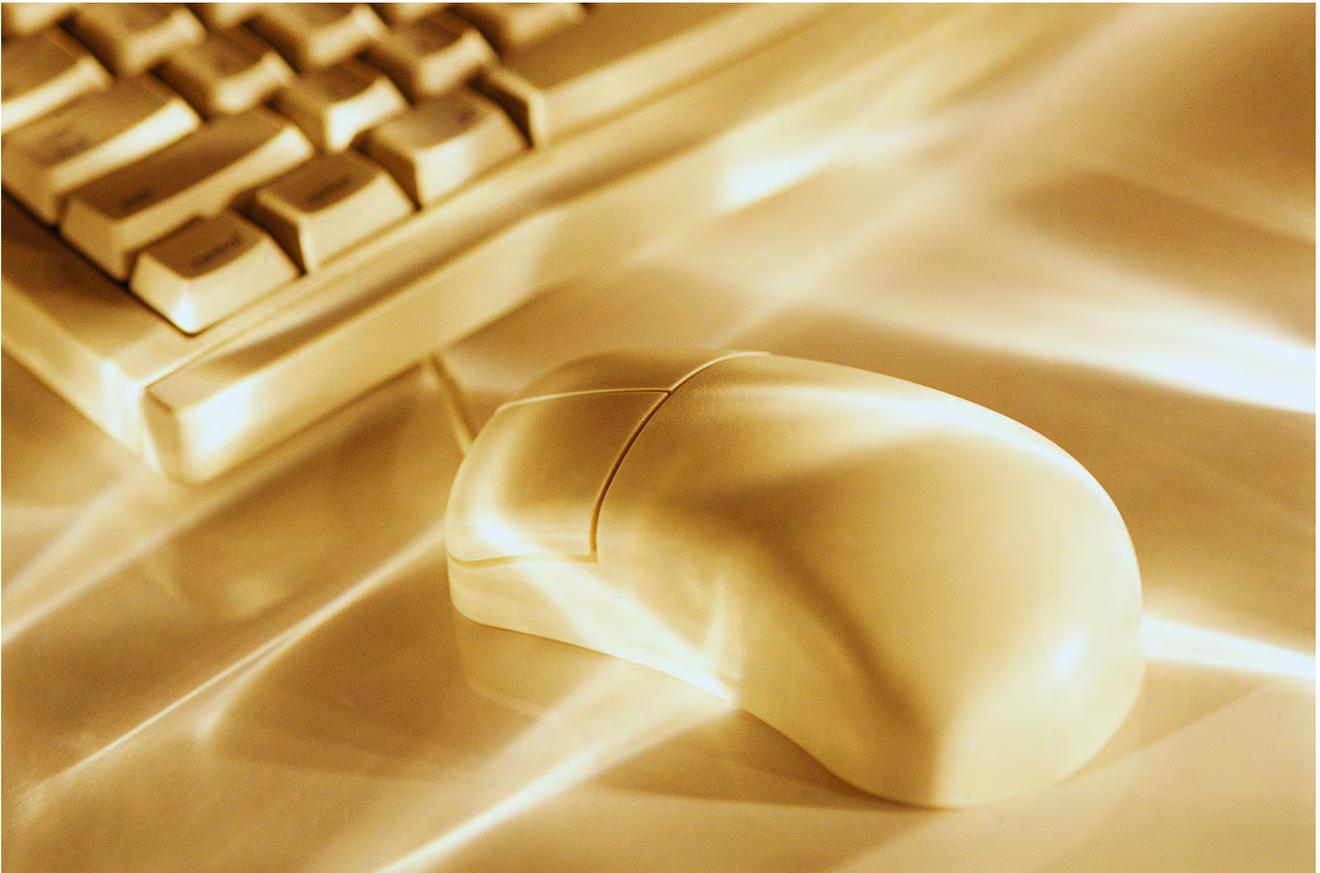


# Idaho Medicaid NPI Web Registration For Organizations Instruction Guide

Revision Date: March 27, 2007



IDAHO DEPARTMENT OF  
HEALTH & WELFARE

# Welcome

Welcome to the Idaho Medicaid National Provider Identifier (NPI) **Organization** Registration instruction guide. Organization providers are hospitals, clinics, group practices, nursing homes, etc.

Registering your NPI with the Idaho Medicaid Program is as easy as 1-2-3-4!

1. **Create** your NPI Registration Account.
2. **Add** your NPI(s) to the account.
3. **Link** your NPI(s) to your Idaho Medicaid provider number(s).
4. **Update** the zip code for each active service location.

## You will need the following information to complete the registration process:

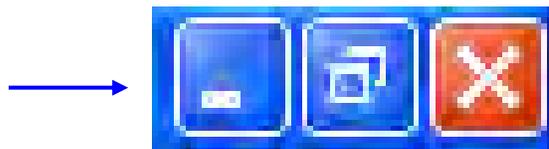
1. Your Idaho Medicaid NPI Registration letter(s).
2. Your NPI(s) confirmation email or letter from the National Plan and Provider Enumeration System (NPPES).

## Tips for Success

To ensure successful registration and use of the NPI website, be sure to use the buttons as instructed on the screens. **Do not** use your back and forward browser buttons to move through the registration website pages.



To toggle between this instruction guide and the registration pages, use the *minus* button located in the top right corner of your screen to minimize the guide or webpage as applicable.



To reopen the guide or webpage, click on the item in the tray that displays your start button. It is usually located at the bottom of your screen. For example:



# General Information

This guide is broken into 5 sections. Each section is complete by itself so you can go directly to the section needed without having to read through the entire document. Click on the applicable link below to jump to the section you need or scroll to the next page to move through the document.

## [Section 1](#) – Account set up for **Organization** providers

This section covers account set up, NPI registrations and linking for **Organization** providers. If you plan to print this part of the instruction guide, print only pages 1 – 20.

## [Section 2](#) – Account Log-in

This section covers how to log-in to your NPI account once your account is set-up. If you plan to print this part of the instruction guide, print only pages 21 – 23.

## [Section 3](#) – Account Maintenance

This section covers what information you can update within your NPI account and how to update that information. If you plan to print this part of the instruction guide, print only pages 24 – 49.

## [Section 4](#) – Troubleshooting

This section covers the various error messages you may receive while moving through the web application and what you can do to correct the information. If you plan to print this part of the instruction guide, print only pages 50 – 54.

## [Section 5](#) – Evaluation

There is a one page evaluation at the end of the document. Please print page 55, complete the form, and fax to (208) 364-1811. Your feedback will provide valuable information to us about the website, these instructions, and the NPI Helpdesk staff. We sincerely appreciate your assessment of this website, instruction guide, and NPI Helpdesk staff.

# Let's get started!

## NPI Home Page

[Return to Section Menu](#)

The NPI Home page at <https://npi.dhw.idaho.gov> is available to individual and organization providers to register and maintain their NPI with Idaho Medicaid.



From the NPI Home page you can:

- **Create** a new **NPI Registration Account**,
- **Login** to an existing NPI Registration Account,
- Access Idaho Medicaid NPI information by clicking the **NPI Registration Instruction** link,
- View or print the instruction guide for using the NPI website by clicking the **NPI Registration Instruction** link; or
- Link to the **National NPI website** where you can **Apply for an NPI**.

**Important** – If you do not already have your NPI, please review the Idaho Medicaid Frequently Asked Questions (FAQs) and other NPI material by clicking the [NPI Registration Instructions](#) link. Once you have reviewed the FAQs click on the [Apply for an NPI](#) link on the NPI Home Page to go to the NPPES site.

# Step 1 – Create NPI Registration Account

In order to register your NPI with Idaho Medicaid you must setup a registration account.



1. Click on the **Create NPI Registration Account** link on the left side of the NPI home page. This link takes you to the **Create NPI Registration Account** page.

**Note:** If you already have an NPI Registration account, click [login](#) from the home page to login to your account. Click [here](#) to be taken to the login instructions in this document. If you printed this document, please turn to page 21.

2. Enter your **Account Login** information.

**Note:** All fields marked with a red \* denotes a required field and must be entered to continue to the next step.

- **User ID:** The User ID can be up to 30 characters and must be unique within the Idaho Medicaid NPI Registration System. We recommend a mixture of letters and numbers. Spaces and these special characters <, >, &, ", ', are not allowed. User IDs are case sensitive. **Important** – You will not be able to change your User ID once you have pressed enter and the account has been successfully created.
- **Password:** Must be 8 to 10 characters long. Spaces and these special characters <, >, &, ", ', are not allowed. Passwords are case sensitive.
- **Confirm Password:** Retype your password exactly as you typed it the first time. This field is used to make sure the password is not mistyped.

3. Enter your **Account Contact** information.

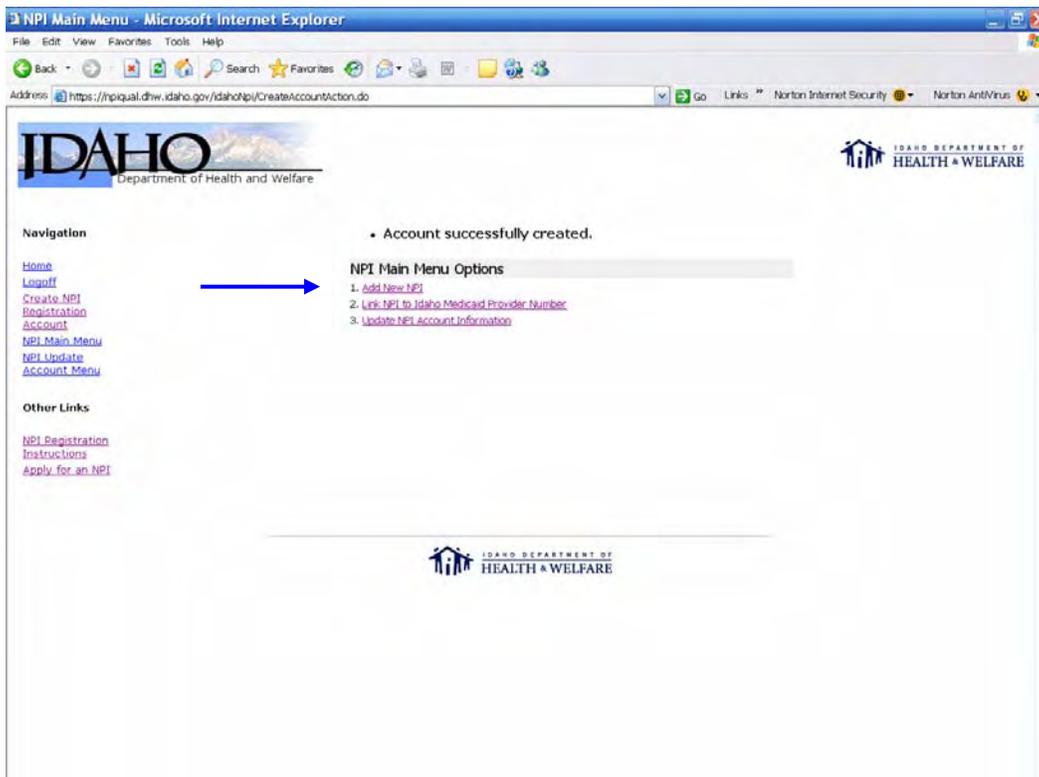
- **Account Contact Information:** The account contact is the person we will contact if we have any questions about your NPI registration information.

