OneCity Health

NPI SURVEY (METRIC PM016) Q&A

WHAT IS THE NATIONAL PROVIDER IDENTIFIER (NPI) SURVEY?

The NPI Survey is Process Metric (PM) PM016. It is now available to complete in the OneCity Health Partner Portal.

The goal of the NPI Survey is to understand how our Performing Provider System (PPS) network has changed since this information was last collected in the Partner Readiness Assessment Tool (PRAT) survey from 2015, and subsequently in the Master Partner Data Survey from 2016. The survey will provide an opportunity for partners to update their system and site information, and enable OneCity Health to collect current NPI and Medicaid Management Information System (MMIS) numbers from each organization.

The June 2017 Phase II OneCity Health Partner Reporting Manual has background on page 33.

WHO IS REQUIRED TO COMPLETE THE NATIONAL PROVIDER IDENTIFIER (NPI) SURVEY (PM016)?

All OneCity Health Partners are required to complete the NPI Survey.

Partners who do not bill Medicaid, Medicare, or private payers, may not have any NPIs associated with their organization or staff members. These partners are still required to complete this survey, as it provides an opportunity to verify and update your organizational contact information as well.

WHEN IS IT DUE AND HOW LONG WILL IT TAKE?

The survey is due August 15, 2017. This survey could be lengthy for some partners, so we recommend you allow yourself plenty of time to complete it.

AFTER LOGGING INTO THE METRIC PAGE ON THE ONECITY HEALTH PARTNER PORTAL, I SEE THERE ARE 4 MODULES. DO I NEED TO COMPLETE ALL 4?

If you have Providers, please complete all four modules.

For partners with no providers, you must complete at least Module 1. If your System has multiple "sites", you must also complete Module 2.

Please note, all partners are required to upload their system's W9 in Module 1. Please have that ready to upload.

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HOW DO I BEGIN THIS SURVEY?

Begin by clicking "Submit Metric." Please note, you can begin this metric, save information, and come back later to continue. If you come back later, you can go straight into the Modules by clicking the individual Module links. When prompted, please remember to upload the previous data.

It is important that you complete the Modules **IN ORDER**. Additional instructions are included with each Module. Please begin with Module 1.

Please note, you will be brought to Module 1 by clicking "Module 1", or by clicking "System Information". The same goes for "Site Information" and "Module 2".

Do **NOT** click "Next" on the metric homepage until you have completed all the Modules you need to complete. When you have completed the Modules you need to complete, make sure to click either "yes" or "no" next the Modules you have completed. Then click "Next" to complete invoicing and attest to the metric.

HOW DO I COMPLETE MODULE 1?

Please enter all required information. When you are done, please click "Complete". If there is information you cannot provide, such as a "System NPI number" please leave it blank.

HOW DO I COMPLETE MODULE 2?

In Module 2, you will see all the sites associated with your System, based on the information we have for your System from the Master Partner Data Survey. You need to verify the name, address and primary contact person of each site, remove those that are incorrect, and add any missing sites.

- If you need to add a site, click "Add+" and enter the required information.

- If you need to edit the information for a site, click the green pencil on the same line as the site you want to edit, and update the information. When done, click "Submit"

- If you want to remove a site from the list, click the red trash can on the same line as the site you want to remove.

If you want to see – and edit – all the information associated with each site in an Excel spreadsheet rather than by clicking each individual site, click "Download" to do so. You can then edit the information right in the spreadsheet, upload it back to page, and the Portal will extract the information for each site.

- **IF YOU CHOOSE TO EDIT THE INFORMATION IN A SPREADSHEET, DO NOT** edit any column names. Only edit information or add new additional rows with new sites.

- When you upload the spreadsheet to this page, IT MUST be a .csv file.

- If you want to add sites on top of what is already listed, click "Upload" to begin. OR, if you want to upload a list of all sites in your system and replace what is already listed, click "Upload (Replace ALL)" to begin.

- After uploading, any sites highlighted in pink require additional information. Click the green pencil on the row of that site to see and enter the missing information.

- Yellow means the name was removed. No action is required.

When you are done, please click "Complete".

HOW DO I COMPLETE MODULE 3?

In Module 3, you will see a list of all Organizational Providers associated with your System. You need to do the following:

- Verify that the list of Organizational Providers is correct. If you need to edit the information associated with a Provider, click the green pencil on the same line as the Provider you want to edit, and update the information. When done, click "Submit".

- You can search for individual names using the "search" box.

- If you need to remove a Provider, click the green pencil on the same line as the Provider you want to remove, and under "Remove Organizational ID From List", change it to "Yes". You will need to choose an explanation and date of removal in the next few questions. Please note, the name will still appear on the list but will be "marked" as removed.

