

Claim Completeness Reminder:

Rendering and referring NPI must be an active Medi-Cal provider and listed on the claim

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 rendering, ordering or referring National Provider Identifier (NPI) provided on the Medi-Cal claim is assigned to an active Medi-Cal provider and listed on the claim.**

Rendering provider guidance

Per DHCS guidance, a rendering NPI is required for all service types if billing under a group NPI on a CMS-1500 claim form.

Referring provider guidance

Per DHCS guidance, a referring NPI is required for the below providers types on a CMS-1500 claim form:

- Audiologist
- Clinical Medical Laboratory
- Durable Medical Equipment (DME)
- Hearing Aid Dispenser
- Orthotist
- Nurse Anesthetist
- Occupational Therapist
- Pharmacist
- Physical Therapist
- Podiatrist
- Radiology
- Orthotist
- Prosthetist
- Portable Imaging Services
- Speech Pathologist

Billing provider guidance

Per DHCS guidance, the billing provider (entity submitting the claim) and rendering provider (clinician performing the service) are distinct roles. In cases where a single provider fulfills both roles (e.g., solo practitioner), the billing and rendering NPIs may be the same. However, when services are rendered by an individual professional, but the billing is done by a group or clinic, each rendering provider member of a group or clinic must have their own NPI registered separately from the group's NPI. **A rendering provider NPI is required when the rendering provider differs from the billing provider.**

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If the rendering, ordering, referring or prescribing ID on the Medi-Cal claim does not meet the above 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

[Provider Guidelines](#)

[DHCS CMS-1500 Claim Completion Guidance](#)

[CMS-1500 Completion](#)

[Medi-Cal Provider Manual \(Section 14\)](#)