



New Claim Edits Help Verify a Care Provider's Mississippi Medicaid Participation Status

Starting Sept. 22, 2018, we're making a change to how we process UnitedHealthcare Community Plan claims. We'll be using additional claim edits to help ensure that the care providers submitted on a claim are also enrolled with the Mississippi Division of Medicaid (DOM) as part of being eligible to participate in the Mississippi Medicaid program.

What This Means for You

MississippiCAN requires that all care providers listed on a claim are enrolled with DOM and have a valid Medicaid ID. Our claims process will match the care provider National Provider Identifier (NPI) number and Medicaid ID used on a claim and the NPI number and Medicaid ID in the DOM enrollment database.

- If the care provider enrollment information matches, we'll process the claim as usual.
- If the care provider information doesn't match, we'll return the claim to the submitter electronically with a 277 claim status response. If a paper claim was submitted, we'll mail a letter to the submitter with the reasons for the claim return.

If a Claim is Returned

When a claim is returned because the care provider information didn't match, you'll have the chance to resubmit the claim within 180 days of the date of service. Before resubmitting, the claim submitter should verify that the NPI numbers listed on a claim will match the Mississippi DOM enrollment information.

Verifying NPI Number and Mississippi DOM Enrollment Information

- If the care provider doesn't have a valid Medicaid ID, instructions on how to enroll with DOM are at medicaid.ms.gov/providers.
- Care providers enrolled with DOM can verify their enrollment status and NPI number by logging into DOM's provider portal at medicaid.ms.gov/providers.
- Enrolled care providers can call DOM to verify the registered NPI number at **601-359-6294**.

We're Here to Help

You can find information on submitting claims at UHCprovider.com/claims. If you have questions, please contact Provider Services at **877-743-8734**. Thank you.