

**An Important Message from
The Texas Health and Human Services Commission (HHSC)**

Inactive NPI in NPPES to Trigger Disenrollment Action

Background:

Texas Medicaid and Healthcare Partnership (TMHP) has identified several National Provider Identifiers (NPI) as inactive in the National Plan and Provider Enumeration System (NPPES) and will be taking immediate disenrollment action which will result in a payment denial code (PDC) 64 added on to the provider record in the Master Provider File (MPF).

Key Details:

- Providers must have an active NPI to remain active in any Texas state healthcare program. Providers should contact NPPES at 1-800-465-3203 to research and resolve any issues with the NPI status.
- TMHP will reverify the NPI status with NPPES when they release the next NPPES dissemination file, and the payment hold will be end dated once the NPI is reinstated.
- Any claims and prior authorization requests that are submitted for dates of service on or after the disenrollment date will be denied.

Action:

MCOs and DMOs must remind providers who are credentialed with them to ensure their NPI(s) listed are active and correct with NPPES to avoid disenrollment from Texas State Medicaid resulting in a PDC 64 added to their record in the MPF.

Additional Information:

Providers can also refer to the current Texas Medicaid Provider Procedures Manual, General Information, [Section 1, "Provider Enrollment and Responsibilities,"](#) for more information.

Resources:

Providers may find more information on Provider Enrollment at [Provider Enrollment | TMHP](#).