



# National Committee on Vital and Health Statistics (NCVHS) Standard and Security Subcommittee

National Provider Identifier (NPI)

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# Training and Outreach

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## October 2006

- Distributed Payer sheets (claim submission instructions to pharmacies)
- Invited pharmacies to certify (test) their software for NPI submission
  - As of 1/19 seven software vendors have successfully completed testing
- Trained Customer Service Representatives to respond to inquiries from pharmacies (training updated monthly)

# Current Status

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## January 10<sup>th</sup> 2006

- Accept either NPI or Legacy Identifier for pharmacies and physicians on NCPDP 5.1 Claim transactions

## January 12<sup>th</sup> 2006

- Medco Mail Service pharmacies (enumerated in 2006) began submission of NPI to any payer able to accept (currently Medco)

## January 19<sup>th</sup> 2006

- Medco NPI retail statistics for period 1/12 through 1/18
  - Total claims processed 7,514,064
  - Total claims received with Pharmacy NPI 10,375
  - Percent of total claims .14%
  - Total claims received with Physician NPI 1

# Health Care Readiness

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- The pharmacy industry is not ready for the compliance requirement for NPI
  - Not all HIPAA covered pharmacies have been enumerated.
  - Pharmacies do not have a complete and reliable NPI source - due to lack of data dissemination information
  - Website lookup capability cannot be built - contingent upon data dissemination policy
  - Once dissemination data is available mapping from pharmacy system DEA to NPI will be difficult due to lack of required alternate IDs like DEA on the NPI application
  - Pharmacy staff have not been trained
  - Pharmacies with national coverage one-off lookups or physician outreach is not feasible
    - Both volume/cost and lack of motivation and understanding at physician's office as to why the pharmacy or PBM is collecting NPI. ( For every 5 calls Medco made during December to inquire on physician NPI, only 1 out of 5 offices understood what NPI was and could provide the physician NPI)

# Issues

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- Medicare Part D Beneficiaries will face prescription rejections at Pharmacies
  - 43 million Medicare eligible Beneficiaries' will go without their medication or will be forced to pay cash
  - Pharmacies are not equipped to handle the beneficiaries complaints
  - PDP's, Health Plans and Medicare Customer Service will incur increased call volume creating additional cost to the delivery of the Pharmacy benefit.
    - Member service complaints
    - Member grievances (for delays)
    - Member appeals (for denial of service or payment)
  - Medicare Beneficiaries will escalate claim rejection issues increasing skepticism on the effectiveness of the Medicare Prescription plan
  - Physician's offices will see an increase in faxes and calls from pharmacies trying to obtain NPI while member is at counter facing claim rejection
  - Have physician's staff been sufficiently trained to handle calls? Increase in talk time for physician staff, again adding cost