

# HOW TO UPDATE YOUR DIRECT CONTACT INFORMATION IN NPPES



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# Speaker Biographies

## **Natalie Stewart,**

- Natalie is the Assistant Director for Quality Services at Purdue Healthcare Advisors, where she leads a team of subject matter experts dedicated to supporting clinicians in understanding and meeting the requirements of numerous national and state quality initiatives, including the MIPS and Medicaid Promoting Interoperability programs. This includes not only providing expertise in these reporting programs, but also assisting providers in improving their performance, adapting their workflows, and optimizing the use of their electronic health records systems to enhance the patient and provider experience.

## **Kerri Lanum, MS, CHC**

- Kerri Lanum is a Clinical Informatics Specialist at ILHITREC with over 20 years of experience in the healthcare industry. She is an expert in the design and implementation of innovative technologies to support ambulatory practice workflows. She is certified in several EMR Products, a Lean Six Sigma green belt, certified health coach and has a passion for educating providers and medical office staff on how to track their quality data to improve patient care.

## **Lauren Wiseman, MSN, RN-BC**

- Lauren Wiseman is a Clinical Informatics Specialist for Illinois Health Information Technology Regional Extension Center (ILHITREC). Lauren has 40 years of healthcare experience and works with participating healthcare organizations providing Promoting Interoperability support. She is an active member of the Health Information Management and Systems Society (HIMSS) and the American Nurses Association (ANA). Lauren holds the ANCC board certification in Nursing Informatics and Certified Professional Health Information Management System (CPHIMS)

# Disclaimer

- The target audience of this presentation is Eligible Providers, but some references may be made related to Eligible Hospitals.
- This webinar is based on official guidance provided by the Centers for Medicare and Medicaid Services (CMS) and the Office of the National Coordinator (ONC), experiences from ILHITREC, other Regional Extension Centers, and Purdue Healthcare Advisors
- This presentation was prepared as a tool to assist providers enrolled in the Medicaid Promoting Interoperability program administered by CMS. The ultimate responsibility for compliance, submission and response to any remittance from CMS rests with the provider. Medicare policy changes frequently. It is highly recommended that providers and their designee review rules and regulations frequently.
- This presentation is focused on the **requirements from the CMS Interoperability & Patient Access Final Rule.**

# Acronyms

- CEHRT-Certified Electronic Health Record Technology
- HIE-Health Information Exchange
- EHR-Electronic Health Record
- EP- Eligible Professional
- QPP-Quality Payment Program
- PI- Promoting Interoperability
- API-Application Programming Interface
- CMS-Centers for Medicare & Medicaid Services
- ADT- Admissions, Discharges, and Transfers
- RPM- Remote Patient Monitoring
- FHIR- Fast Healthcare Interoperability Resources
- NPPES- National Plan and Provider Enumeration System
- HIPAA-Health Insurance Portability & Accountability Act

[CMS Acronyms](#)