- **First Name:** Enter the first name of the person who will be the contact person for this NPI account.
  - **Last Name:** Enter the last name of the person who will be the contact person for this NPI account.
  - **Title:** Enter the contact person's title if desired.
  - **Telephone Number:** Enter the contact person's telephone number without parenthesis or dashes (i.e. 2085551212).
  - **Extension Number:** Enter the contact person's extension number if it will expedite any phone contact we need to make with you.
  - **Fax Number:** Enter the contact person's fax number without parenthesis or dashes (i.e. 2085551313).
  - **E-mail Address:** Enter the contact person's e-mail address.
  - **Confirm E-mail Address:** Retype the contact person's e-mail address in this field to make sure the e-mail address is entered correctly.
4. When all required fields have been completed click the **Create Account** button at the bottom of the page to complete your account setup.
  5. You will receive a message letting you know your account was created successfully and move to the NPI Main Menu Options page. The **Account Successfully Created** message will be displayed at the top of the NPI Main Menu Options page.

**Note:** If you entered a login ID or password outside of the noted criteria or did not complete all of the required fields you will receive an error message. Correct the items noted and click the **Create Account** button to complete your account setup and move to the **NPI Main Menu Options** page.

For assistance correcting information in the required fields, click [here](#) to see the troubleshooting section for this page. If you printed this document, please turn to page 51.

6. From the **NPI Main Menu Options** page, click option 1, **Add New NPI** to take you to the **Add New NPI** page.



**Note:** Menu options 2 and 3 will be helpful once your NPI registration is completed. To go to information on options 2 and 3 click [here](#). If you printed this document, skip to page 24.

## Step 2 – Add New NPI

The **Add New NPI** page allows you to add your NPI(s) to your NPI registration account. If you have more than one NPI you will be able to repeat this step for each of your NPI(s) **or** you may move on to Step 3 – Link NPI to Idaho Medicaid Number.

**Important** – The information entered on the top part of this page should match the information you received on the confirmation e-mail or letter from the National Plan and Provider Enumeration System (NPPES).

### 1. Add your **NPI Information**.

- **NPI**: Enter your 10-digit NPI.
- **Confirm NPI**: Re-enter your 10-digit NPI. This is to make sure the NPI is entered correctly.
- **NPI Tax ID**: Enter your 9-digit federal Taxpayer Identification Number (TIN) without the dash (i.e. 829999999). This number is also known by the following names:
  - Federal Employer Identification Number (FEIN).
  - Employer Identification Number (EIN).

- **Entity Type:** Select the radio button that applies to this NPI.
  - **Individual** – A person or sole proprietorship. Individual information is covered in the Individual Registration Instruction document.
  - **Organization** - Hospitals, clinics, group practices, nursing homes, etc. If you are an individual who is a healthcare provider and are incorporated, you may have obtained an individual NPI for yourself and a separate organization NPI for your corporation or Limited Liability Company (LLC).
- **Provider Name:** Enter the name of the provider who owns this NPI.
- **NPI Contact Mailing Address**
  - **Address Line 1:** Enter the NPI contact's mailing address.
  - **Address Line 2:** Enter the NPI contact's remaining mailing address.
  - **City:** Enter the NPI contact's city name.
  - **State:** Choose the NPI contact's state from the drop down list provided.
  - **Zip Code:** Enter the NPI contact's 9-digit zip+4 like this 123456789. You can find the zip+4 by typing in the following link into a new browser window or clicking <http://zip4.usps.com/zip4/welcome.jsp>. Just follow the simple instructions on that web site. If you don't know, or can't find the NPI contact's zip+4 just enter the 5-digit zip code in this field.

## 2. Confirm **Certification Statement**.

- If this statement is true, enter a ✓ (checkmark) in the box by clicking on the box at the front of the certification statement. By checking this box you are indicating you own or are authorized by the owner to register this NPI with Idaho Medicaid. The NPI will not be added to your account unless you check the certification box.

3. When all of the fields have been entered and the certification box has been checked, click the **Submit** button at the bottom of the page.

4. You will receive a message letting you know your NPI information is accepted and added to your account successfully. The “**NPI XXXXXXXXXX successfully added to Account**” message will display at the top of the screen.



**Note:** If you entered an invalid NPI or did not complete all of the required fields you will receive an error message. Correct the items noted and click the **Submit** button to complete your NPI entry.

For assistance correcting information in the required fields, click [here](#) to see the Troubleshooting section for this page. If you printed this document, please turn to page 52.

5. You may choose one of the 2 options from this page:

- Continue to **Step 3 – Link NPI to Idaho Medicaid Provider Number** by clicking on the **Create Medicaid Provider ID Link** button, at the bottom of the page.
- Add additional NPI(s) to your account by clicking on the **Add Another NPI** button, also at the bottom of the page.

**Important** – Before you link your NPI(s) and Idaho Medicaid provider number(s) review the information provided on the next 2 pages to understand how each linking option impacts the information you must provide on your **electronic** claims as of May 23, 2007. Once you have reviewed the linking options you are ready to move to the third step in the registration process.

# Linking Your NPI(s) to Medicaid Provider Number(s)

An Idaho Medicaid provider number has two parts:

- The first seven digits are your base provider number.
- The last two digits indicate the service location.

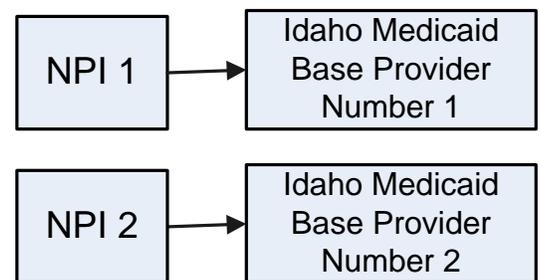


The most straightforward way to do business with Idaho Medicaid is to apply for one NPI for each of your **base** Medicaid provider numbers.

While an NPI is linked at the Medicaid base provider number level, you identify the intended service location by submitting the service location's 9-digit zip+4 code on the electronic claim.

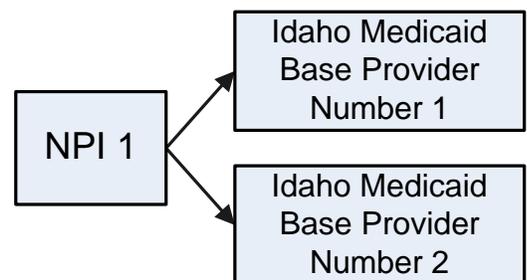
**Important** – Beginning May 23, 2007, **electronic** claim must be submitted with the NPI as the provider identifier. The following information is specific to submitting your provider identifier on electronic claims.

If you have an NPI for each of your base Idaho Medicaid provider numbers and you link the numbers one-to-one as shown on the right, as of May 23, 2007, you will simply replace the Idaho Medicaid provider number on your electronic claim with the corresponding NPI.

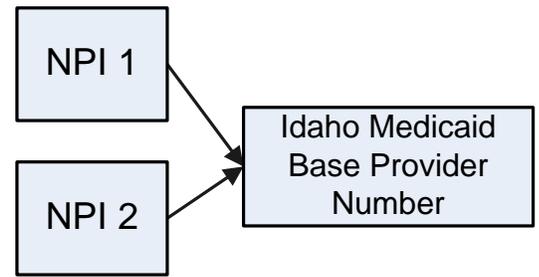


Keep in mind that the service location's 9-digit zip+4 code is also needed if you have more than one service location.

If you have one NPI for multiple Idaho Medicaid provider numbers and you link the NPI to the Idaho Medicaid provider numbers as shown on the right, as of May 23, 2007, you will replace the Idaho Medicaid provider number on your electronic claim with the corresponding NPI, plus the appropriate taxonomy code, and the service location's 9-digit zip+4 code.



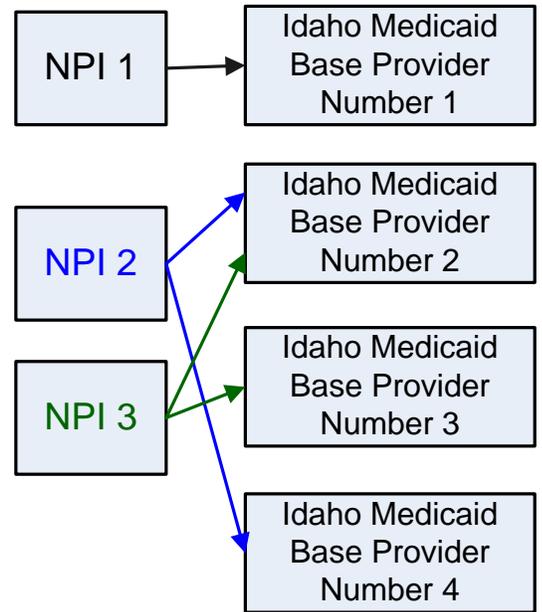
If you have multiple NPIs for one Idaho Medicaid provider number and you link the NPIs as shown on the right, as of May 23, 2007, you will simply replace the Idaho Medicaid provider number on your electronic claim with the corresponding NPI.



If you have multiple NPIs linked to your Idaho Medicaid provider numbers in a combination, an example of which is shown on the right, as of May 23, 2007, you will submit the NPI on your electronic claim based on how that NPI is linked to the corresponding Idaho Medicaid provider number(s).

NPI 1 will simply replace Idaho Medicaid provider number 1 on the electronic claim beginning May 23, 2007.

NPI 2 and NPI 3 must be submitted with the appropriate taxonomy code and 9-digit zip+4 code on each electronic claim beginning May 23, 2007.

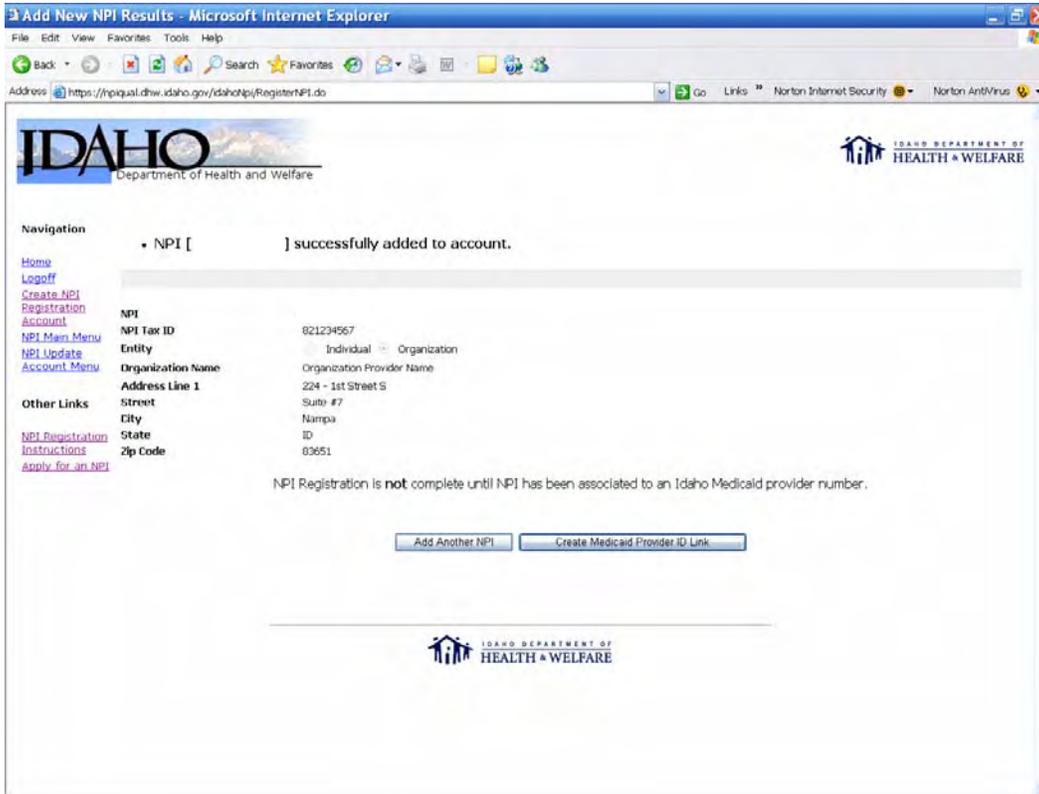


**Note:** If you must submit NPI-taxonomy-zip+4 combinations for your claim to be processed correctly **you will be notified by Idaho Medicaid**. As stated above, not all electronic claims will require NPI-taxonomy-zip+4 combinations to be processed correctly.

