

### Overview

Emdeon Business Services recently conducted an analysis of Professional claims that Emdeon received the week of April 28<sup>th</sup>, 2008 to determine the extent to which providers' current submissions comply with NPI standards.

### Key Findings:

- Billing Provider NPI is missing in 7.2% of professional claims
- For Primary Provider types – Billing, Pay-to, and Claim Level Rendering, NPI is missing in almost 10% of professional claims
- If payers were to strictly require NPI data content for ALL providers included in claims, these payers could potentially reject 70% of claims leading to significant cash flow issues for providers
- As outlined in the summary report below, there is a drop-off in NPI data submitted by providers between Billing and the other "primary" provider fields (Pay-to and Rendering) and a significant decline between Billing and the "secondary" providers submitted on the claim at both claim and service line levels

Emdeon Business Services has evaluated the use of the NPI from a sampling of more than ten million professional claims received during the week of April 28<sup>th</sup>, 2008. Results follow:

| NPI Readiness - Emdeon View<br>For claims submitted week of April 28th, 2008  | 10,557,779 Professional Total Claims |                       |
|---|--------------------------------------|-----------------------|
|   | % of total<br>(Claims Missing NPI)   | Claim Dollar<br>Value |
| Billing Provider  | 7.2%                                 | \$227,714,541         |
| Billing Provider and<br>Pay-to Provider (when present)  | 7.5%                                 | \$238,283,397         |
| Billing Provider and<br>Pay-to Provider (when present) and<br>Claim Level Rendering Provider (when present)   | 9.6%                                 | \$319,425,582         |
| Billing Provider and<br>Pay-to Provider (when present) and<br>Claim level Rendering Provider (when present) and<br>Line level Rendering Provider (when present)   | 29.7%                                | \$1,058,082,708       |
| Billing Provider and<br>Pay-to Provider (when present) and<br>Rendering Provider (when present) and<br>Other claim level Provider types (when present)  | 67.9%                                | \$2,411,813,618       |
| Billing Provider and<br>Pay-to Provider (when present) and<br>Rendering Provider (when present) and<br>Other claim level Provider types (when present) and<br>All service level Provider types (when present) | 69.3%                                | \$2,461,476,030       |

### Conclusions:

- Use of the NPI declines drastically when secondary providers are required  
*Medicare's guidance has been for providers to copy their own rendering NPI number/name and place into those fields on Medicare claims. However, providers*

*will not be able to use that approach for all claims, as some payers will require the actual NPI of the secondary providers on the claim.*

- Based on this sampling, if payers require NPI for all provider fields, the vast majority of claims will reject leading to significant cash flow issues for providers
- Emdeon Business Services is communicating with providers and vendors on a daily basis to encourage use of NPI
- Emdeon Business Services has offered cross-walk solutions to select providers

Emdeon Business Services is also providing this level of NPI guidance reports to payers with payer-specific results to assist payers in their NPI requirement decisions to ensure minimal industry disruption so that claims continue to be paid properly and promptly.