

Urgent: National Provider Identification Crosswalk Causing Issues for EDI & DDE

April 13, 2018

Description of Problem

National Government Services is cognizant of an extensive issue with the National Provider Identification (NPI) crosswalk file that is causing a limited amount of providers to have Electronic Data Interchange (EDI) claim files to reject in error, causing issues with Direct Data Entry (DDE) claim submissions, and may affect eServices and EDI enrollment issues.

What This Means to You

Affected providers will experience issues with EDI and DDE claim submissions. Additionally, providers attempting to enroll in eServices or EDI enrollment changes may also be affected. Affected providers should contact the Provider Contact Center (PCC) to report the issue. Once contact is made, please allow ten full business days for resolution. National Government Services will contact the provider once their issue is resolved.

Hospice providers may be granted exceptions for late NOEs due to this issue.

Status

4/12/2018: As per NGS, the cause of this nationwide issue has been escalated and is being researched. Updates will be provided as soon as they are available. No additional provider action, other than reporting the issue, is required at this time.