**Important** – Idaho Medicaid provider numbers will be required on all **paper** claims before and after May 23, 2007. If the NPI is the only provider number submitted on a paper claim before or after May 23, 2007, the claim will be denied.

[Go to Linking Maintenance](#)

## Step 3 – Link NPI to Idaho Medicaid Number



1. Click on the **Create Medicaid Provider ID Link** button at the bottom of the page. Clicking this link will take you to the **Link NPI to Idaho Medicaid Number** page.

**Important** – The information entered on this page must match the information you received in your Idaho Medicaid registration letter. The combination of the Idaho Medicaid provider number and confirmation number are unique. You will not be able to create a link between your NPI and Idaho Medicaid Provider number without this information.



2. Enter your **Provider number** and **Medicaid Confirmation number**.
  - **Idaho Medicaid Provider Number:** Enter the 7-digit base Idaho Medicaid Provider number listed on your Idaho Medicaid registration letter.
  - **Confirmation Number:** Enter the 7-digit confirmation number listed on your Idaho Medicaid registration letter.
3. Click on the **Next** button to proceed to the **Link NPI to Idaho Medicaid Number – Continued** page.

**Note:** If you entered an invalid Provider number and/or confirmation code you will receive an error message. Correct the items noted and click the **Next** button to proceed.

For assistance correcting information in the required fields, click [here](#) to see the Troubleshooting section for this page. If you printed this document, please turn to page 53.

## Step 4 – Update the Zip Code for each Active Service Location

**Important** – The information at the top of this screen is a combination of the NPI information you entered on other NPI registration pages and information on file with Idaho Medicaid. The **Medicaid Tax ID** shown is the tax ID that will be used to create and report your 1099 income. If the Medicaid Tax ID is not correct, or you want to change the Medicaid Tax ID please contact EDS Provider Services at (800) 685-3757 ask for Provider Enrollment.

Link NPI to Idaho Medicaid Provider Number - Continued - Microsoft Internet Explorer

Address: <https://npiregual.dhw.idaho.gov/idahonpi/confirmLegacy.do>

IDAHO Department of Health and Welfare

Navigation: Home, Logout, Create NPI Registration Account, NPI Main Menu, NPI Update Account Menu

Link NPI to Idaho Medicaid Provider Number - Continued

NPI: \_\_\_\_\_ NPI Tax ID: 821224567

Idaho Medicaid Provider Number: \_\_\_\_\_ Medicaid Tax ID: \_\_\_\_\_

Type: \_\_\_\_\_ Specialty: \_\_\_\_\_

Medicaid Provider Name: \_\_\_\_\_

The tax ID number reported in this NPI registration process might differ from your tax ID number on file with Idaho Medicaid. The tax ID number on file with Idaho Medicaid is the one used for tax reporting purposes on your 1099. If you wish to update your tax ID number on file at Idaho Medicaid (or your service location information), please contact EDS Provider Enrollment at (800)685-3757.

Other Links: NPI Registration Instructions, Apply for an NPI

Service Location ID: \_\_\_\_\_

Deactivate Service Location:  Yes  No (Check Yes to deactivate this service location.)

Address Line 1: \_\_\_\_\_

Street: 514 N CURTIS RD

City: BOISE

State: ID

Zip Code +4: 837061442 [USPS - ZIP Code Lookup](#)

Service Location ID: \_\_\_\_\_

Deactivate Service Location:  Yes  No (Check Yes to deactivate this service location.)

Address Line 1: \_\_\_\_\_

Street: 2222 TETON PLZ #1

City: IDAHO FALLS

State: ID

Zip Code +4: 834048495 [USPS - ZIP Code Lookup](#)

Service Location ID: \_\_\_\_\_

Deactivate Service Location:  Yes  No (Check Yes to deactivate this service location.)

Address Line 1: \_\_\_\_\_

Street: 404 W MAPLE

City: POCAHELLO

State: ID

Zip Code +4: 832511416 [USPS - ZIP Code Lookup](#)

- Review each service location. You may have to scroll down the page to view all listed service locations.
  - Deactivate Service Location:** If you no longer use the listed service location please choose Yes to deactivate the service location. If you still use the listed service location leave the No indicator selected and move to the next field. Do not deactivate a service location that will be associated with another NPI.

**Important** - If you deactivate an active service location and click the **Create Link** button, you cannot reactivate this location using this application. To reactivate a service location deactivated through this application in error call (800) 685-3757 ask for Provider Enrollment.

**Note:** You will not be allowed to deactivate all of your service locations using this application. If you wish to terminate your provider agreement with Idaho Medicaid please call Provider Services at (800) 685-3757, ask for Provider Enrollment.

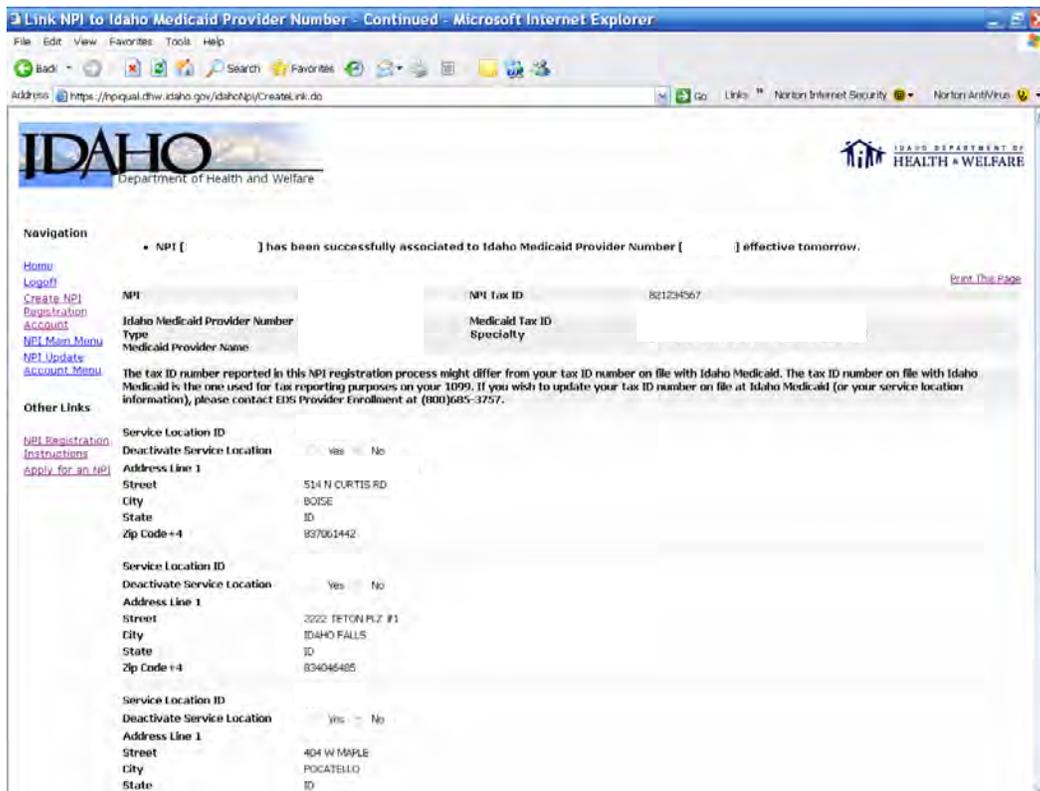
- **Zip Code+4:** Enter the correct 9-digit zip code for each service location.

**Note:** You can find the zip+4 by typing the following link into a new browser window or clicking <http://zip4.usps.com/zip4/welcome.jsp>. This link will take you to the United States Postal Service website in a new window. The USPS website will walk you through the process to find the correct zip+4 code for your service location. Once you have the correct zip+4 code for that location you can minimize the USPS website by clicking the blue minus sign in the upper right hand corner of the screen.



5. Click the **Create Link** button at the bottom of the page. You may have to scroll down the page to see the **Create Link** button.

6. You will see “**NPI XXXXXXXXXX has been successfully associated to Idaho Medicaid Provider Number XXXXXXX effective tomorrow**” at the top of the screen.



**Note:** If you entered an invalid zip+4 code or did not complete all of the required fields you will receive an error message. Correct the items noted and click the **Create Link** button to complete the process of linking your NPI to your Idaho Medicaid provider number.

For assistance correcting information in the required fields, click [here](#) to see the Troubleshooting section for this page. If you printed this document, please turn to page 53.

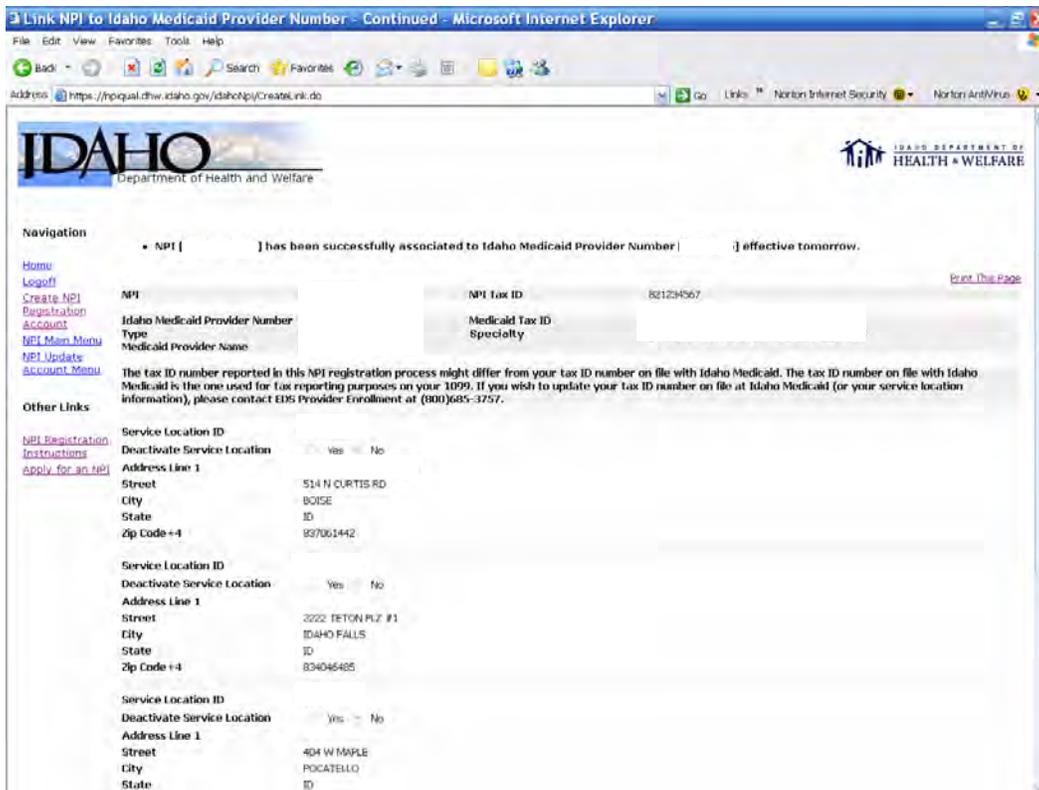
7. You have 2 options from this page. You may:

- Complete the link for another registered NPI by clicking the **Choose Another Existing NPI** button at the bottom of the page. This option takes you to the **NPI List** page. Click [here](#) to jump to the instruction for the **NPI List** page. If you printed this document, please turn to page 30.
- Link another Idaho Medicaid provider number to this NPI by clicking the **Link Another Medicaid Provider ID** button at the bottom of the page. This option takes you to the **Link NPI to Idaho Medicaid Provider** page. Follow the instruction beginning at the top of page 15 in this document or click [here](#) to jump to page 15.



