

FLORIDA MEDICAID

A Division of the Agency for Health Care Administration

Florida Medicaid Health Care Alert

October 28, 2022

Provider Type(s): ALL

NPI – Do You Know Alert Series #3 of 9: Updating an NPI

Do you know how to update your NPI?

- The NPI self-service tool is available to Florida Medicaid Fully enrolled, Limited enrolled, and ROPA enrolled providers via the secure Web Portal. This enhancement allows providers to update their NPI information on their enrollment file.
- Users can access the NPI self-service tool by visiting <http://home.flmmis.com> and logging into the secure Web Portal using the appropriate account credentials. From the secure Web Portal landing page, select Demographic Maintenance.

Do you know the steps to take when updating your NPI information using the NPI self-service tool?

- To update an NPI, the steps below should be followed:
 1. Update the provider NPI information by entering a valid NPI number and effective date in the new **NPI Panel**, then click the **save** button.
- Note:** The Effective Date will default to today's date but can be changed. The End Date cannot be altered but it is defaulted to "12/31/2299".
2. Click **save** again to bypass the warning message.
 3. Click **save** once more to verify the NPI was saved.
 4. If a valid NPI was entered and saved, a "Save was Successful" message will appear.

Do you know if an NPI Crosswalk can be updated using the NPI self-service tool?

- The NPI self-service tool cannot be used to modify NPI crosswalk information (NPI, Taxonomy, and Zip + 4) used to bill claims with a date of service prior to 03/01/2022. If providers need to update this information an [NPI registration form](#) should be submitted.

Do you know who to contact for more information regarding the NPI self-service tool?

- For assistance or more information regarding the NPI self-service tool, please call the Provider Enrollment Contact Center at 1-800-289-7799, Option 4.

QUESTIONS? FLMedicaidManagedCare@ahca.myflorida.com
COMPLAINTS OR ISSUES? ON LINE <http://ahca.myflorida.com/Medicaid/complaints/> | CALL 1-877-254-1055 [Ca](#)

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