

NPI Self Service Tool

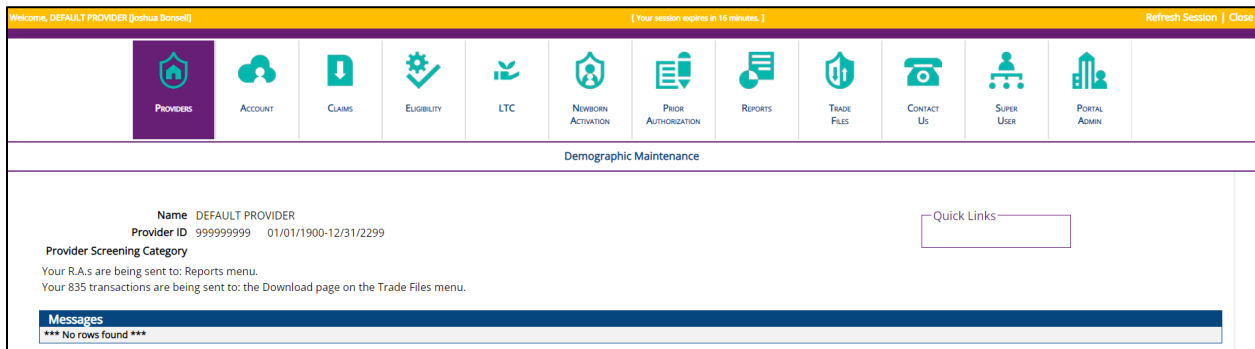
Quick Reference Guide

The Agency for Health Care Administration (Agency) and Gainwell Technologies (Gainwell) are moving towards an automated, self-service environment. This means promoting a paperless, self-service culture. The features available using the new NPI self-service tool will allow users to have more direct control over their Web Portal accounts, which provides an efficient solution to commonly encountered errors.

Effective February 25, 2022, The NPI self-service tool will be available to Florida Medicaid Fully enrolled, Limited enrolled, and ROPA enrolled providers via the secure Web Portal. This enhancement allow providers to add or update NPI information on their enrollment file. This quick reference guide (QRG) provides helpful information on accessing and navigating the NPI self-service tool.

Accessing the NPI Self Service Tool

1. Users can access the NPI self-service tool by visiting <http://home.flmmis.com> and logging into the secure Web Portal using the appropriate account credentials. From the secure Web Portal landing page, select **Demographic Maintenance**.



The screenshot shows the Web Portal interface. At the top, there is a yellow header with the text "Welcome, DEFAULT PROVIDER (Joshua Bonnell)", "[Your session expires in 15 minutes.]", and "Refresh Session | Close". Below the header is a navigation bar with 12 icons: PROVIDERS (highlighted in purple), ACCOUNT, CLAIMS, ELIGIBILITY, LTC, NEWBORN ACTIVATION, PRIOR AUTHORIZATION, REPORTS, TRADE FILES, CONTACT US, SUPER USER, and PORTAL ADMIN. Below the navigation bar is a section titled "Demographic Maintenance". This section contains the following information: Name: DEFAULT PROVIDER, Provider ID: 999999999 01/01/1900-12/31/2299, and Provider Screening Category. Below this information, there are two lines of text: "Your R.A.s are being sent to: Reports menu." and "Your 835 transactions are being sent to: the Download page on the Trade Files menu." To the right of this information is a "Quick Links" input field. At the bottom of the page is a "Messages" section with the text "*** No rows found ***".

2. Click the **NPI** link above the Provider Information panel. This will direct users to the NPI panel.

Service Location > Location Name Address > EFT Account > Service Language > Ownership > Group Membership > ERA Enrollment > EDI Agreement > **NPI**

Provider Information ? &

Medicaid Provider ID <input type="text"/>	Address Type SERVICE LOCATION
National Provider ID <input type="text" value="1234567890"/> NPI	Address <input type="text"/>
Practice Type INDIVIDUAL PRACTICE	
Provider Entity Type INDIVIDUAL	City HAVANA
Provider Type 25 - PHYSICIAN (M.D.)	County GADSDEN
Ownership NO	State/Zip FL 32333
Medicaid Effective Date 06/05/2013	Phone <input type="text"/>
Medicaid End Date 06/04/2018	

Specialties

Primary	Provider Specialty	Specialty Description	Effective Date	End Date	Taxonomy
Yes	009	FAMILY PRACTICE	06/05/2013	12/31/2299	207Q00000X

NPI ?

