

## Claim Completeness Reminder: Ordering or referring NPI must be an active Medi-Cal provider

Blue Shield of California Promise Health Plan (Blue Shield Promise) is reminding all providers of existing Department of Health Care Services (DHCS) requirements for rendering, referring, and ordering provider information on all applicable claims.

To align with Centers for Medicare & Medicaid Services (CMS) mandate 42 CFR §424.506 and DHCS Claim Completeness Guidance, in situations where an ordering or referring ID is required on all professional claims, **billing providers must make certain that the ordering or referring National Provider Identifier (NPI) provided on the Medi-Cal claim is assigned to an active Medi-Cal provider.**

If the rendering, ordering, referring or prescribing ID on the Medi-Cal claim does not meet the aforementioned criteria, the claim will be at risk of being denied. Appropriate adjustments must be made promptly to avoid claims denials.

For questions regarding these requirements, please contact Blue Shield Promise Provider Customer Service at (800) 468-9935, Monday through Friday, from 6:00 a.m. to 6:30 p.m.

### Resources

- [Ordering, Referring and Prescribing \(ORP\) Provider Guidelines](#)
- [DHCS-CMS-1500 Claim Completion Guidance](#)
- [CMS-1500 Completion](#)
- [Medi-Cal Provider Manual](#) (Section 14.7 Requirements)