



STATE OF WEST VIRGINIA
DEPARTMENT OF HUMAN SERVICES
BUREAU FOR MEDICAL SERVICES

Cynthia A. Persily, Ph.D.
Cabinet Secretary

Cynthia Beane
Commissioner

To: Aged & Disabled Waiver (ADW), Intellectual/Developmental Disabilities Waiver (IDDW), Traumatic Brain Injury Waiver (TBIW), and Personal Care (PC) Provider Agencies

From: Randall K. Hill, HCBS Director *RKH*

Date: July 10, 2024

RE: Denied/Rejected Claims due to Rendering NPI Number

The implementation of Electronic Visit Verification (EVV) required agencies to include the direct-care worker's individual NPI number on service claims. This edit went into effect in Gainwell's system on June 1, 2023.

To meet this requirement, provider agencies must obtain workers' NPI numbers, get background clearances through WVCARES, and enroll workers in Gainwell's system before allowing the workers to provide services. Overall, provider agencies have done well with these steps, but many have had claims that were rejected or denied due to the timing of the worker's enrollment with Gainwell. From Tuesday, July 16 to Tuesday, July 30, 2024, provider agencies will have the opportunity to resubmit their claims that were rejected/denied due to rendering NPI. During this time, the edit requiring the direct-care worker's NPI number on the claim will be temporarily lifted. Please follow these steps when submitting claims that rejected/denied due to rendering NPI:

- Do not include the worker's individual NPI# on the claim; instead enter the agency's NPI number in the rendering field on the claim. The rendering field cannot be blank.
- Do not submit the claim through HHAX's system; submit the claim directly to Gainwell.
- It is not necessary to submit a paper claim for claims that rejected/denied due to rendering NPI.

Thank you.