NPI*

Effective Date*

End Date

How to Update an NPI

- The provider can add or update their NPI information by entering a valid NPI number and effective date in the new **NPI Panel**, then click the **Save** button.

The Effective Date will default to today's date – but can be changed. The End Date cannot be altered – it is defaulted to “12/31/2299”.

Service Location > Location Name Address > EFT Account > Service Language > Ownership > Group Membership > ERA Enrollment > EDI Agreement > **NPI**

Provider Information ? &

Medicaid Provider ID <input type="text"/>	Address Type SERVICE LOCATION
National Provider ID <input type="text" value="1234567890"/> NPI	Address <input type="text"/>
Practice Type INDIVIDUAL PRACTICE	
Provider Entity Type INDIVIDUAL	City HAVANA
Provider Type 25 - PHYSICIAN (M.D.)	County GADSDEN
Ownership NO	State/Zip FL 32333
Medicaid Effective Date 06/05/2013	Phone <input type="text"/>
Medicaid End Date 06/04/2018	

Specialties

Primary	Provider Specialty	Specialty Description	Effective Date	End Date	Taxonomy
Yes	009	FAMILY PRACTICE	06/05/2013	12/31/2299	207Q00000X

NPI ?

NPI*

Effective Date*

End Date

2. Click save again to bypass the warning message.

Service Location > Location Name Address > EFT Account > Service Language > Ownership > Group Membership > ERA Enrollment > EDI Agreement > NPI

The following messages were generated:
We are unable to validate NPI 1366627705 against the National Plan and Provider Enumeration System (NPPES). Please verify that the NPI was entered correctly and that the provider name associated with the NPI matches exactly with the name on all of the following: the Florida Medicaid Provider Enrollment Application, any professional or facility license or permit, and the provider's Tax ID.
NOTE: It can take up to one (1) week for updated NPI information to be available for use in submitting a provider enrollment application.

Provider Information

Medicaid Provider ID	Address Type	SERVICE LOCATION
National Provider ID 1234567890 NPI	Address	
Practice Type	INDIVIDUAL PRACTICE	
Provider Entity Type	INDIVIDUAL	City HAVANA
Provider Type	25 - PHYSICIAN (M.D.)	County GADSDEN
Ownership	NO	State/Zip FL 32333
Medicaid Effective Date	06/05/2013	Phone
Medicaid End Date	06/04/2018	

Specialties

Primary	Provider Specialty	Specialty Description	Effective Date	End Date	Taxonomy
Yes	009	FAMILY PRACTICE	06/05/2013	12/31/2299	207Q00000X

NPI

NPI* 999999999
Effective Date* 02/25/2022
End Date 12/31/2299

save cancel npi to mcd search

3. Click save once more to verify the NPI was saved.

Service Location > Location Name Address > EFT Account > Service Language > Ownership > Group Membership > ERA Enrollment > EDI Agreement > NPI

The following messages were generated:
By clicking save, the provider is verifying that the NPI entered below is registered in their name.

Provider Information

Medicaid Provider ID	Address Type	SERVICE LOCATION
National Provider ID 1234567890 NPI	Address	
Practice Type	INDIVIDUAL PRACTICE	
Provider Entity Type	INDIVIDUAL	City HAVANA
Provider Type	25 - PHYSICIAN (M.D.)	County GADSDEN
Ownership	NO	State/Zip FL 32333
Medicaid Effective Date	06/05/2013	Phone
Medicaid End Date	06/04/2018	

Specialties

Primary	Provider Specialty	Specialty Description	Effective Date	End Date	Taxonomy
Yes	009	FAMILY PRACTICE	06/05/2013	12/31/2299	207Q00000X

NPI

NPI* 999999999
Effective Date* 02/25/2022
End Date 12/31/2299

save cancel npi to mcd search

4. If a valid NPI was entered and saved, a "Save was Successful" message will appear.

Service Location > Location Name Address > EFT Account > Service Language > Ownership > Group Membership > ERA Enrollment > EDI Agreement > NPI

The following messages were generated:
Save was Successful

5. The updated NPI will appear in the Provider Information panel.

Service Location > Location Name Address > EFT Account > Service Language > Ownership > Group Membership > ERA Enrollment > EDI Agreement > NPI

