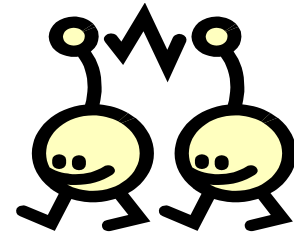


Certification Bulletin

October 8, 2014 NO. 14-02



Provider Name in NPPES and ITWS

This Bulletin is to clarify the State's requirements related to listing a Provider's name in the Federal National Plan and Provider Enumeration System (NPPES) and the State Information Technology Web Services (ITWS).

The State recently sent all Local Mental Health Plans written requirements regarding how a Provider's name should be reflected in NPPES and ITWS in order for the State to determine that the names match.

REQUIREMENTS

- If NPPES lists only an "Organization Name," this will be the Name that needs to match with ITWS. This only applies if NPPES lists an "Organization Name" only and "Other Name" OR "Doing Business Name" does not appear on NPPES.
 - If the only name appearing on NPPES is the Organization Name and the Organization Name is correct and ITWS is incorrect, the name will have to be changed in ITWS.
 - If the name on ITWS is correct, but the NPPES Organization Name is incorrect, the NPPES Organization Name will need to be changed.
- If NPPES lists an "Organization Name" and an "Other Name," the "Other Name" will be the Name that needs to match the name in ITWS. This only applies if NPPES lists an "Organization Name" and an "Other Name."
 - When there is both an "Organization Name" and an "Other Name" on NPPES and the "Other Name" is correct and ITWS is incorrect, the name will need to be changed in ITWS.
 - If the name on ITWS is correct, but the "Other Name" on NPPES is incorrect, the NPPES "Other Name" will need to be changed.
- If NPPES lists an "Organization Name" and a "Doing Business Name," the "Doing Business Name" will be the Name that needs to match with ITWS. This only applies if NPPES lists an "Organization Name" and a "Doing Business Name."
 - When there is both an "Organization Name" and a "Doing Business Name" on NPPES and the "Doing Business Name" is correct and ITWS is incorrect, the name will need to be changed in ITWS.
 - If the name on ITWS is correct, but the "Doing Business Name" on NPPES is incorrect, the NPPES "Doing Business Name" will need to be changed.

The State has indicated that the names need to match exactly, i.e., if name on NPPES is “Services USA, Inc.,” the ITWS name also needs to be “Services USA, Inc.”

MAKING CHANGES IN NPPES AND ITWS

The Los Angeles County Department of Mental Health needs to ensure that a Provider’s name matches at the County, State and Federal level.

- If a Directly Operated or Contract Provider’s name needs to be changed in ITWS, please notify your Lead District Chief. They will initiate the appropriate process to ensure that a Provider’s name matches across all required areas.
- If a Directly Operated Provider’s name needs to be changed in NPPES, please notify your Lead District Chief. They will initiate the appropriate process to ensure that a Provider’s name matches across all required areas.
- If a Contract Provider’s name needs to be changed in NPPES, please follow your organizational guidelines for making changes in NPPES.

OTHER CONSIDERATIONS

Please be aware that inconsistencies in a Provider’s name in NPPES and ITWS may cause delays in the certification or re-certification of Providers. The State will not process a certification or re-certification if there is a discrepancy between a Provider’s name in NPPES and ITWS.

If you have any questions or require further information, please contact the Medi-Cal Certification Section at (213) 251-6862 or QA@dmh.lacounty.gov.