# Learning Objectives:

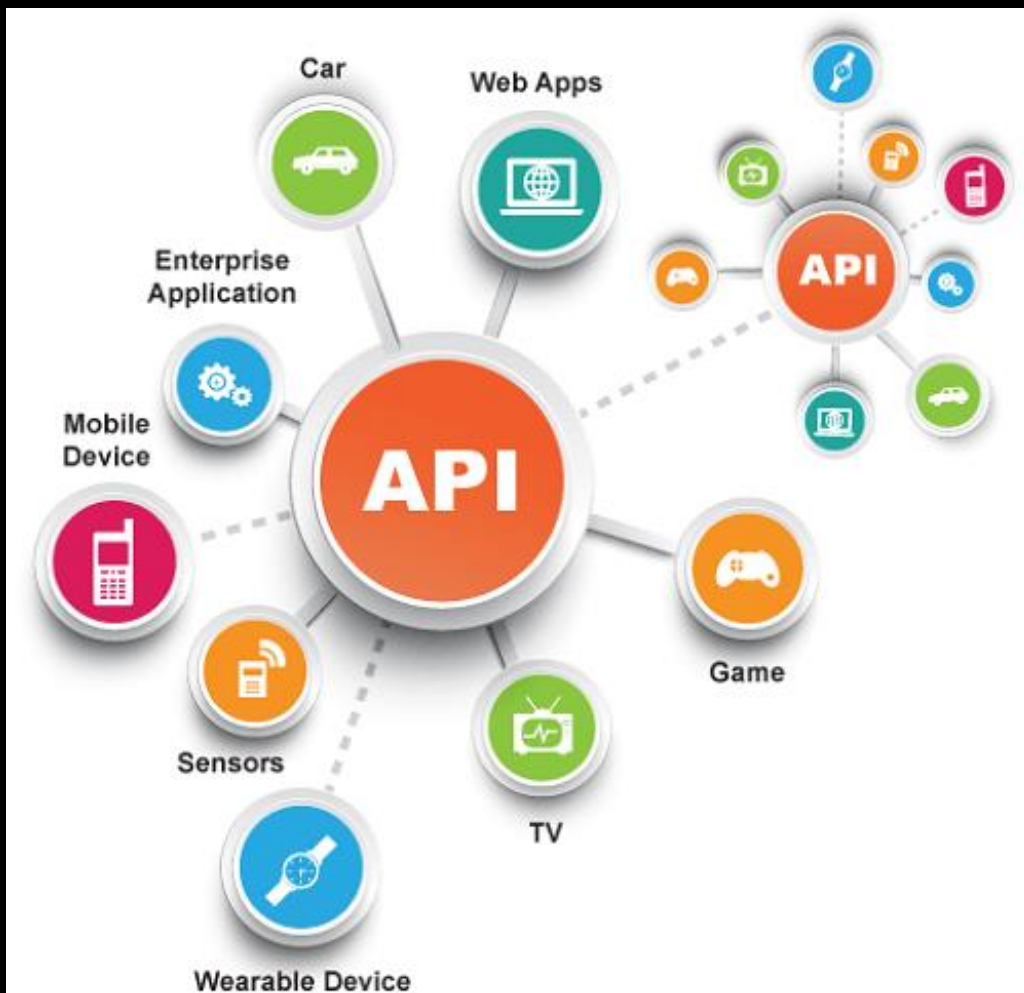
- Discuss requirements from CMS Interoperability and Patient Access Final Rule regarding direct contact information
- Explain WHY updating this contact information is important
- Demonstrate and review the process for updating direct contact information in the NPPES system
- Learn processes for managing this change

# CMS Interoperability and Patient Access Final Rule

- Final Rule Published 5/01/2020, effective 6/30/2020
- Finalizes new policies that help liberate health information and move the healthcare system toward greater interoperability.
- Direct contact information refers to information like a Direct address or FHIR API
- Required by Late 2020 or CMS will publish those providers who do not list or update their digital contact information in NPPES

# Why is this Important?

- Provide vital healthcare information to providers and patients to deliver the right care at the right time.
- Meet Medicaid PI requirements for Objective 7 & MIPS PI measure of support electronic referral loops by receiving and incorporating health information and sending health information
- Facilitate the electronic exchange of health care information such as medical records, orders and referrals, etc., in a safe and secure fashion.
- Be compliant with CMS requirements



API - Application Program Interface

## Types of Endpoints - Optional

Direct Address      Not a standard email address

APIs connect software systems to seamlessly communicate between those systems.

- *FHIR URL 4.0.1* CMS preferred API
- *Connect URL*
- *Restful URL*
- *SOAP URL*

Optional means choose one



# Getting Started- Updating Direct Contact Information in NPPES

## ■ Ways to Access NPPES site

- *Logging in with username and password of provider*
- *Logging in as Access Manager (Delegated Official) that has access to provider's account*

*\*Many times the employee who manages credentialing or the EHR incentive program may already have access to providers' accounts to update the direct contact information*

# Getting Started- Updating Direct Contact Information in NPPES

- *What if you or the provider forgot the username or password?*

## 2 options

- *Forgot password feature-security questions have to match what's in account*
- *Call or email to reset -EUSSupport@cgi.com  
1-866-484-8049 (Toll-Free)*

# Getting Started- Updating Direct Contact Information in NPPES

1.

User ID ⓘ

Password

**SIGN IN**

**FORGOT USER ID OR PASSWORD?**

2.

**Sign In**

\* indicates required field(s)

\* **User ID:**

\* **Password:**

**Sign In**


[? Forgot Password](#)


[? Retrieve Forgotten User ID](#)


[? Enter your PIN](#)

**One account to access multiple systems**

Create one account with the Identity & Access Management System to manage access to NPPES, PECOS, and EHR incentive programs, manage staff, and authorize others to access your information. **Create Account Now**

 Use this system to register for Medicare or update your current enrollment information.

