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# F.Y.I.

## For Your Information

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MASSACHUSETTS

Blue Cross Blue Shield of Massachusetts is an Independent Licensee of the Blue Cross and Blue Shield Association

**Date:** June 30, 2008

**To:** The Participating Professional Providers Who Care For Our Members

- Subjects:**
- BCBSMA Rejecting Claims Submitted With Mismatched National Provider Identifier (NPI) Information
  - How To Correct and Submit Claims With The Tax ID Number (TIN) For The Billing Provider

### BCBSMA Rejecting Claims Submitted With Mismatched NPI Information

If your office has recently received claim rejections from Blue Cross Blue Shield of Massachusetts (BCBSMA\*) with the reject message displayed below, then you have submitted the claim with an NPI and Tax ID number (TIN) combination that conflicts with the information that we have on file, and you must contact us at **1-800-419-4419** to provide us with updated information. Once you have contacted us and our records are updated, please resubmit these claims to ensure that we send payment to the correct provider. We will not reprocess these claims. Your office needs to submit new claims with the correct information.

**New Reject Message X419:** THE BILLING PROVIDER NPI AND TAX ID NUMBER COMBINATION SUBMITTED ON THIS CLAIM DOES NOT MATCH THE INFORMATION ON OUR FILES. PLEASE CALL 1-800-419-4419 TO SPEAK WITH A REPRESENTATIVE WHO WILL WORK WITH YOU TO RESEARCH AND CORRECT THE PROBLEM. PLEASE INFORM THE REPRESENTATIVE THAT YOU'RE CALLING REGARDING A CLAIM THAT REJECTED X419 (HIPAA CODE PI 208: NPI DENIAL NOT MATCHED).

Claims with this message rejected because the NPI and TIN reported in the billing provider loop 2010AA does not match the information in our files. In many cases, we are finding that the **servicing provider's NPI** was submitted in the billing provider loop, but with the billing provider's TIN. The billing provider's NPI must be submitted in the appropriate field in conjunction with the billing provider's TIN. Please confirm that your billing system is updated with the following specifications:

| Please submit:                             | In Loop:             | With Qualifier: |
|--|----------------------|-----------------|
| The billing provider's NPI                 | 2010AA NM109 segment | XX              |
| The billing provider's TIN                 | 2010AA REF02 segment | SY or EI        |
| The rendering provider's NPI               | 2310B NM109 segment  | XX              |
| Any additional rendering provider's NPI(s) | 2420A NM109 segment  | XX              |

### *How to Correct and Submit Claims With The TIN For The Billing Provider*

Please contact us as soon as possible as indicated on the previous page to provide us with the correct NPI and TIN for your practice. Then correct and/or resubmit these claims with the correct billing provider's NPI and TIN for that billing provider (where you would like to receive payment). We will deny the claims we have in the system in addition to any future claims we receive with conflicting NPI and TIN information. It is important to ensure that your system(s) is submitting the billing provider's NPI in the correct segment to avoid claim rejections in the future.

### *Questions?*

If you have questions regarding this notice, please call your Provider Relations Manager at **1-800-316-BLUE (2583)**.