

## **A REMINDER FROM...**

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### **Provider Notice**

## **Update and Certify Provider National Plan & Provider Enumeration System (NPPES)**

Providers are legally required to keep their NPPES data current. The Centers for Medicare & Medicaid Services (CMS) is also encouraging Medicare Advantage Organizations, to use NPPES as a resource for our online provider directories.

By using NPPES, we may be able to decrease the frequency by which we contact you for updated directory information and to provide more reliable information to Medicare beneficiaries. When reviewing your provider data in NPPES, please:

- Update any inaccurate information in modifiable fields, including provider name, mailing address, telephone and fax numbers and specialty, to name a few.
- Include all practice locations you actively see patients and where a patient can call and make an appointment. Do not include addresses where you could see a patient, but do not actively practice.
- Remove any practice locations that are no longer in use.

Once you update your information, you will need to confirm it is accurate by certifying it in NPPES.

### **Help us produce accurate provider directories for Medicare Members.**

CMS will continue to use discretion while monitoring and reviewing organizations' online provider directories for compliance and enforcement action.

During compliance reviews, if CMS finds an error in an organization's online provider directory and the error matches the information in NPPES, that error will not be considered an "error" for purposes of compliance so long as the organization contacts the provider, whose information was incorrect, within 30 days to encourage the provider to correct their information in NPPES.

If you have any questions pertaining to NPPES, you may reference NPPES help at <https://nppes.cms.hhs.gov/webhelp/nppeshelp/HOME%20PAGE-SIGN%20IN%20PAGE.html>

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*If you have questions regarding this notification, please contact El Paso Health Provider Relations at 915-532-3778, Monday thru Friday 8 a.m. to 5 p.m. or email [ProviderServicesDG@elpasohealth.com](mailto:ProviderServicesDG@elpasohealth.com)*