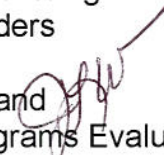


COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
OFFICE OF THE CHIEF DEPUTY DIRECTOR
COMPLIANCE PROGRAM AND AUDIT SERVICES BUREAU

COMPLIANCE BULLETIN 12-01

April 9, 2012

TO: District Chiefs
DMH Program Managers
Contract Providers

FROM: Judith L. Weigand 
Chief, MH Programs Evaluation

SUBJECT: **USAGE OF ACCURATE NPI DATA FOR CLAIMING**

The purpose of this Compliance Bulletin is to remind Los Angeles County –Department of Mental (LAC-DMH) Program Managers and Contractor Providers that they are to ensure that all claims submitted to the LAC-DMH Integrated System (IS) are complete and accurate. This includes ensuring that claims contain accurate and appropriately assigned National Provider Identifier (NPI) information for all rendering providers.

This is consistent with LAC-DMH policies that the Department will not knowingly submit claims to the State for reimbursement that contain errors. These policies require LAC-DMH to deny claims where it is known or suspected that the claims have errors. This includes but is not limited to information associated with NPIs, specifically mismatched names and numbers.

Those individuals and agencies who have submitted claims to LAC-DMH that have been denied because of NPI errors or suspected NPI errors are responsible for correcting the rendering providers' information and resubmitting the claims.

LAC-DMH routinely compares the rendering provider data contained in the Integrated System (IS) and the National Provider Plan and Enumeration System (NPPES) prior to submitting the claims to the State for reimbursement. Claims containing NPI errors, mismatched information, and suspected NPI errors will be denied during the Certified Public Expenditure process and will not be paid. The denial code for NPI-related errors is 208.

To correct claims that were denied due to error code 208, you must first correct the Rendering Provider's NPI in the IS. This NPI may be corrected by submitting an electronic Rendering Provider update. A copy of the Rendering Provider update should also be e-mailed to the Compliance Program and Audit Services Bureau at the following address:

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NPIVRPF@dmh.lacounty.gov

Upon receiving confirmation that the Rendering Provider's information in the IS has been corrected, correct all claims denied due to error code 208 as soon as possible to avoid the financial losses associated with claims timing out. There is no applicable late code for late submission of these denied claims and LAC-DMH will not be liable for any losses to the Contractor resulting from Contractor's failure to resubmit these claims in a timely manner.

Should you have any questions, please feel free to contact me at NPIQuestions@dmh.lacounty.gov.

JLW

c: Executive Management Team
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