

**MOA MEMBERS
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NPI NUMBERS PROBLEMS – SEE INFORMATION FROM CMS

The AOA is receiving numerous calls regarding problems optometrists are having with their NPI numbers. Please see the information below straight from CMS regarding concerns folks are having.

“Before you send these to CMS, you need to make sure that the providers have done their part in researching the issues.

- They need to make sure their NPI assignments are correct and that their Medicare legacy identifier is in their NPPES record (they need to look in NPPES, not in the NPI Registry, for this information);**
- They need to verify that their claims were submitted properly (some providers don’t know the difference between the Billing and the Rendering Providers);**
- They also need to know the reason why their claims are being rejected. They may need to contact the claims processor to discuss why their claims were rejected. We need the name of the contractor and contractor staff person with whom the provider spoke--or at least the name of the department in which that person works.**
- The providers need to know how they are enrolled in Medicare, and if that enrollment accurately reflects the way they do business (e.g., sole proprietorship vs. corporations).**

While we will be glad to help, we do not have the resources, nor is it our responsibility, to do the work that the providers themselves are supposed to be doing.”