing Supportive Services. You may need to update your NPI profile in NPPES to ensure it that includes this taxonomy code: • 251B00000X - Case Management.

Steps and Item	Action / Additional Guidance
9. Contact Person Information	The individual completing the NPI application will likely be in the best position to answer questions that may come up in reference to your organization's application and serve as the Contact Person. **Action:** 1. Click on *Same as Provider* 2. Under *Additional Information for the Contact Person*, use your phone number and email address
10. Certification Statement	Read the Statement, check the box and click *Submit*. The organization's application will be processed, and the submitter will receive email notification when an NPI is issued. Print a copy of this email and retain for the organization's files as it may be needed through the organization's billing and care coordination interactions with other stakeholders.

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