



Provider Bulletin

New Hampshire Medicaid

January 7, 2021

New Billing Claims Requirement – Ordering Providers

Beginning March 1, 2021, if you are one of the following billing providers, you will be required to submit the ordering provider name and NPI on all claims and the ordering provider must be enrolled with NH Medicaid or the claim will deny.

- Occupational Therapist
- Occupational Therapist Group
- Pharmacy (medical claims)
- Durable Medical Equipment Suppliers
- Non-Hospital Connected Lab
- Non-Hospital Connected X-Ray
- General Therapy Group (Occupational, Speech, and Physical)*

Since September 2019, billing providers that required ordering providers on claims were notified on remittance advices (RA) if the ordering provider was missing from the claim or the ordering provider listed on their claim was not enrolled with NH Medicaid. Billing providers should have been correcting their systems and process in anticipation for this billing change.

You should review your most recent RAs to determine that all necessary claims include the NPI of an ordering provider and that all ordering providers are enrolled with NH Medicaid. If the ordering provider is not enrolled with NH Medicaid, you should contact them to get enrolled before March 1, 2021 to ensure your claims are not denied.

Providers allowed to order the above services must have the proper licensing and credentials to order the service and must be enrolled with NH Medicaid at the time of service. The provider types that qualify under NH Medicaid to order the above services are as follows:

- Physicians (MD)
- Physician Assistant
- Advanced Practice Registered Nurse
- Osteopath
- Podiatrist/Chiropodist



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- Physical Therapist
- Speech Therapist/Language Pathologist *
- Psychotherapy Mental Health Professional
- Master Licensed Alcohol and Drug Counselor (MLADC)

If you are unsure that a provider type above can order specific services under their license, please contact the Office of Professional Licensing and Certification (OPLC).

* - Speech and Physical therapist have the authority under their license to “order” their own services. In these cases, the rendering provider would be the ordering provider on the claim.

Regulatory Requirement

The ordering provider Federal regulation only applies to fee-for-service (FFS) claims. The Ordering Provider requirement does not apply to providers listed on claims submitted to the Managed Care Organizations (MCOs). However, the MCOs may have similar requirements under their provider agreements. For each MCO’s policy, please refer to your provider contract and the MCO’s enrollment and claims processing requirements.

Section 6401(b) of the Affordable Care Act (ACA) and 42 CFR 455.410 includes requirements related to ordering providers. If a service requires an order, then the billing provider is required to list the ordering provider’s NPI on the claim and the ordering provider is required to be enrolled in NH Medicaid program.

Ordering Provider Medicaid Enrollment

If a provider is already enrolled with NH Medicaid, as either a billing or rendering provider, they do NOT have to enroll as an ordering provider. NH Medicaid has a new, streamlined online application for all non-billing (including ordering providers) providers. This shortened application is currently available on the NH MMIS website: [Non-billing ORP Provider Enrollment](#).



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How to Submit Your Claim Starting March 1, 2021

NH MMIS Portal:

When submitting claims through the MMIS, the ordering provider information will need to be included in the "Ordering Provider Information" portlet for Professional Claim Entry.

Electronic Claims:

When completing electronic Professional claims, the ordering provider name is entered on loop 2420E, reference NM1 segment and NPI is element NM109 in the 837P.

Paper Claims:

When completing paper claims, the ordering provider NPI is entered on line 17b. Line 17 states "Name of Referring provider or Other Source". Enter the name (First Name, Middle Initial, Last Name) followed by the credentials of the professional who ordered service(s) or supply(ies) on the claim. You must truncate the name if it is longer than box 17. Do not type the name beyond the limits of box 17. If multiple providers are involved, enter only the ordering provider. Line 17a does not need to be filled in.

Questions

Please contact NH Medicaid Provider Relations Call Center at 866-291-1674, or email NHProviderRelations@conduent.com, if you have questions about ORP enrollment.