You are at a point in the process that you can logoff without losing any information in your account. If you are finished entering your NPI(s) and linking them to your Idaho Medicaid provider numbers go to step 8 on the next page.

8. Once you have finished entering and linking your NPI(s), you may want to print this information for your records. You can print this information by clicking the [Print this Page](#) link on the upper right hand edge of the page. **Note:** You must set your printer to landscape page orientation to see all of the information on a printed page.



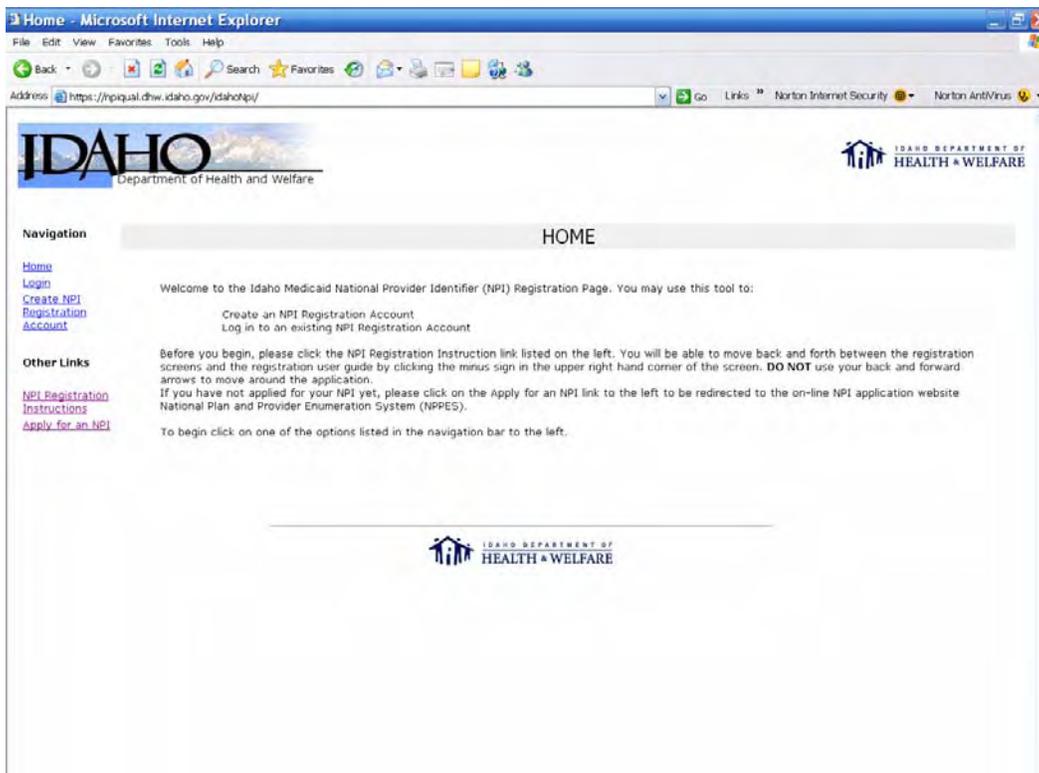
9. Once you are finished printing, click the [Logoff](#) link on the upper left hand edge of the page and close any windows left open from the registration process by clicking the **red X** in the upper right hand corner of your screen.



# Account Log-in

[Return to Section Menu](#)

The NPI Home page at <https://npi.dhw.idaho.gov> is available to individual and organization providers to register and maintain their NPI with Idaho Medicaid.



From the NPI Home page you can:

- **Create** a new **NPI Registration Account**,
- **Login** to an existing NPI Registration Account,
- Access Idaho Medicaid NPI information by clicking the **NPI Registration Instruction** link,
- View or print the instruction guide for using the NPI website by clicking the **NPI Registration Instruction** link; or
- Link to **National NPI website** where you can **Apply for an NPI**.

1. To login, click the [Login](#) link on the left side of the screen.

This will take you to the **Login** screen where you will enter your **User ID** and **Password** to access your existing NPI Registration Account.



Use the account login option when you need to add or change information in your account.



2. Enter the requested information.

- **User ID:** Enter the user ID you chose when you set up your NPI Registration Account. User IDs are case sensitive.
- **Password:** Enter the password you chose when you set up you NPI Registration Account. Passwords are case sensitive.

3. Click the **Login** button near the bottom of the page. You will be taken to the **NPI Main Menu Options** page.

**Note:** If you entered an invalid User ID and/or Password Zip code you will receive an error message. Correct the items noted and click the **Login** again.

If you don't remember your User ID or Password please call **(866) 909-4148** for assistance.

# Account Maintenance

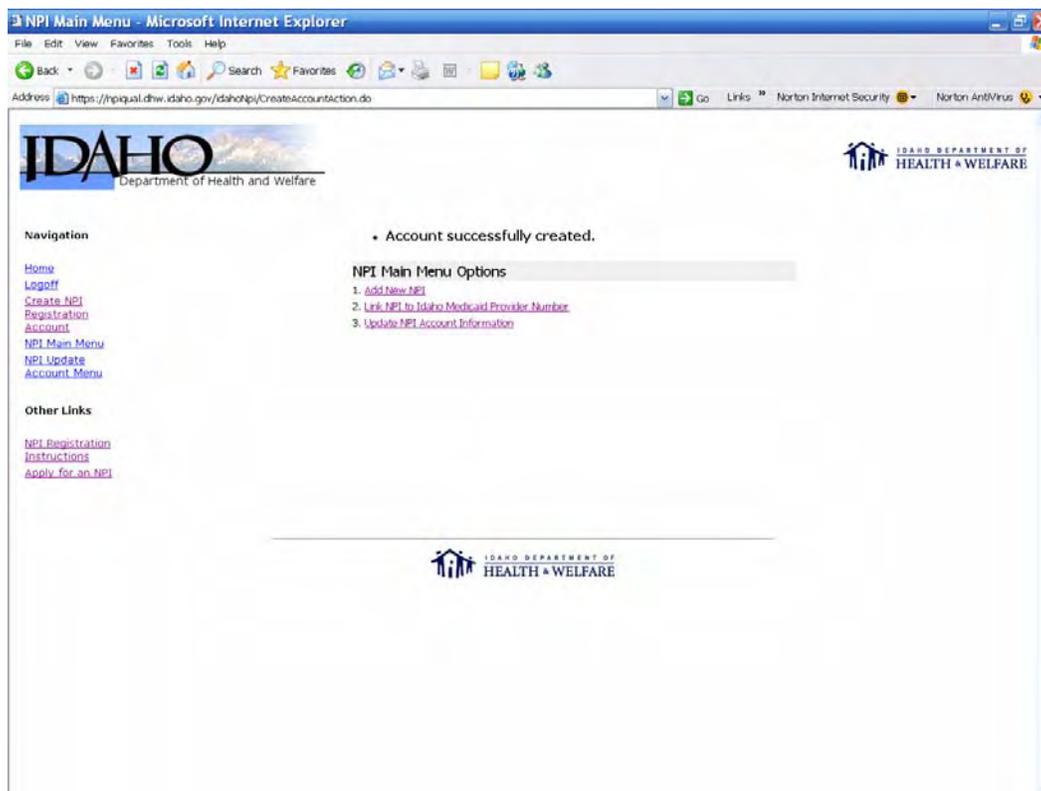
[Return to Section Menu](#)

## NPI Main Menu

From the NPI Main Menu page you can:

- [Option 1.](#) – Add new or additional NPI(s) to your account. If you printed this document, please turn to page 25.
- [Option 2.](#) – Link an NPI to one or more of your Idaho Medicaid provider numbers. If you printed this document, please turn to page 29.
- [Option 3.](#) – Update your NPI account information. If you printed this document, please turn to page 46.

Click on an option link above to jump to instructions for that section or scroll through the document.



## Option 1 – Add New NPI

If you set up your NPI registration account but did not add NPI(s) to your account at that time, you may add your NPI(s) to your account using this option.



1. Click option 1 **Add New NPI**. This takes you to the **Add New NPI** page.

## Add New NPI

The **Add New NPI** page allows you to add your NPI(s) to your NPI registration account. If you have more than one NPI you can repeat this step for each of your NPI(s) before you move on to Step 3 – Link NPI to Idaho Medicaid Number *or* you can complete all steps in the process before you add additional NPI(s) to your account.

**Important** – The information entered on the top part of this page should match the information you received on the confirmation e-mail or letter from the National Plan and Provider Enumeration System (NPPES).

### 2. Add your **NPI Information**.

- **NPI**: Enter your 10-digit NPI.
- **Confirm NPI**: Re-enter your 10-digit NPI. This is to make sure the NPI is entered correctly.

