

NPI Crosswalk Frequently Asked Questions

About This Document

This document identifies the frequently asked questions (FAQs) associated with the NPI Crosswalk application including general information, setup, navigation, moving from test to production modes, and the NPI Vision reports.

Updates to This Document

Sage Software will be updating this document as new FAQs are identified. Although you may want to print this document for easier reference, go back to the <http://www.sagehealth.com/npicrosswalk> web site to check for an updated version of this document.

Checking For an Updated Document

You can determine if the document on the web site is has been updated by looking at the footer date on this page. If the footer date on your version is older than the date on the document currently on the web site, then you should discard your old document and print the newer version.

General NPI Crosswalk Questions

The following FAQs address issues related to general NPI Crosswalk questions.

Question	Answer
How do I get NPI Crosswalk assistance?	Call the NPI Crosswalk team directly at 877-SAGE-007 (877.724.3007).
What if I forget my password?	<ul style="list-style-type: none">• Enter your username and click the Forgot Password button from the login page.• Answer your security questions and then select the Submit button.• Reset your password and select the Submit button.
What if I forget my username?	Call the 877-SAGE-007 number for assistance.
What do I do if I receive an error while using the NPI Crosswalk?	Call the 877-SAGE-007 number for assistance.



NPI Crosswalk Frequently Asked Questions, Continued

Navigation Questions

The following FAQs address issues related to NPI Crosswalk navigation.

Question	Answer
How do I navigate to a specific part of the application?	You can find specific instructions on how to get to each part of the NPI Crosswalk application in the Navigating to Specific Setup Areas section of the NPI Crosswalk User Guide.
How do I go back if I accidentally clicked on the wrong item?	Since the NPI Crosswalk is a web application, you should not use your Internet browser buttons for navigation after you have logged in. Depending on what you were doing and where you were in the application, you should click on one of the buttons or tabs on the screen. Preferably, you should click on the tab or section you were working in so that you can start again from the beginning.

Setup Questions

The following FAQs address issues related to NPI Crosswalk setup.

Question	Answer
I do not have all of my NPI information. Can I set up the information that I have?	Yes, generally you can set up as much information as you have when you have it. You will need to come back into the application later and set up the remaining content when it is available.
I do not have my group or business NPI (type 2 NPI); can I still set up my providers?	Yes, you can set up your rendering providers and your secondary providers without having your billing provider NPI information.
Can I setup information for multiple datasets using one NPI Crosswalk logon?	Yes, typically your NPI Crosswalk login is based on your global account ID.
What is my next step after setting up all of my Crosswalk information?	After you set up the application with your information, you should send electronic claims from your system as you normally send them. The next day you should go into the NPI Vision area of the NPI Crosswalk application to view reports to ensure NPI information is being inserted onto claims as desired. After you are satisfied with the results, you switch the NPI Crosswalk into production mode to go live on the Crosswalk. See the NPI Crosswalk Reports section of the NPI Crosswalk User Guide for more information.

NPI Crosswalk Frequently Asked Questions, Continued

NPI Vision Reports Questions

The following FAQs address issues related to NPI Vision reports.

Question	Answer
What is the purpose of the reports?	The purpose of the NPI Vision reports is to identify what is and what is not matching after you send electronic claims. See the NPI Crosswalk Reports chapter of the User Guide for more information.
Do the NPI Vision reports tell me which patient the claim is for?	No, you will not find specific claim data in NPI Crosswalk reports.
Will the NPI Crosswalk ever reject a claim?	No, your claims will never be rejected by the NPI Crosswalk application.
Can I work a rejected claim from within the NPI Crosswalk?	No, you will need to work any claim rejections in the same way you currently work them.

Test and Production Mode Questions

The following FAQs address issues related to placing the NPI Crosswalk into test or production modes.

Question	Answer
When should I move from test to production mode?	When you feel comfortable with how well the Crosswalk is inserting NPI information onto claims, you should move from the test mode to the production mode. See the Placing the NPI Crosswalk in Production Mode section of the NPI Crosswalk User Guide for more information.
How do I move from test to production mode?	Follow these steps to move from test to production mode. <ul style="list-style-type: none"> • Click the Enrollment Manager link from the site home page. • Click the Provider Site link on the left side of the page. • Type a percent sign (%) in the Site Name field, and then click the Search button. Search results display in a list at the bottom of the page. • Click the Details link to the right of your site name. • Click the Products/Services tab. • Click the Details link to the right of the crosswalk service. • Click the Runtime Indicator radio button for the mode to which you wish to change.
Can I move from production mode back to test mode?	Yes, simply select the test mode radio button from within the Crosswalk service under the Products/Services tab in your provider site.