

Transcript: NPI/Taxonomy Error Messages and Alerts (Video APP-3)

This document contains the transcript for Video APP-3: NPI/Taxonomy Error Messages and Alerts.

Introduction

This video will focus on the common NPI/Taxonomy error messages and alerts you may encounter.

NPI/Taxonomy Errors and Alert Messages

There are three types of NPI and taxonomy combinations that will generate errors or alerts within KY MPPA:

- An invalid or inactive combination in the NPPES database,
- A combination with a pending application in KY MPPA, and
- A combination already associated with an existing KY Medicaid ID.

The correct combination for a new enrollment in KY MPPA will be a valid NPI/taxonomy combination in the NPPES database that is not already in use.

This video will focus on the error messages or alerts generated by these three combinations.

Please note: You will have to complete all the information on the screen and click Start an Application before you will be informed whether the combination is valid or if there is an error.

First Error: NPI/Taxonomy Combination Inactive or Invalid

The first NPI/taxonomy field error occurs when the NPI/taxonomy combination is inactive or invalid in the NPPES database.

Enter the NPI and taxonomy combination in the correct fields and complete all the other information on the screen. Click Start an Application and then click Yes to confirm you wish to continue. If there is an issue with the NPI/taxonomy combination, you will then see either a field alert or alert message.

The field message associated with an inactive or invalid NPI/taxonomy combination says “The NPI and Taxonomy entered combination was not found on NPPES. See HELP for additional information”.

When you see the field message, we recommend you access the on screen help to identify the next steps to take to move beyond the field alert. The HELP steps are to:

- First, verify the number was typed in correctly.
- Then verify the number on the NPPES website and double check the status of the NPI used.

Our example NPI/Taxonomy combination contains a deactivated NPI that can no longer be used.

Second Error: NPI/Taxonomy with Pending Application

In our second example, the NPI/taxonomy combination you see on the screen has already been used to begin a KY MPPA application.

When we click on Start an Application, the field alert states “Another application is pending with the same NPI and Taxonomy. See HELP for additional information”. In this case, you would:

- Verify the correctness of the NPI/Taxonomy combination. If they are correct, then either the provider or credentialing agent has started a new application.
- Check the Provider or Credentialing Agent dashboard to verify and obtain the application number.
- If this does not help, you can reach out to the KY MPPA Contact Center for assistance.

Third Error: NPI/Taxonomy Already Associated with a KY Medicaid ID

It is possible that when you enter an NPI/taxonomy combination it may already be associated with a KY Medicaid ID. When we click on Start an Application, we will see an alert message that states “There is an existing Medicaid ID with this information. Please call the KY MPPA Contact Center at 877-838-5085, extension 2”. Per the Help content:

- First, verify the NPI and taxonomy combination is correct. If it is correct, it may be that the Medicaid ID is not linked to the Provider within KY MPPA. The KY MPPA Contact Center can help you to link the data within KY MPPA.
- If you need a new Medicaid ID for a group and this combination is already in use, you may need to select a different taxonomy or register another taxonomy
- As always, you can reach out to the KY MPPA contact center for assistance.

Wrap Up

You have just finished the NPI/Taxonomy error message and alerts video. To view more on this topic or others, visit the KY MPPA video training library.

Contact Center

If you have questions after reviewing the provided training materials or you need to speak with a Customer Service Representative, you can reach out to the KY MPPA Contact Center via phone at 877-838-5085.

- For program or policy questions, select Extension 2.
- For technical support or questions regarding KY MPPA functionality or use, select Extension 1 or email medicaidpartnerportal.info@ky.gov.