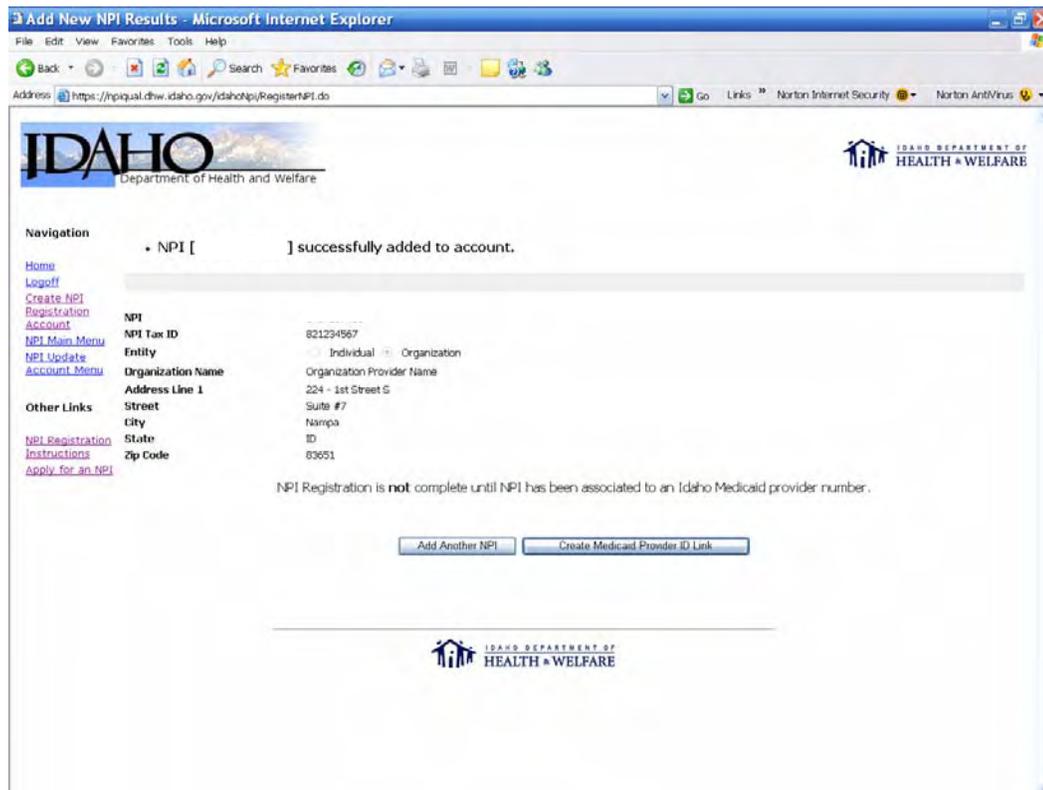
- **NPI Tax ID:** Enter your 9-digit federal Taxpayer Identification Number (TIN) without the dash. (i.e. 829999999) This number is also known by the following names:
  - Federal Employer Identification Number (FEIN).
  - Employer Identification Number (EIN).
- **Entity Type:** Select the radio button that applies to this NPI.
  - **Individual** – A person or sole proprietorship. Individual information is covered in the Individual Registration Instruction document.
  - **Organization** - Hospitals, clinics, group practices, nursing homes, etc. If you are an individual who is a healthcare provider and are incorporated, you may have obtained an individual NPI for yourself and a separate organization NPI for your corporation or Limited Liability Company (LLC).
- **Provider Name:** Enter the name of the provider who owns this NPI.
- **NPI Contact Mailing Address**
  - **Address Line 1:** Enter the NPI contact's mailing address.
  - **Address Line 2:** Enter the NPI contact's remaining mailing address. This field is not required.
  - **City:** Enter the NPI contact's city name.
  - **State:** Choose the NPI contact's state from the drop down list provided.
  - **Zip Code:** Enter the NPI contact's 9-digit zip+4 like this 123456789. You can find the zip+4 by typing in the following link into a new browser window or clicking <http://zip4.usps.com/zip4/welcome.jsp>. Just follow the simple instructions on that web site. If you don't know, or can't find the NPI contact's zip+4 just enter the 5-digit zip code in this field.

### 3. Confirm **Certification Statement**.

- If this statement is true, enter a ✓ (checkmark) in the box by clicking on the box at the front of the certification statement. By checking this box you are indicating you own or are authorized by the owner to register this NPI with Idaho Medicaid. The NPI will not be added to your account unless you check the certification box.

### 4. When all of the fields have been entered correctly and the certification box has been checked, click the **Submit** button at the bottom of the page.

5. You will receive a message letting you know your NPI information is accepted and added to your account successfully. The **“NPI XXXXXXXXXX successfully added to Account”** message will display at the top of the screen.



**Note:** If you entered an invalid NPI or did not complete all of the required fields you will receive an error message. Correct the items noted and click the **Submit** button to complete your NPI entry.

For assistance correcting information in the required fields, click [here](#) to see the Troubleshooting section for this page. If you printed this document, please turn to page 52.

Your NPI registration is not complete until you link your NPI(s) to you Idaho Medicaid provider number(s). To complete the linking process, click the **Create Medicaid Provider ID Link** button, at the bottom of the page. Clicking this link will take you to the **Link NPI to Idaho Medicaid Number** page.

To add additional NPI(s) to your account click on the **Add Another NPI** button, also at the bottom of the page. Clicking this link will take you to a blank **Add New NPI** page.

## Option 2 – Link NPI to Idaho Medicaid Provider Number

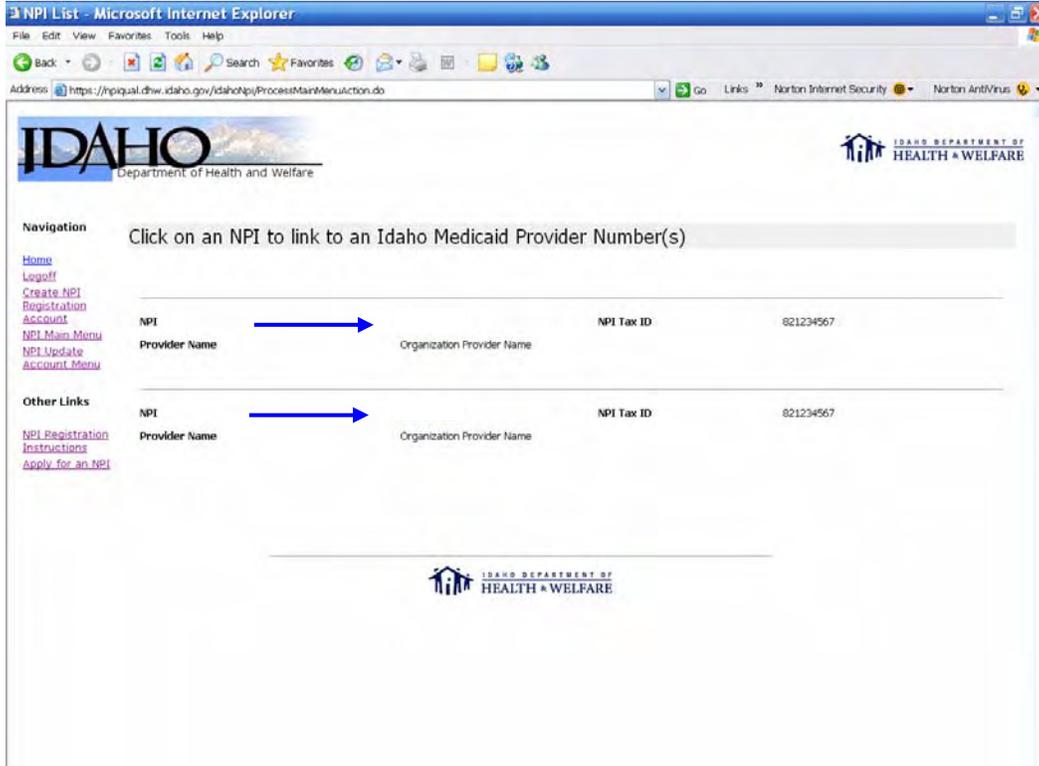
**Important** – Before you link your NPI(s) and Idaho Medicaid provider number(s) review the linking information provided earlier in this document by clicking [here](#) (or turn to page 12) to understand how each option impacts the information you must provide on your **electronic** claims as of May 23, 2007. Once you have reviewed the linking options you are ready to move to the third step in the registration process.

From this page you may link a registered NPI to an Idaho Medicaid provider number.



1. Click **Link NPI to Idaho Medicaid Provider Number**. You will be taken to the **NPI List** page. This page shows a list of all NPIs registered in this account.

2. To select the NPI you want to work with, click on the desired NPI. This will take you to the **Link NPI to Idaho Medicaid Provider Number** page.



**Important** – The information entered on this page must match the information you received in your Idaho Medicaid registration letter. The combination of the Idaho Medicaid provider number and confirmation number are unique. You will not be able to create a link between your NPI and Idaho Medicaid Provider number without this information.

The screenshot shows a web browser window titled "Link NPI to Idaho Medicaid Provider - Microsoft Internet Explorer". The address bar shows the URL: <https://hp Igual.dhw.idaho.gov/IdahoNpi/ProcessNpi.lstSelection.do>. The page header features the "IDAHO Department of Health and Welfare" logo and the "IDAHO DEPARTMENT OF HEALTH & WELFARE" text. The main heading is "Link NPI to Idaho Medicaid Provider". The form contains the following fields and labels:

- NPI**: [Text box]
- Provider Name**: Organization Provider Name [Text box]
- NPI Tax ID**: 821234567 [Text box]
- Idaho Medicaid Provider Number\***: [Text box] Please enter the 7-digit base Medicaid Provider number as listed on your registration letter.
- Confirmation Number\***: [Text box] This is the confirmation number sent to you in your registration letter.

A "Next" button is located below the Confirmation Number field. On the left side, there is a "Navigation" menu with links: Home, Logout, Create NPI, Registration, Account, NPI Main Menu, NPI Update, and Account Menu. Below the form, there are "Other Links" for NPI Registration, Instructions, and Apply for an NPI. The Idaho Department of Health & Welfare logo is also present at the bottom of the page.

3. Enter your **Provider number** and **Medicaid Confirmation number**.

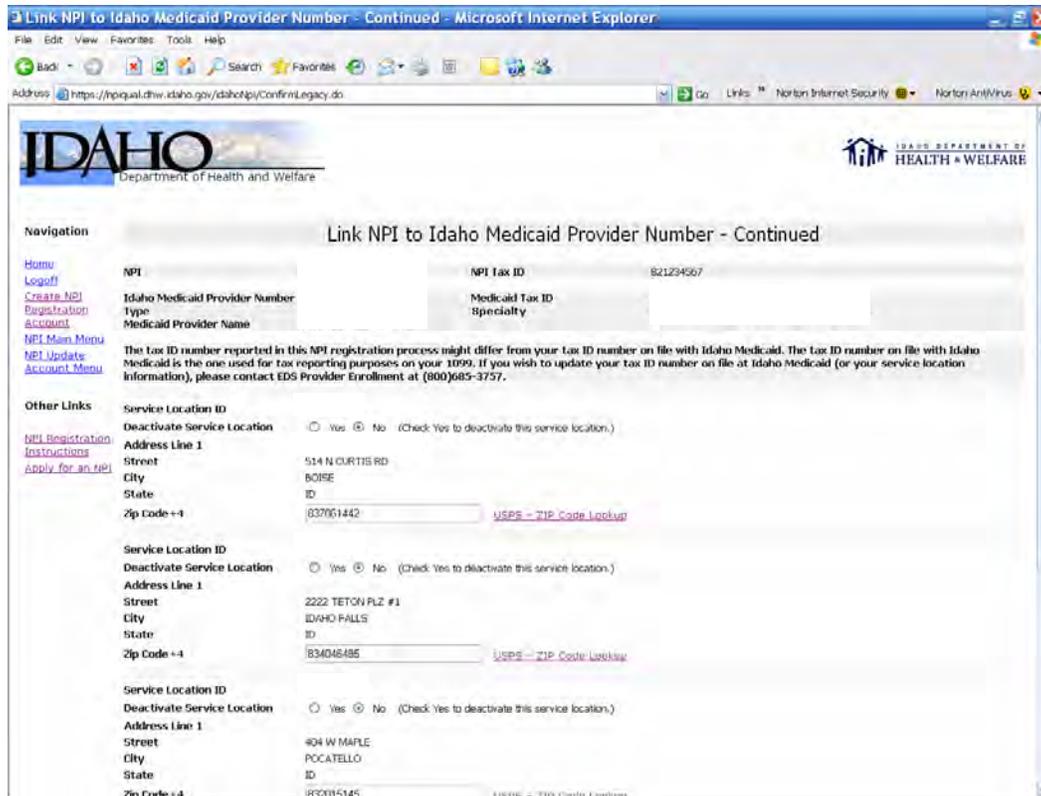
- **Idaho Medicaid Provider Number:** Enter the 7-digit base Idaho Medicaid Provider number listed on your Idaho Medicaid registration letter.
- **Confirmation Number:** Enter the 7-digit confirmation number listed on your Idaho Medicaid registration letter.

