

National Provider Identifier (NPI) Web Registration Quick Tips

Updated as of April 9, 2007

Question	Answer
General Information	
1. How many registration accounts do I need to set up?	One account no matter how many NPIs you are registering. This will save you time and effort when entering account contact information. When you add each NPI to the account it will ask for information specific to that NPI.
2. The website address is not working.	Make sure you type https://npi.dhw.idaho.gov in your browser address line. If you type the address in your search address window it will not find the website.
3. Do I need to register an NPI for my Healthy Connections number?	No. The Healthy Connections number is a referral number. You don't need an NPI for your Healthy Connections number.
Most Common Error Messages	
1. Invalid User ID and Password - Access Denied.	That means the User ID/password combination you enter doesn't match any account on file. Remember the User ID and password are case sensitive. If you are unable to enter your account, please call the NPI Helpline at (866) 909-4148.
2. User ID is not unique. Please enter a different User ID.	Generally this means you need to go to the Login page and enter the User ID and Password for the account you already set up. If you don't already have an account, this error means you just happened to choose a User ID that is already being used by someone else. Please choose a different User ID and continue completing the Create NPI Registration Account page.

Question	Answer
<p>3. Confirmation number entered does not match confirmation number assigned to this Medicaid provider number.</p>	<p>You must use the 6-digit confirmation number associated with this the Idaho Medicaid provider number. The confirmation number/Medicaid provider number combination can be found on the NPI registration letter that was mailed to you from Idaho Medicaid. If you have lost your registration letter please call the NPI Helpline at (866) 909-4148.</p>
<p>4. Medicaid provider number already associated to this NPI.</p>	<p>This means the Idaho Medicaid provider number you are working with is already linked to this NPI.</p>
<p>5. NPI is already associated with an existing account.</p>	<p>Most of the time this means you have more than one registration account and you already entered this NPI in a different account. We strongly recommend you include all the NPIs you need to register into one account. The easiest way to deal with this issue is to log into the account that contains the NPI and complete the linking in that account. If you are unsure, please call the NPI Helpline at (866) 909-4148.</p> <p>In rare cases this means that the NPI has been registered by another user. If this is the case please call the NPI Helpline at: (866) 909 4148.</p>

Question	Answer
<p>6. Medicaid provider number is already associated with a different account. An Idaho Medicaid provider number may only be linked to one account.</p>	<p>Most of the time this means you have more than one registration account and you already entered this Idaho Medicaid provider number into a different account. We strongly recommend you register and link all your NPIs and Idaho Medicaid provider numbers in one account. The only way to deal with this issue is to end date the NPI you are working with, on the account you are in. Follow the steps below.</p> <ol style="list-style-type: none"> 1. Click the link on the left side of the page that says NPI Update Account Menu. 2. Click on Option 2 Update NPI. 3. Click on the NPI you need to work with on the displayed page. 4. Click the Yes radio button after the prompt End Date NPI, just under the NPI displayed at the top of the Update NPI page. 5. Click the Update NPI button at the bottom of the screen. 6. Login into the registration account that contains the Medicaid provider number you want to work with. 7. Add the NPI to this account and finish the linking process. <p>If you are unsure, please call the NPI Helpline at (866) 909-4148.</p>

Getting an NPI is free . . . not having one can be costly

Information provided by Idaho Medicaid is not intended to be used in place of information from the Federal Government and other organizations, but is designed to help providers understand what NPI is and how it may impact their business practices.