

Service facility NPI required on claims

Starting **April 1, 2021**, we'll deny claims submitted without a service facility national provider identifier (NPI) number or with a service facility NPI number that is not enrolled and attested through the Texas Medicaid & Healthcare Partnership (TMHP). This applies to services rendered to UnitedHealthcare Community Plan members.

Please see the following requirements for more information:

Service Facility NPI Required

In accordance with the Texas Medicaid Provider Procedures Manual (TMPPM) and TMHP, the service facility NPI number must be included when billing on a CMS-1500 form for professional services or a UB-04 form for institutional services, or their electronic equivalents.

This requirement applies to your normal service location, as well as services provided outside your normal facility location, such as skilled nursing facilities, labs or hospital settings.

Service Locations Required to be Enrolled in Texas Medicaid

The service location is required to be enrolled with Texas Medicaid and you need to enter that information in the Service Facility loop as it is attested with TMHP. You also need to enter the corresponding NPI number that is attested and enrolled for that service facility with TMHP.

If the service location is a **member's home**, the location wouldn't have a corresponding NPI number enrolled with Texas Medicaid. In this case, the location of the Service Facility can be left blank on the claim form. The location for the NPI number would also be left blank.

We're Here to Help

If you have questions, please contact your Provider Advocate or call Customer Service at **888-887-9003**, 8 a.m. – 6 p.m. Central Time, Monday – Friday. Thank you.