Informational Claim Message: Prescriber Enrollment

September 15, 2022

Note: *The following information replaces the alert titled, "Claim Edit Prescriber Enrollment" published March 7, 2022.*

Pursuant to the Department of Health Care Services' (DHCS) pharmacy claim adjudication procedure, Medi-Cal Rx claim messaging includes an **informational only** message when the National Provider Identifier (NPI) of the Ordering/Referring/Prescribing (ORP) provider is identified as a non-enrolled Medi-Cal provider. Interns and non-licensed residents do not qualify to enroll as Medi-Cal ORP providers. They must use the NPI of the teaching, admitting, or supervising physician on the reimbursement claim form.

Effective July 28, 2022, and retroactive to January 1, 2022, Medi-Cal Rx modified the claim message to read:

> "INFORMATIONAL ONLY – The Ordering/Referring/Prescribing (ORP) NPI associated with this claim is not enrolled as a Medi-Cal provider. This claim is not impacted."

With implementation of the Patient Protection and Affordable Care Act (ACA) of 2010, billing providers are required to list the NPI of the provider who ordered, referred, or prescribed the goods or services being billed. In addition, the ORP provider must be enrolled as a participating provider in Medicare or Medi-Cal with its Type 1 (individual) NPI, even if the provider does not send claims directly to Medi-Cal for the services being furnished. If the ORP provider identified on your claim is not enrolled in Medicare or Medi-Cal, then your claim for reimbursement of the goods or services you provided in filling the order, referral, or prescription from the ORP provider will not be paid **when this policy goes into effect.**

What Billing Providers Need to Know

- Messaging regarding a non-enrolled ORP is ***informational only***. **Claims are not currently denied because of ORP status.**

- Once the policy goes into effect, claims associated with non-enrolled ORP providers will be denied.

- DHCS will notify all providers, in advance, of the policy effective date.

- It is the responsibility of the Medi-Cal billing provider to obtain the NPI of the ORP provider and to confirm that the ORP provider is known to Medi-Cal and in good standing. Each provider must develop its own internal processes to ensure the enrollment requirement is met. ORP enrollment status can be validated using the [Medi-Cal: ORP Validation Lookup](#) tool.

What Billing Providers Need to Do

- If this message appears with additional denied claim error codes, please review all error codes to remediate and resubmit the claim.

- If this message appears on a **paid claim**, please be aware of the requirement for future claim submission. **Dispense the product as approved**.

- If the message appears on a claim and ORP enrollment status has been validated using the [Medi-Cal: ORP Validation Lookup](#) tool, report the error to Medi-Cal Rx by calling the Customer Service Center (CSC) at 1-800-977-2273, which is available 24 hours a day, 7 days a week, 365 days per year. You can also submit questions via email to Medi-Cal Rx Education & Outreach at MediCalRxEducationOutreach@magellanhealth.com.

- If not already in effect, establish a process to obtain the NPI and validate the status of the ORP reported on each claim submitted to Medi-Cal Rx.

Additional Resources

For information about ORP:

- [DHCS ORP Overview](#)

- [Ordering, Referring and Prescribing (ORP) Frequently Asked Questions](#)

For information about provider enrollment for ORPs (excluding dental providers):

*   [Ordering/Referring/Prescribing Only Enrollment Information](#)
*   [Medi-Cal Enrollment for Ordering, Referring, Prescribing (ORP) Providers](#)

For information about provider enrollment for dental providers:

*   https://www.dental.dhcs.ca.gov/Dental_Providers/Medi-Cal_Dental/

Contact Information

You can call the Medi-Cal Rx CSC at 1-800-977-2273, which is available 24 hours a day, 7 days a week, 365 days per year.

For other questions, please email Medi-Cal Rx Education & Outreach at MediCalRxEducationOutreach@magellanhealth.com.