4. Click on the **Next** button to proceed to the **Link NPI to Idaho Medicaid Number – Continued** page.

**Note:** If you entered an invalid Provider number and/or confirmation code you will receive an error message. Correct the items noted and click the **Next** button to proceed.

For assistance correcting information in the required fields, click [here](#) to see the Troubleshooting section for this page. If you printed this document, please turn to page 53.

**Important** – The information at the top of this screen is a combination of the NPI information you entered on other NPI registration pages and information on file with Idaho Medicaid. The **Medicaid Tax ID** shown is the tax ID that will be used to create and report your 1099 income. If the Medicaid Tax ID is not correct, or you want to change the Medicaid Tax ID please contact EDS Provider Services at (800) 685-3757, ask for Provider Enrollment.



5. Review each service location. You may have to scroll down the page to view all listed service locations.

- **Deactivate Service Location:** If you no longer use the listed service location please choose Yes to deactivate the service location. If you still use the listed service location leave the No indicator selected and move to the next field.

**Important** - If you deactivate an active service location and click the **Create Link** button, you cannot reactivate this location using this application. To reactivate a service location deactivated through this application in error call (800) 685-3757, ask for Provider Enrollment.

**Note:** You will not be allowed to deactivate all of your service locations using this application. If you wish to terminate your provider agreement with Idaho Medicaid please call Provider Services at (800) 685-3757, ask for Provider Enrollment.

- **Zip Code+4:** Enter the correct 9-digit zip code for each service location.

**Note:** You can find the zip+4 by typing in the following link into a new browser window or clicking <http://zip4.usps.com/zip4/welcome.jsp>. This link will take you to the United States Postal Service website in a new window. The USPS website will walk you through the process to find the correct zip+4 code for your service location. Once you have the correct zip+4 code for that location you can minimize the USPS website by clicking the blue minus sign in the upper right hand corner of the screen.



6. Click the **Create Link** button at the bottom of the page. You may have to scroll down the page to see the **Create Link** button.
7. You will see **“NPI XXXXXXXXXX has been successfully associated to Idaho Medicaid Provider Number XXXXXXXX effective tomorrow”** at the top of the screen.



**Note:** If you entered an invalid Zip code or did not complete all of the required fields you will receive an error message. Correct the items noted and click the **Create Link** button to complete the process of linking your NPI to your Idaho Medicaid provider number.

For assistance correcting information in the required fields, click [here](#) to see the Troubleshooting section for this page. If you printed this document, please turn to page 53.

8. You have 2 options from this page. You may:

- Complete the link for another registered NPI by clicking the **Choose Another Existing NPI** button at the bottom of the page. This option takes you to the **NPI List** page. Click [here](#) to jump to the instruction for the **NPI List** page. If you printed this document, please turn to page 30.
- Link another Idaho Medicaid provider number to this NPI by clicking the **Link Another Medicaid Provider ID** button at the bottom of the page. This option takes you to the **Link NPI to Idaho Medicaid Provider** page. Follow the instruction beginning at the top of page 15 in this document or click [here](#) to jump to page 15.



If you have finished entering and linking your NPI(s), you may want to print this information for your records. You can print this information by clicking the [Print this Page](#) link on the upper right hand edge of the page. **Note:** You must set your printer to landscape page orientation to see all of the information on a printed page.

8. Click the [Logoff](#) link on the upper left hand edge of the page and close any windows left open from the registration process by clicking the **red X** in the upper right hand corner of your screen.



## Option 3 – Update NPI Account Information

Using the **Update NPI Account Information** option will take you to a menu that will allow you to change most of the information stored in your account.



To update your account information click option 3 **Update NPI Account Information**. This option takes you to the **NPI Account Update Menu** page.

# NPI Account Update Menu

You may click on the option name to jump to that section or scroll through the document.

[Option 1.](#) – Update Account Contact Information

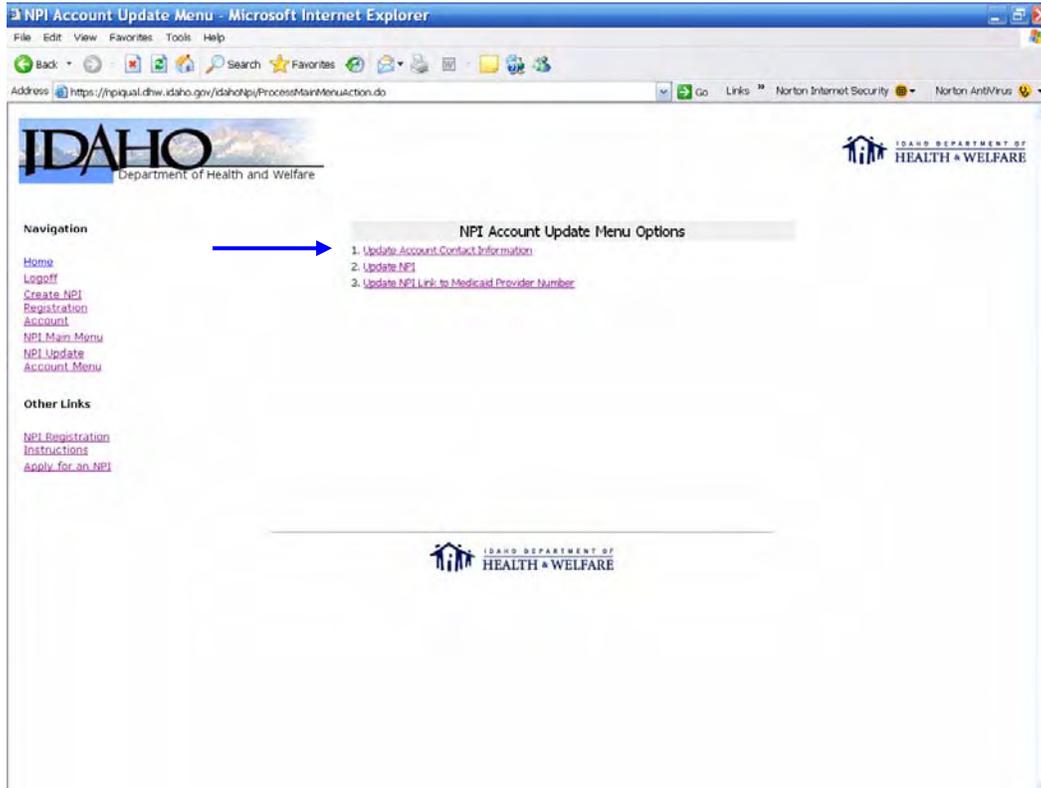
[Option 2.](#) – Update NPI

[Option 3.](#) – Update NPI Link to Medicaid Provider Number



## Option 1 – Update Account Contact Information

From option 1 you may change your account password and update any contact information that has changed.



1. Click option 1 **Update Account Contact Information**. This takes you to the **Update Account Contact Information** page.

## Update Account Contact Information

If there is a new account contact person or new contact information, update the information in the fields on this page. This is the information we will use to contact you if we have any questions about your NPI registration information. You may update any field on this screen that is shown in a box.

The screenshot shows a web browser window titled "Update NPI Account - Microsoft Internet Explorer". The address bar shows the URL: <https://npireg.dhw.idaho.gov/IdahoNpi/ProcessUpdateMenuAction.do>. The page content includes the Idaho Department of Health & Welfare logo and a navigation menu. The main content area is titled "Update Account" and contains two sections: "Account Login Information" and "Account Contact Information".

**Account Login Information**

\* Indicates a required field

User ID: DHWTest1

Password:  To **change** your password, type new password here.  
Passwords must be 8 to 10 alpha-numeric characters and cannot include spaces or special characters.

Confirm Password:  To confirm your password change, type your password again.

**Account Contact Information**

First Name\*: Liz

Last Name\*: Amers

Title: Office Manager

Telephone Number\*: 2085551212 Enter your phone number with area code i.e. 2085551212

Extension Number: 12345

Fax Number: 2085551313 Enter your fax number with area code i.e. 2085551212

E-mail Address: lizamers@msn.com

Confirm E-mail Address: lizamers@msn.com If e-mail address entered, type your e-mail address again to confirm

**Note:** Your User ID may not be changed once your account is established.

**Note:** Do not enter anything in the password or confirm password field unless you wish to change your password.

- **Password:** Enter a new password in this field **only** if you wish to change the password you originally chose for your account. You do not have to change your password to update other information on this page. Your new password must be 8 to 10 characters long. Spaces and these special characters <, >, &, ", ', are not allowed. Passwords are case sensitive.
- **Confirm Password:** Only enter information in this field if you chose to change your password. If you chose to change your password, retype your new password exactly as you typed it the first time. This field is used to make sure the password is not mistyped.

## 2. Update Account Contact Information

- **First Name:** Enter the first name of the person who will be the contact person for this NPI account.
- **Last Name:** Enter the last name of the person who will be the contact person for this NPI account.
- **Title:** Enter the contact person's title if desired. This information is not required.
- **Telephone Number:** Enter the contact person's telephone number without parenthesis or dashes (i.e. 2085551212).
- **Extension Number:** Enter the contact person's extension number if it will expedite any phone contact we need to make with you. This information is not required.
- **Fax Number:** Enter the contact person's fax number without parenthesis or dashes (i.e. 2085551313).
- **E-mail Address:** Enter the contact person's e-mail address. This information is not required.
- **Confirm E-mail Address:** Retype the contact person's e-mail address in this field to make sure the e-mail address is entered correctly.

3. When all required fields have been completed click the **Update Account** button at the bottom of the page.

If your account was updated successfully, you will see "**Update Successful**" at the top of the screen.

**Note:** If you entered a password incorrectly or did not complete all of the required fields you will receive an error message. Correct the items noted and click the **Update Account** button to complete the update process.

For assistance correcting information in the required fields, click [here](#) to see the Troubleshooting section for this page. If you printed this document, please turn to page 54.