- If not all the providers associated with your System are listed, make sure to add them on this page. You can do so by clicking "Add+" and entering the required information. You need to do this for each Provider that needs to be added. Please note, when manually adding a Provider, once you enter the NPI number, the system will automatically fill in additional information for you based on the information in The Centers for Medicare & Medicaid Services (CMS) database.

  – Please note, if the information that is automatically filled is not correct, the provider must contact the CMS National Plan & Provider Enumeration System to have it corrected. We are pulling the information from this database, and cannot correct any inaccuracies.

If you want to see – and edit – all the information associated with each Provider in an Excel spreadsheet rather than by clicking each individual Provider, click "Download" to do so. You can then edit the information right in the spreadsheet, upload it back to this page, and the Portal will extract the information for each Provider.

- **IF YOU CHOOSE TO EDIT THE INFORMATION IN A SPREADSHEET, DO NOT** edit any column names. Only edit provider information or add rows with new provider information.

- When you upload the spreadsheet to this page, **IT MUST** be a .csv file.

- If you want to add providers on top of what is already listed, click "Upload" to begin. OR, if you want to upload a list of all providers in your system and replace what is already listed, click "Upload (Replace ALL)" to begin.

- After uploading, any Providers highlighted in pink require additional information. Click the green pencil on the row of that site to see and enter the missing information.

- Yellow means the name was removed. No action is required.

When you are done, click "Complete".

HOW DO I COMPLETE MODULE 4?

In Module 4, you will see a list of all Individual Providers associated with your System. You need to do the following:

- Verify that the list of Individual Providers is correct. If you need edit the information associated with a Provider, click the green pencil on the same line as the Provider you want to edit, and update the information. When done, click "Submit".

- You can search for individual names using the "search" box.

- If you need to remove a Provider, click the green pencil on the same line as the Provider you want to remove, and under "Remove Provider From List", change it to "Yes". You will need to choose an explanation and date of removal in the next few questions. Please note, the name will still appear on the list but will be "marked" as removed.

- If not all the providers associated with your System are listed, make sure to add them on this page. You can do so by clicking "Add+" and entering the required information. You need to do this for each Provider that needs to be added. Please note, when manually adding a Provider, once you enter the NPI number, the system will automatically fill in additional information for you.

If you want to see – and edit – all the information associated with each Provider in an Excel spreadsheet rather than by clicking each individual Provider, click "Download" to do so. You can then edit the information right in the spreadsheet, upload it back to this page, and the Portal will extract the information for each Provider.

- **IF YOU CHOOSE TO EDIT THE INFORMATION IN A SPREADSHEET, DO NOT** edit any column names. Only edit provider information or add rows with new provider information.

- When you upload the spreadsheet to this page, **IT MUST** be a .csv file.

- If you want to add sites on top of what is already listed, click "Upload" to begin. OR, if you want to upload a list of all sites in your system and replace what is already listed, click "Upload (Replace ALL)" to begin.

- After uploading, any Providers highlighted in pink require additional information. Click the green pencil on the row of that site to see and enter the missing information.

- Yellow means the name was removed. No action is required.

When you are done, click "Complete".

AFTER COMPLETING THOSE STEPS IN MODULE 4, AM I DONE?

NO. Before you are done, you **MUST** match each provider to a site. There are three ways to do this.

1. Using the "Download" method described above, filling in the site information on a spreadsheet, and then uploading it as a .csv file.

2. Clicking the "green pencil" next to each name and choosing the site under "Primary Clinical Site."

3. Using the matching feature. Please follow these directions to do so:

- To begin, click the box "Provider Site Assignment" in the top right of the Module.

- In the left column, you will see all the Individual Providers in your System. In the middle column, you will see the Sites in your System. You simply need to drag and drop each Provider onto the Site where he or she is located.

    – Using your mouse, scroll over a Provider's name. Click and hold it. Then drag the name onto the appropriate site.

    – As you move names onto the site, you will see the names appear under the site in the column to the right.

    – If you make a mistake, you can drag the name out of the column on the right, and move it to the appropriate site.

    – Click "back" when you have finished matching.

When you are done with the Module, click "Complete".

AFTER COMPLETING ALL FOUR MODULES, INCLUDING MATCHING EACH PROVIDER TO A SITE, AM I DONE?

No – you must still go through the standard steps to complete a metric. After finishing all four Modules, click "Next" on the metric homepage.

You will then need walk through the normal steps of confirming the report and invoice, attesting and clicking "Submit".

I STILL HAVE QUESTIONS. WHAT DO I DO?

Please reach out to our support desk at **ochsupportdesk@nychhc.org** or call **646-694-7090** (Monday through Friday, 9-5pm ET).

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