

May 9, 2023

SUBJECT

System issue impacted claims submitted by providers with UMPI numbers

PROVIDERS AFFECTED

Providers with UMPI numbers

KEY POINTS

- From March 20 to April 28, Hennepin Health experienced an issue where claims submitted by providers with UMPI numbers were rejected back to providers with an error message.
- Providers with UMPI numbers who submitted claims to Hennepin Health during this timeframe and received a rejection message should resubmit claims.
- This was not a billing issue or error on behalf of the provider submitting claims.

BACKGROUND

Hennepin Health experienced an internal system error where claims submitted by providers with UMPI numbers were rejected back to providers with the following error message:

“The Tax ID and NPI/UMPI is not registered in our system. Please complete the Provider Information form and W-9 found at <https://www.hennepinhealth.org/providers/forms>. Hennepin Health will confirm your registration within 45 days, and you may resubmit your claims.”

This issue impacted claims submitted on March 20, 2023 through April 28, 2023. The issue is now resolved. This issue **did not** impact claims that were submitted outside of this timeframe with dates of service between March 20 and April 28.

Providers with UMPI numbers who submitted claims to Hennepin Health during this timeframe and received a rejection message should resubmit claims. If providers resubmit claims and receive the same rejection message, please contact Provider Services at 612-596-1036 and select option 2.

RESOURCES

- Hennepin Health Member Services: 612-596-1036 (select the provider services option)
- Hennepin Health website: www.hennepinhealth.org