[Return to Account Menu](#)

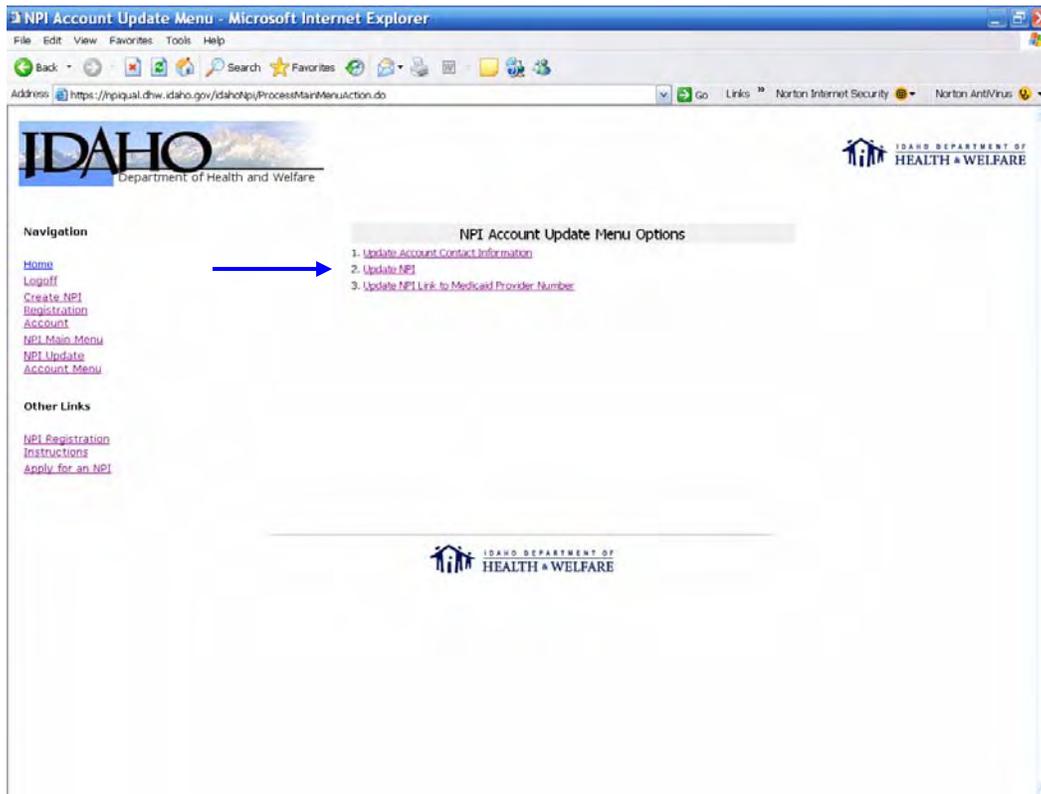
If you have finished updating your account, you may want to print this information for your records. You can print this information by clicking the [Print this Page](#) link on the upper right hand edge of the page. **Note:** You must set your printer to landscape page orientation to see all of the information on a printed page.

4. Click the [Logoff](#) link on the upper left hand edge of the page and close any windows left open from the registration process by clicking the red X in the upper right hand corner of your screen.



## Option 2 – Update NPI

From option 2 you can update your NPI information.



1. Click on option 2 **Update NPI**. You will be taken to the **List of Updateable NPI Numbers** page.

## List of Updateable NPI Numbers

- To select the NPI you want to work with, click on the desired NPI. This will take you to the **Update NPI** page.

Navigation

Click on an NPI to update

Print This Page

NPI	Organization Provider Name	NPI Tax ID
Provider Name		021234567

Other Links

NPI	Organization Provider Name	NPI Tax ID
Provider Name		021234567

IDAHO DEPARTMENT OF HEALTH & WELFARE

The Update NPI page allows you end date an NPI registered in your account, change the entity type and update the account contact mailing address information. If you have more than one NPI you can repeat this step for each of your NPI(s).

**Important** – The information entered on the top part of this page should match the information you received on the confirmation e-mail or letter from the National Plan and Provider Enumeration System (NPPES).

Update NPI - Microsoft Internet Explorer  
Address: https://npiqual.dhw.idaho.gov/idaohq/ProcessNPI.pdt.st.do

Navigation: Home, Logoff, Create NPI, Registration, Account, NPI Main Menu, NPI Update, Account Menu

Other Links: NPI Registration Instructions, Apply for an NPI

**Update NPI**

\* Indicates a required field

**NPI**

End Date NPI:  Yes  No

NPI Tax ID: 821234567

Entity Type:  Individual  Organization (You must select an entity type to enter provider name)

Individual Type Entity - a person or sole proprietorship.  
Organizational Type Entity - hospitals, clinics, group practices, nursing homes, etc. If you are an individual who is a healthcare provider and are incorporated, you may need to obtain an NPI for yourself and a separate NPI for your corporation or Limited Liability Company (LLC).

Organization Name: Organization Provider Name

**NPI Contact Mailing Address**

Address Line 1: 224 - 1st Street S

Address Line 2: Suite #7

City: Nampa

State: Idaho

Zip Code: 836510000 (Zip Code must be entered in one of the following formats : 99999 or 999999999)

Update NPI Choose Another NPI

### 3. Update any NPI information that has changed.

- **End Date NPI:** If this NPI is no longer valid select the Yes radio button, otherwise leave the No radio button selected.
- **NPI Tax ID:** Enter your 9-digit federal Taxpayer Identification Number (TIN) without the dash (i.e. 829999999). This number is also known by the following names:
  - Federal Employer Identification Number (FEIN).
  - Employer Identification Number (EIN).

- **Entity Type:** Select the radio button that applies to this NPI.
  - **Individual** – A person or sole proprietorship. Individual information is covered in the Individual Registration Instruction document.
  - **Organization** - Hospitals, clinics, group practices, nursing homes, etc. If you are an individual who is a healthcare provider and are incorporated, you may have obtained an individual NPI for yourself and a separate organization NPI for your corporation or Limited Liability Company (LLC).
- **Provider Name:** Enter the name of the provider who owns this NPI.

4. Update any NPI Contact information that has changed.

- **NPI Contact Mailing Address**

- **Address Line 1:** Enter the NPI contact's mailing address.
- **Address Line 2:** Enter the NPI contact's remaining mailing address. This field is not required.
- **City:** Enter the NPI contact's city name.
- **State:** Choose the NPI contact's state from the drop down list provided.
- **Zip Code:** Enter the NPI contact's 9-digit zip+4 like this 123456789. You can find the zip+4 by typing in the following link into a new browser window or clicking <http://zip4.usps.com/zip4/welcome.jsp>. Just follow the simple instructions on that web site. If you don't know, or can't find the NPI contact's zip+4 just enter the 5-digit zip code in this field.

5. When all of the fields have been update click the **Update NPI** button at the bottom of the page.

6. You will see "**Update successful for NPI [XXXXXXXXXX] effective tomorrow**" at the top of the screen.

**Note:** If did not complete all of the required fields you will receive an error message. Correct the items noted and click the **Update NPI** button to complete the update process.

For assistance correcting information in the required fields, click [here](#) to see the Troubleshooting section for this page. If you printed this document, please turn to page 54.

If you have finished updating your account, you may want to print this information for your records. You can print this information by clicking the [Print this Page](#) link on the upper right hand edge of the page. **Note:** You must set your printer to landscape page orientation to see all of the information on a printed page.

7. Click the [Logoff](#) link on the upper left hand edge of the page and close any windows left open from the registration process by clicking the **red X** in the upper right hand corner of your screen.



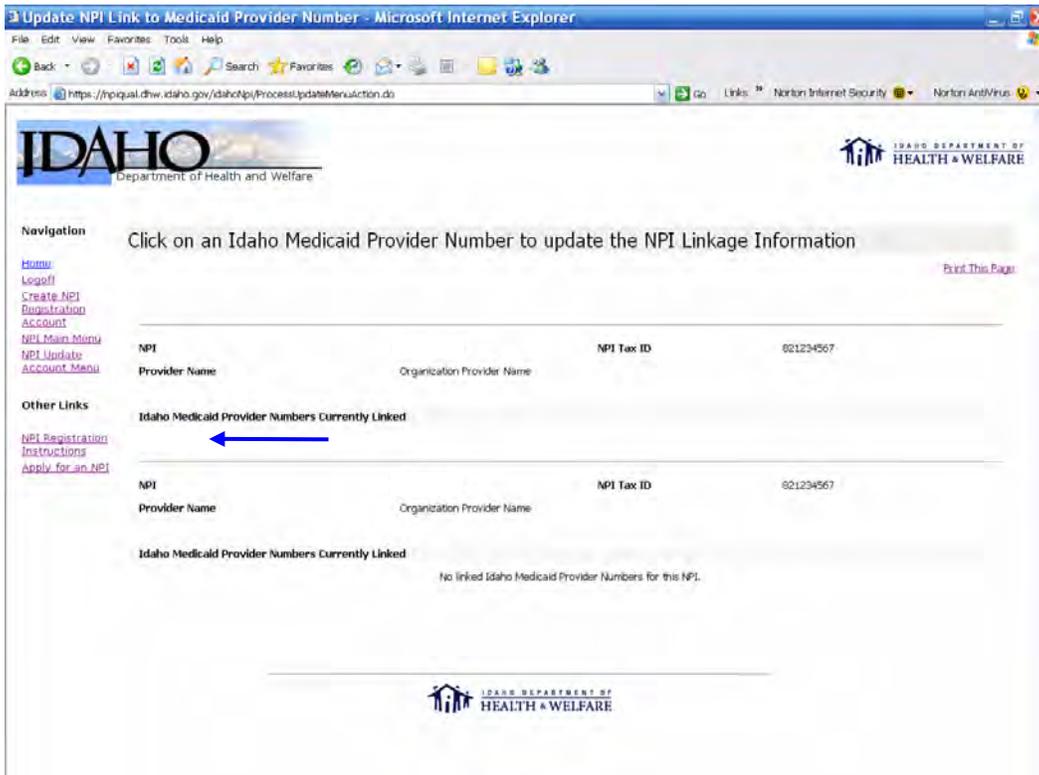
## Option 3 – Update NPI Link to Medicaid Provider Number

From option 3 you can update/change your NPI link information.



1. Click on option 3 **Update NPI Link to Medicaid Provider Number**. You will be taken to the **Update NPI Link to Medicaid Provider Number** page.

- To select the Idaho Medicaid number you want to work with, click on the desired Idaho Medicaid provider number. This will take you to the **Update NPI Link to Medicaid Provider Number - Continued** page.



The **Update NPI Link to Medicaid Provider Number - Continued** page allows you to end the link between an NPI and Idaho Medicaid number registered in your account. You may also update your service location information on this page. If you have more than one Idaho Medicaid provider number you can repeat this step for each of your provider numbers.

**Important** – The information at the top of this screen is a combination of the NPI information you entered on other NPI registration pages and information on file with Idaho Medicaid. The **Medicaid Tax ID** shown is the tax ID that will be used to create and report your 1099 income. If the Medicaid Tax ID is not correct, or you want to change the Medicaid Tax ID please contact EDS Provider Services at (800) 685-3757, ask for Provider Enrollment.

3. Review each service location. You may have to scroll down the page to view all listed service locations.

- **Deactivate Service Location:** If you no longer use the listed service location please choose Yes to deactivate the service location. If you still use the listed service location leave the No indicator selected and move to the next field.

**Important** - If you deactivate an active service location and click the **Create Link** button, you cannot reactivate this location using this application. To reactivate a service location deactivated through this application in error call (800) 685-3757, ask for Provider Enrollment.

**Note:** You will not be allowed to deactivate all of your service locations using this application. If you wish to terminate your provider agreement with Idaho Medicaid please call Provider Services at (800) 685-3757, ask for Provider Enrollment.

- **Zip Code+4:** Enter the correct 9-digit zip code for each service location.

**Note:** You can find the zip+4 by typing in the following link into a new browser window or clicking <http://zip4.usps.com/zip4/welcome.jsp>. This link will take you to the United States Postal Service website in a new window. The USPS website will walk you through the process to find the correct zip+4 code for your service location. Once you have the correct zip+4 code for that location you can minimize the USPS website by clicking the blue minus sign in the upper right hand corner of the screen.



