



# Blue Cross and Blue Shield of New Mexico

## NPI 270 Standard Benefits Alert

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### **Important Guidelines for Using Your NPI on Electronic Inquiries for BCBSNM members.**

Blue Cross and Blue Shield of New Mexico physicians and medical providers utilizing the Availity portal may, in certain situations, have received out-of-network benefit information instead of in-network benefits. This may have occurred when providers submitted the transaction for the member's eligibility and benefits (E&B) status using the billing provider NPI rather than the rendering provider NPI.

The following guidelines were established to help support and clarify the use of NPI number when submitting both eligibility and benefits inquiries as well as claim status inquiries for BCBSNM members:

#### **NPI Guidelines:**

- Physician or solo practitioner **must** use the Type 1 NPI number
- Physicians or practitioners that have incorporated with both a Type 1 & Type 2 NPI issues **must** use the Type 1 NPI number
- Physicians or practitioners that are part of a group practice **must** use the rendering provider's (Type 1) NPI number.
- Radiologists, anesthesiologists and other medical providers **must** use the Type 1 NPI number
- Medical Groups **must** use the rendering provider's Type 1 NPI for the rendering provider
- DME suppliers **must** use the type 2 NPI for the specific location
- Labs and other ancillary providers **must** use type 2 NPI for the entity
- Facilities **must** use the Type 2 NPI number

The guidelines outlined within this communication are intended to assist in clarifying BCBSNM's interim approach for managing eligibility and benefit inquiries relative to NPI IDs. These guidelines may also apply to your claim status inquiries. Please note the approach serves as a guide, but in certain circumstance the inquiry may reflect other specialty benefits if multiple NPI number scenarios apply.

Please contact Availity Client Services at 800.AVAILITY (800.282.4548), Monday through Friday, from 7:00 a.m. to 6:00 p.m. CST, regarding questions on this communication.