The following messages were generated:
Save was Successful

Provider Information

Medicaid Provider ID [redacted] Address Type SERVICE LOCATION
 National Provider ID 123456890 NPI Address [redacted]
 Practice Type INDIVIDUAL PRACTICE
 Provider Entity Type INDIVIDUAL City HAVANA
 Provider Type 25 - PHYSICIAN (M.D.) County GADSDEN
 Ownership NO State/Zip FL 32333
 Medicaid Effective Date 06/05/2013 Phone [redacted]
 Medicaid End Date 06/04/2018

Specialties

Primary	Provider Specialty	Specialty Description	Effective Date	End Date	Taxonomy
Yes	009	FAMILY PRACTICE	06/05/2013	12/31/2299	207Q00000X

NPI

NPI* [redacted]
 Effective Date* 02/25/2022
 End Date 12/31/2299

save cancel npi to mcd search

Warning and Error Messages

The NPI self-service tool will perform several validations to determine if the NPI can be added to the provider's record. Below are some of the messages that providers may receive.

- Name Validation Warning** - Providers may encounter the below warning message asking them to verify that the provider's name associated with the NPI matches the name on file.

If the NPI was entered correctly and belongs to the provider, **please click save again to bypass the warning message.**

Service Location > Location Name Address > EFT Account > Service Language > Ownership > Group Membership > ERA Enrollment > EDI Agreement > NPI

The following messages were generated:
We are unable to validate NPI 1366627705 against the National Plan and Provider Enumeration System (NPPES). Please verify that the NPI was entered correctly and that the provider name associated with the NPI matches exactly with the name on all of the following: the Florida Medicaid Provider Enrollment Application, any professional or facility license or permit, and the provider's Tax ID.
NOTE: It can take up to one (1) week for updated NPI information to be available for use in submitting a provider enrollment application.

Provider Information

Medicaid Provider ID [redacted] Address Type SERVICE LOCATION
 National Provider ID 1234567890 NPI Address [redacted]
 Practice Type INDIVIDUAL PRACTICE
 Provider Entity Type INDIVIDUAL City HAVANA
 Provider Type 25 - PHYSICIAN (M.D.) County GADSDEN
 Ownership NO State/Zip FL 32333
 Medicaid Effective Date 06/05/2013 Phone [redacted]
 Medicaid End Date 06/04/2018

Specialties

Primary	Provider Specialty	Specialty Description	Effective Date	End Date	Taxonomy
Yes	009	FAMILY PRACTICE	06/05/2013	12/31/2299	207Q00000X

NPI

NPI* 99999999
 Effective Date* 02/25/2022
 End Date 12/31/2299

save cancel npi to mcd search

NPPES Entity Type Error - This error message will appear if the provider's entity type in NPPES (National Plan and Provider Enumeration System) does not match the Provider Entity Type on the provider's Medicaid record. Providers enrolled with an SSN, must have an NPPES Entity Type of Individual. Those who are enrolled with an FEIN must have an NPPES Entity Type of Organization.

This error message **cannot** be bypassed.

The following messages were generated:
The NPPES Entity Type for the entered NPI is ORGANIZATION and does not match the Provider's Entity Type of INDIVIDUAL.
We are unable to validate NPI 1205871001 against the National Plan and Provider Enumeration System (NPPES). Please verify that the NPI was entered correctly and that the provider name associated with the NPI matches exactly with the name on all of the following: the Florida Medicaid Provider Enrollment Application, any professional or facility license or permit, and the provider's Tax ID.
NOTE: It can take up to one (1) week for updated NPI information to be available for use in submitting a provider enrollment application.

2. Effective Date Error - This error message will appear if the provider is trying to add more than one new NPI to their Medicaid record on the same day. Only one new NPI can be added to a record per day.

Service Location > Location Name Address > Service Language > Ownership > EDI Agreement > NPI
The following messages were generated:
Effective Date[2/17/2022 12:00:00 AM] must be less than or equal to End Date[2/16/2022 12:00:00 AM]
Effective Date[2/17/2022 12:00:00 AM] must be less than or equal to End Date[2/16/2022 12:00:00 AM]

Additional Resources

The NPI self-service tool cannot be used to modify NPI crosswalk information (NPI, Taxonomy, and Zip + 4) used to bill claims with date of service prior to 03/01/2021. If providers need to update this information an [NPI registration form](#) should be submitted.

We are here to help!

For assistance or more information regarding the NPI Self-Service Tool, please call the Provider Enrollment Contact Center at 1-800-289-7799, Option 4.