4. Click the **Update Link** button at the bottom of the page. You may have to scroll down the page to see the **Update Link** button.

5. You will see “**Update successful for Idaho Medicaid Provider Number [XXXXXXX] effective tomorrow**” at the top of the screen.

**Note:** If you entered an invalid Zip code or did not complete all of the required fields you will receive an error message. Correct the items noted and click the **Update Link** button to complete the process of linking your NPI to your Idaho Medicaid provider number.

For assistance correcting information in the required fields, click [here](#) to see the Troubleshooting section for this page. If you printed this document, please turn to page 53.

If you have finished entering and linking your NPI(s), you may want to print this information for your records. You can print this information by clicking the [Print this Page](#) link on the upper right hand edge of the page. **Note:** You must set your printer to landscape page orientation to see all of the information on a printed page.

6. Click the [Logoff](#) link on the upper left hand edge of the page and close any windows left open from the registration process by clicking the red X in the upper right hand corner of your screen.



## Troubleshooting

[Return to Section Menu](#)

This section will help you correct information and complete the registration or other processes when you receive an error message. The error messages have been arranged by page name to help you locate the information you need. You may click on the page name to jump to that section or scroll through the document.

[Home Page](#)

[Create NPI Registration Account Page](#)

[Login Page](#)

[NPI Main Menu Page](#)

[Add New NPI Page](#)

[Link NPI to Idaho Medicaid Number Page](#)

[Link NPI to Idaho Medicaid Number – Continued Page](#)

[Update NPI Page](#)

[Update NPI Account Page](#)

### NPI Home Page

**Login link does not take you to the Login page** – The web application may be unavailable. Wait several minutes and try again. If the error continues, call the NPI Helpdesk at **(866) 909-4148**.

**Create NPI Registration Account links does not take you to the Create NPI Registration Account page** – The web application may be unavailable. Wait several minutes and try again. If the error continues, call the NPI Helpdesk at **(866) 909-4148**.

**NPI Registration Instructions link does not take you to the page containing the NPI Registration Instruction documents** – You may find the NPI Registration Instructions by following these steps:

1. Type <http://www.healthandwelfare.idaho.gov> in the address field of your browser page, click **Go** or press the Enter key.
2. Click the **Medicaid Provider Information** link on the right hand side of the page.
3. Click the **National Provider Identifier** link in the middle of the page.
4. Click the appropriate Registration Instruction link on the upper right hand side of the page. (either **Individual** or **Organization**)

If the registration instruction documents are not available on this page please call the NPI Helpdesk at **(866) 909-4148**.

**Apply for an NPI link does not take you the National Plan and Provider Enumeration System (NPPES) page** – You may find the NPPES page by typing

<https://nppes.cms.hhs.gov/NPPES> in the address field of your browser page, the click **Go** or press the Enter key.

[Return to Page List](#)

## Create NPI Registration Account Page

**Invalid characters in User ID or password** – Invalid characters such as <, >, &, ", ', or space has been typed into the User ID or Password field. Retype your User ID or Password using a combination of numbers and letters only. User IDs and Passwords are case sensitive. Click the **Create Account** button at the bottom of the page.

**Password must be at least 8 characters** – The password you typed in the Password field is not long enough. Your password must be at least 8 but no more than 10 numbers and/or letters long. Type a new password in the Password field that meets this requirement. Click the **Create Account** button at the bottom of the page.

**Password re-entry does not match initial password entry** – The password you entered in the Confirm Password field does not match the password typed in the Password field. Type your chosen password in the Password field again, making sure your typed the letters and/or numbers correctly – then type the chosen password in the Confirm Password field again. Passwords are case sensitive. Click the **Create Account** button at the bottom of the page.

**E-mail address re-entry does not match initial e-mail address entry** – The e-mail address you entered in the Confirm E-Mail Address field does not match the e-mail address typed in the E-Mail Address field. Review the e-mail address typed in both of these fields to make sure they are exactly the same. Click the **Create Account** button at the bottom of the page.

**XXXXX is required** – One of the required fields marked with a red \* is empty. Enter the missing information in the required field. Click the **Create Account** button at the bottom of the page.

[Return to Page List](#)

[Return to Create Account](#)

## NPI Login Page

**Invalid User Id / Password combination entered for this account. Please enter correct User Id / Password combination** – The User ID or the Password or both do not match an existing NPI Registration Account. Review the information typed in the User ID field and correct any error. Retype your password in the Password field. Passwords are case sensitive. Click the **Login** button at the bottom of the page.

[Return to Page List](#)

## NPI Main Menu Page

**Links in the middle of the page do not work** – The web application may be unavailable. Wait several minutes and try again. If the error continues, call the NPI Helpdesk at **(866) 909-4148**.

[Return to Page List](#)

## Add New NPI Page

**NPI number re-entry does not match initial NPI number entry** – The NPI you entered in the Confirm NPI field does not match the NPI typed in the NPI field. Review the NPI typed in both of these fields to make sure they are correct and exactly the same. Click the **Submit** button at the bottom of the page.

**Invalid NPI. Please enter a valid NPI** – The NPI you entered in the NPI field does not pass the Luhn check digit test. Review the NPI and make sure you entered the same number listed on the NPI e-mail or letter you received from NPPES. Retype your NPI and click the **Submit** button at the bottom of the page. If you have typed your NPI correctly and the error continues to appear, please call the NPI helpdesk at **(866) 909-4148**.

**NPI is already associated with an existing account** – The NPI you entered has already been registered with Idaho Medicaid. Completing the next steps will help you determine how to fix the information.

1. Check the NPI entered in the NPI field and make sure you entered the number that is listed on your NPI e-mail or letter from NPPES.
2. If the NPI matches, click the **NPI Main Menu** link on the left side of the page.
3. On the **NPI Main Menu** page, click the **Link NPI to Idaho Medicaid Provider Number** link (Option 2). This option takes you to the **NPI List** page.
4. Review the **NPI List** page to see if the NPI has already been registered in your NPI account. If the NPI has already been registered in this account, click on the NPI to continue the registration process.
5. If the NPI is not already listed (registered) in this account, please call the NPI helpdesk at **(866) 909-4148**.

**XXXXX is required** – one of the required fields marked with a red \* is empty. Enter the missing information in the required field. Click the **Submit** button at the bottom of the page.

**NPI registration is not complete until NPI has been associated to an Idaho Medicaid Provider Number** – You have reached a point in the registration process that you can Logoff the application and return to complete the registration

process later. This message is a reminder that the registration process is not complete until you tell us which Idaho Medicaid provider number matches this NPI. You may continue the registration process by clicking on the **Create Medicaid Provider ID Link** button at the bottom of the page. Clicking this link will take you to the **Link NPI to Idaho Medicaid Number** page and the next step in the process.

[Return to Page List](#)

[Return to Add New NPI](#)

[Return to Account Maintenance Menu](#)

## Link NPI to Idaho Medicaid Number Page

**Idaho Medicaid Provider Number must be 7 characters** – The Idaho Medicaid provider number entered in the field is not valid. Enter your base 7-digit Idaho Medicaid provider number just as it is listed on your Idaho Medicaid NPI Registration letter. Click the **Next** button at the bottom of the page.

**Confirmation number entered does not match confirmation number assigned to this Medicaid provider number** – The confirmation number entered in the field does is not valid for this Idaho Medicaid provider number. Reenter the confirmation number just as it is shown on your registration letter. Click the **Next** button at the bottom of the page.

[Return to Page List](#)

[Return to Link NPI](#)

[Return to Account Maintenance Menu](#)

## Link NPI to Idaho Medicaid Number – Continued Page

**You must enter a Zip+4 for each active service location, or request deactivation of the service location** – The correct 9-digit zip code must be entered for each active service location.

**You cannot enter a Zip+4 and also deactivate a service location. Please do one or the other** – The 5-digit zip code is acceptable for a deactivated service location.

**The Zip+4 must be unique for each service location** – Each active service location must have a unique zip+4 code. If you have more than one active service location with the same zip+4 code, please call the NPI helpdesk at **(866) 909-4148**.

**Zip+4 Code must be entered in the following format: 999999999** – Enter your 9-digit zip code in the format requested.

**You cannot deactivate all service locations. There must be at least one active service location per Idaho Medicaid provider number** – Reactivated at least one of your service locations to continue the registration process. If you want to terminate your provider agreement with Idaho Medicaid please call **(800) 685-3757**, ask for Provider Enrollment.

[Return to Page List](#)

[Return to Link-Continued](#)

[Return to Account Maintenance Menu](#)

## Update NPI Page

**XXXXX is required** – One of the required fields marked with a red \* is empty. Enter the missing information in the required field. Click the **Create Account** button at the bottom of the page.

[Return to Page List](#)

[Return to Update NPI](#)

## Update NPI Account Page

**Invalid characters in User ID or password** – Invalid characters such as <, >, &, ", ', or space has been typed into the User ID or Password field. Retype your User ID or Password using a combination of numbers and letters only. Click the **Create Account** button at the bottom of the page.

**Password must be at least 8 characters** – The password you typed in the Password field is not long enough. Your password must be at least 8 but no more than 10 numbers and/or letters long. Type a new password in the Password field that meets this requirement. Passwords are case sensitive. Click the **Create Account** button at the bottom of the page.

**Password re-entry does not match initial password entry** – The password you entered in the Confirm Password field does not match the password typed in the Password field. Type your chosen password in the Password field again, making sure your typed the letters and/or numbers correctly – then type the chosen password in the Confirm Password field again. Passwords are case sensitive. Click the **Create Account** button at the bottom of the page.

**E-mail address re-entry does not match initial e-mail address entry** – The e-mail address you entered in the Confirm E-Mail Address field does not match the e-mail address typed in the E-Mail Address field. Review the e-mail address typed in both of these fields to make sure it is correct and exactly the same. Click the **Create Account** button at the bottom of the page.

**XXXXX is required** – One of the required fields marked with a red \* is empty. Enter the missing information in the required field. Click the **Create Account** button at the bottom of the page.

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# NPI Website and Instructions Evaluation

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Please print this page, answer the questions, add any information you would like to tell us at the bottom of the page and fax it to (208) 364-1811. Your feedback will tell us if these instructions met your needs, or if we need to add to or clarify any of the information. We sincerely appreciate your assessment of this document and the website.

1. I registered my NPI(s) with:
  - a. Only the information shown on the website
  - b. The information on the website and the registration instruction document (please explain)
  - c. The information on the website, the registration instruction document, and a call to the NPI Helpdesk (please explain)

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2. The registration website was:
  - a. Simple and straightforward, easy to use and navigate
  - b. Some problems using and navigating, not simple (please explain)
  - c. Difficult to use and understand (please explain)

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3. The registration document:
  - a. Answered my questions in a clear, concise manner
  - b. Answered my questions but was not clear or concise (please explain)
  - c. Difficult to use and understand (please explain)

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4. Did you call the NPI Helpdesk?
  - a. No – please skip to question 6
  - b. Yes
  
5. The NPI Helpdesk staff was:
  - a. Helpful and courteous, they answered my questions and helped me complete the registration and/or account maintenance process
  - b. Courteous but not able to assist me to complete the registration and/or account maintenance process (please explain)
  - c. Not helpful (please explain)
  
6. Other information you want to provide

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