

Avoid dental claim rejections by including required NPI numbers

 pages.azblue.com/Dental-claims-must-include-correct-NPI-info---JUNE-2022.html

[Sign in – Secure Provider Portal](#) 



Blue Cross® Blue Shield® of Arizona (BCBSAZ) needs certain data elements to process dental claims. As we continue to upgrade our systems, claims without required data may be rejected or delayed starting June 1, 2022. To prevent rejections, payment delays, and wasted administrative time, be sure you are using both the billing and treating dentist NPI numbers. In most cases this is *not* the same number.

 [In This Issue](#)

**What to do when the ID card says
Blue High Performance Network (BlueHPN)**

Billing with the correct NPI numbers

All dental claims must include the billing provider NPI. Typically, this is the practice's organizational NPI number (NPI type 2). In most cases, you must also enter the treating dentist's professional NPI number (NPI type 1).

- Only when the provider is considered a **solo practitioner (sole proprietor)** would the billing and treating provider NPIs be the same (NPI type 1). In this case, it would be entered on the claim as the billing NPI, and the treating provider NPI would be left blank.
- **In all other scenarios, two different NPI numbers are required:** the organizational NPI (type 2) and the treating dentist NPI (type 1). You may not use the same NPI number for both the billing entity and the treating dentist.

Loop	Element	Description	BCBSAZ Requirements
2010AA	NM109	NPI for the billing entity (organizational NPI) or billing individual	All dental claims must include the <i>billing</i> provider NPI. When this is an entity, use the organizational NPI.
2310B	NM109	Treating dentist NPI (individual)	All dental claims (except those for a solo practitioner) must include the treating provider NPI.

Check to see how your billing system is configured

Be sure to send this information to your billing team and clearinghouse so they can make updates in your system if needed. This NPI billing requirement applies to all claims submitted to BCBSAZ.

Questions?

For more information about the difference between an individual and organizational NPI, see the [NPI: What You Need to Know booklet](#) from CMS. To view all of our dental claim data requirements, check out Section 19 of the [2022 Provider Operating Guide](#), pages 19-25 to 19-29.

If you have questions, contact your [provider liaison](#) or call Provider Partnerships at 602-864-4231 or 1-800-232-2345, ext. 4231.

Our members can take a digital ID card with them wherever they go with the MyBlue AZSM mobile app.