 Register to receive EHR incentive payments for eligible professionals and hospitals that adopt, implement and upgrade or demonstrate meaningful use with certified EHR technology.

 Use this system to apply for and manage National Provider Identifiers (NPIs).

# Getting Access -Updating Direct Contact Information in NPPES

Home My Profile My Connections My Staff

**My Connection** ► Add Provider [◀ Back to Previous Page](#)

Search for an Organization or an Individual Provider that you wish to be associated with as a surrogate to work on their behalf. You can search by entering one or more of the following: Organization Name, Individual Provider's Last Name, City, State, ZIP or NPI.

Organization Name:  NPI:

First Name:  Last Name:

City:  State: SE - Select One  ZIP:

## Requesting Access

- Search for Provider
- Choose NPPES checkbox

Search Results

Name ▼	NPI	Business Mailing Address
<input checked="" type="radio"/> SNOW, JON	1427338003	719 W Holly Ave Sterling, VA 20164-4621

Select the business function(s) you would like to access on behalf of the provider:

- PECOS
- EHR Incentive Program
- NPPES

# Demo of Updating Direct Contact Information in NPPES

- <https://nppes.cms.hhs.gov/#/>

# A word of caution...

APIs will solve many interoperability challenges in healthcare however:

- Testing is needed before connectivity can be established
- Vendor or IT assistance will most likely be needed
- Entering endpoints into NPPES meets the requirement but may not help your sharing partners
- We recommend entering a Direct Address to best support your sharing partners

**APIs should be HIPAA compliant and have the HITRUST CSF Certification**

# Processes for managing this change

- Work with EHR vendors to locate direct contact info and help them clean up provider files with up-to-date digital information and current National Provider Identifier
- Implement a monitoring and maintenance process to ensure internal provider directories include the most up to date digital contact information.
  - *Manually updating each provider file*
  - *Downloading files from NPPES – API or Data Dissemination CSV files*  
[NPI Registry API help](#)  
[Instructions for Data Dissemination files](#)
  - *Designate a person to be responsible for maintenance*
- Educate key staff to use NPI registry to find any direct contact info that may be missing from files.  
<https://npiregistry.cms.hhs.gov/>
- Work with Providers to ensure all NPPES contact info is up-to-date (ex. business address, phone number etc.)





# Looked up Physician in the NPI Registry

The screenshot shows the NPPES NPI Registry website. The browser address bar displays <https://npiregistry.cms.hhs.gov/registry/provider-view/1255310421>. The page title is "NPPES NPI Registry". The main heading is "Provider Information for [REDACTED]". Below this, there is a search bar and a "Please Note" section. The provider's gender is listed as "MALE". The last updated and certification dates are both "2020-08-20". A "Details" table shows the NPI number as [REDACTED]. At the bottom, a table titled "Health Information Exchange" lists endpoints. A large grey arrow points to the "Endpoint" column of this table, and a red box highlights the "direct" part of the "Direct Messaging Address" endpoint.

Endpoint Type	Endpoint	Endpoint Description	Use	Content Type	Affiliation	Endpoint Location
Direct Messaging Address	[REDACTED] direct mayoclinicmsg.org					[REDACTED]

shared referred to provider's info with Epic Team so they can build him into EPIC so he is available for Dr. to select next time 😊

Direct, Secure Address needed to send Summary of Care

# Resources

- [CMS Interoperability and Patient Access Fact Sheet](#)
- [CMS Interoperability and Patient Access Final Rule](#)
- [NPPES Instructions for updating Direct Contact Info](#)
- [ILHITREC Instructions for Updating Direct Contact Info in NPPES with screen shots](#)
- [I&A Quick Reference Guide](#)
- [Stage 3 2020 Medicaid PI Objective Measures](#)
- [Quality Payment Program website](#)
- [Health IT Playbook-HIE](#)

# Upcoming ILHITREC webinars



3 week webinar series

**Strengthening Your Immune System through Diet & Nutrition**

October 7, 14, and 21<sup>st</sup> 12-12:45 pm

Register [here](#)



3 week webinar series

**Strengthening Your Immune System Through Physical Activity**

November 4, 11 and 18<sup>th</sup>

Register [here](#) 12-12:45 pm

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“Give it to me straight, doctor. How much longer do I have before you’re able to access all of my medical records?”



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# QUESTIONS?

