



December 2019

Important Update: Ordering, Referring, Prescribing (ORP) National Provider Identifier (NPI) Requirements

Illinois Department of Healthcare and Family Services (HFS) sent notices indicating Ordering, Referring, Prescribing (ORP) National Provider Identifier (NPI) requirements would be mandated for implementation: <https://www.illinois.gov/hfs/MedicalProviders/notices/Pages/prn190625b.aspx>

Effective January 1, 2020, if the ORP provider's name and NPI is missing or invalid on claim, or if the claim contains information for an ORP provider who is not enrolled in the Illinois Medicaid Program Advanced Cloud Technology (IMPACT), CountyCare will reject the claim and no payment will be issued. Pharmacy claims submitted through the pharmacy point-of-sale system, including prescriptions (new or refills) prescribed by non-registered providers, will be rejected.

It is important that providers are properly registered in IMPACT by January 1, 2020. The ORP provider must be enrolled in IMPACT as a participating physician, dentist, optometrist, podiatrist, advanced practical nurse, or physician assistant. ORP providers must retain all documentation to support services ordered, including the establishment of medical necessity for the services or supplies. Billing providers can verify the enrollment of the ORP provider by using the HFS Provider Directory: <http://ext2.hfs.illinois.gov/hfsindprovdirectory>. You can search the HFS Provider Directory by Name, NPI, Provider Type or by downloading the complete provider listing.

Verifying Eligibility

Providers are responsible for verifying member eligibility monthly or prior to delivering services. Eligibility can be verified using the Provider Portal: <http://www.countycare.com/providers/portal> or by using the HFS MEDI system.

Contact Us

If you have any questions or would like additional information, please contact your Provider Relations Representative or CountyCare Provider Services by calling 312-864-8200, option 6 or by email at ProviderServices@countycare.com.