



Ordering, Referring, or Prescribing Provider Information

Guidance for submitting claims

Per a recent memo from the Ohio Department of Medicaid (ODM), Aetna must require any ordering, referring, or prescribing (ORP) provider's NPI to be present on a claim for any service that requires an order, referral, or prescription. The ORP NPI must match our internal information and be accepted on the claim.

ODM requires that the NPI of the ordering practitioner for all services billed on a professional claim performed by providers in accordance with Ohio Administrative Code (OAC) Agency 5160, with the following exceptions:

- Federally Qualified Health Center (provider type 12) – ORP NPI is needed **only** for PT, OT, and ST.
- Clinic (provider type 50) – ORP NPI is needed **only** for therapy, DME and laboratory services.
- Institutional claims that have an attending NPI and are **not** required to have an ORP NPI.

ODM fee-for-service (FFS) requires an ORP provider NPI to be included on all waiver service claims. In FFS, this is the individual's attending physician who signs off on the individual's plan of care.

As a best practice, Aetna may require an ORP NPI be included on waiver service claims, with the exception of self-directed waiver services.

If your offices are already including all necessary provider information, there is no change needed. If ORP information is missing it may result in delay or denial of payment. If you have any question related to claim submission, please reach out to your Provider Relations Liaison directly or to Provider Services at **1-855-364-0974 (TTY: 711)**

Sincerely,

Aetna Better Health of Ohio

Provider Relations