



MEDICARE DRUG & HEALTH PLAN CONTRACT ADMINISTRATION GROUP

DATE: January 3, 2020

TO: Medicare Advantage Organizations, Medicare Advantage - Prescription Drug Organizations, Section 1876 Cost Plans, Prescription Drug Plan Sponsors, Employer/Union-Sponsored Group Health Plans, Medicare-Medicaid Plans

FROM: Kathryn A. Coleman
Director

SUBJECT: National Plan and Provider Enumeration System as a Resource to Improve Provider Directory Accuracy

CMS announces beginning January 2020, the National Plan and Provider Enumeration System (NPPES) will allow providers to certify their National Provider Identifier (NPI) data. As you may be aware, NPPES provides core directory data elements (provider name, specialty, address, and telephone number) in a machine-readable format for virtually every provider in the country.

CMS believes that Medicare beneficiaries' ability to identify and locate providers, including for purposes of accessing treatment and making health plan choices, demands Medicare Advantage organization (MAO) directory accuracy, as required under 42 CFR § 422.111(b)(3). The use of NPPES data should serve as an important resource to improve provider directory reliability and accuracy. CMS encourages plans to work with their contracted providers and urge them to review and update their NPPES data.

The use of NPPES by MAOs is voluntary, but plans and providers may wish to modify contracts to require regular reviews, updates, and attestations of the NPPES data. CMS will continue to monitor the accuracy of MAO provider directories. However, CMS in its monitoring and enforcement activities will employ discretion should it uncover errors in directories that are consistent with NPPES data that has been updated or certified between January 1 and April 30, 2020, so long as any errors identified are corrected within 30 days. Please direct any question about the use of NPPES as a reliable source for provider directory data to Jeremy Willard at Jeremy.Willard@cms.hhs.gov.

Frequently Asked Questions (FAQs) regarding the use of NPPES are available at the following link: <https://www.cms.gov/Medicare/Health-Plans/ManagedCareMarketing/index>.

Additionally, CMS plans to host an online training session on NPPES for interested MAOs in the near future.