

Frequently Asked Questions for the Non-Independently Licensed Provider Roster Form

Questions	Answers
<i>Where is the Non-Independently Licensed (NILC) Provider Roster Form located?</i>	The Non-Independently Licensed Provider Roster form will be located on the Louisiana page of Provider Express. Click Here to access the template.
<i>I have completed the roster template, now what?</i>	After completing the roster template, save the document to your computer. Then send it as an email attachment to networkse@optum.com . Please include LA: NILC “Agency/Group Name” in the Subject Line of the email.
<i>How do I request and NPI number?</i>	To apply for a NPI number please visit: https://www.cms.gov/Regulations-and-Guidance/Administrative-Simplification/NationalProviderStand/apply.html
<i>How will we be notified that our roster submission is completed?</i>	Providers will receive an email notification that their roster submission has been completed. Please ensure that the email addresses are active and monitored frequently.
<i>How long will it take to complete my roster submission after submitting it?</i>	For this implementation, 30 days will be the anticipated time for completion. It will also depend on the overall volume at the time of submission. Please submit your roster within 1 week of attending your regional training. This will prevent delay in completing your roster submission.
<i>How long do I have to update my roster after a roster change?</i>	We ask that you update your roster form in a timely manner after a roster change to prevent claim denials.
<i>Will I have to change the way I file claims?</i>	Continue billing with the Agency NPI in Box 33A and leaving Box 24J blank, through December 13, 2018. Beginning December 14, 2018, please begin submitting claims with the identified codes including the rendering NPI number in Box 24J.
<i>Who do I contact if I have any issues with this process?</i>	Please email all questions to networkse@optum.com or call the Provider Service Line 1-866-675-1607.
<i>If the supervisor changes for one of the rostered Unlicensed or Non-Independently Licensed Clinicians, do we need submit an updated roster form.</i>	Once the initial attestation is made by a supervisor, a new roster submission is not needed when the person in the supervising position changes.
<i>Are Licensed Masters of Social Work (LMSW) included in this roster requirement?</i>	According to the Behavioral Health Service Definitions Manual, LMSW’s are not recognized as independently licensed; therefore they are included in this roster requirement.
<i>Under the Typical Practice Hour heading of the roster form, are you requesting the hours worked or the office hours?</i>	We are requesting the individual provider office hours. If the hours worked are non – standard times, please generalize to the best of your ability.
<i>When claims are submitted prior to 12/14/2018, should the (NILC) be included?</i>	No, beginning December 14, 2018, please begin submitting claims with the identified codes including the rendering NPI number in Box 24J. Claims submitted on or after 12/14/18 can have a date of service prior to 12/14/18.

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<i>Our administrative staff doesn't provide services to members; do we need to include them on the NILC roster?</i>	No, they don't need to be included on the roster submission if they are not providing these services.
<i>Is the claim submission dependent on the date of service (DOS) being 12/14/18?</i>	Claims submitted on or after 12/14/18 can have a DOS prior to 12/14/18.
<i>Where is the roster for <u>Licensed Mental Health Professional</u> submitted?</i>	Please go to providerexpress.com , sign in and select the <i>My Practice Info</i> page to update this roster for Licensed Mental Health Professionals new to your organization. The process for updating the roster for Licensed Mental Health Professionals has not changed. You should continue to update this roster as you have staff changes.



Questions?

Please Contact Louisiana

Provider Services at:

(866) 675-1607