How to Update Information in NPPES

To review (read only) the information which is currently linked to your NPI and publicly available, search for yourself here:
https://npiregistry.cms.hhs.gov/registry/

Process for updating your information in the registry:

- Go to https://nppes.cms.hhs.gov/#/ and log in to NPPES using your I&A user name and password
    - I&A is the Identity and Access Management system for CMS.
    - NOTE when resetting your password, pay particular attention to the password requirements in terms of number of characters, caps, letters, numbers, and special characters (a password that exceeds a certain number of characters will be rejected by the system).
    - NOTE if it has been more than 60 days since you changed your password, the system will prompt you with "incorrect password" but does not provide you with a prompt to RESET your password – see right column information just below

If you have <u>forgotten</u> either your user name or your password	If you <u>know</u> your password but haven't changed it in more than 60 days
1. Click on the red box that says "Forgot User ID or Password" and follow the prompts. **Registered User Sign In** Log in to view/update your National Provider Identifier (NPI) record. User ID I&A User ID, used to access NPPES, EHR & PECOS Password **SIGN IN** **FORGOT USER ID OR PASSWORD?** 2. Complete your reset/password change on the I&A website, then return to the NPPES website: https://nppes.cms.hhs.gov/#/	1. Go directly to the I&A website (https://nppes.cms.hhs.gov/IAWeb/login.do), login, and simply change your password (this avoids the need to go through all the security questions again) 2. Complete your reset/password change on the I&A website, then return to the NPPES website: https://nppes.cms.hhs.gov/#/

- Once logged in to NPPES, if you don't see your name, use the magnifying glass icon to search for yourself
- Click the pencil icon toward the right hand side of the screen to begin editing your information

Manage Provider Information
You currently have access to the NPIs associated with the providers listed below. Select the provider you wish to view or modify NPI data for. If the provider currently has more than one NPI associated with it, you need to select the 🟡 icon to expand the provider and view all NPIs associated with the provider.

New If you would like to upload documentation related to an NPI application, use the Document Upload feature below.

Please scroll to the right using the scroll bar at the bottom of this table to see all available columns and actions

| | Filter... | Search by NPI: | Search | | | | Reset |

Type ▲	TIN	Legal Business Name	Primary Practice Location	NPI	Primary Taxonomy	Status	Certification Date	Action
👤	XXX-XX-6894	Kelly, William	Buffalo, NY	1811525058	Student in an Organized Health Care	🟢 Active	04/01/2020	

- Important: be sure to review (and update as needed) the info on each screen – Progress is tracked on the status bar at the top of the screen: If though you wish to skip through reviewing each screen and simply enter your DIRECT address you may do so on the "Health Information Exchange" tab_ _____
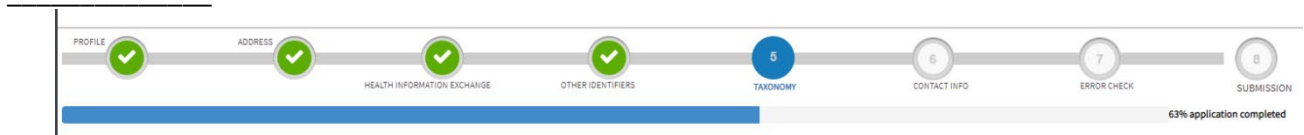
- **Note**: on the 2nd screen – Address – it is highly recommended that you enter the address of your practice site in the section for "Business Mailing Address (Correspondence Address)" as the information entered here will be publicly available on the NPPES website. If you enter your Home address and personal cell phone, that is what will be displayed to anyone who searches the directory or downloads the data. This information may also be used on other search sites that pull data from NPPES (physician directories, review sites) and therefore can be difficult to remove from the web once posted.
- **Important: When you have finished updating your information, on the last page, check off the certification statement and click "Submit" (all the blue bubbles at the top of the page should have turned to green check marks at this point)
- Your changes should show up on the public site within a day or two

Adding a Direct Address:
As per the May 2020 CMS Interoperability and Patient Access Final Rule, providers are expected to publicly list their Direct Address via the NPPES site. A Direct address allows patient health information to be sent securely from one EHR to another. Making Direct addresses publicly available is designed to improve coordination of care between providers on different EHRs.

Your Direct address should be entered on the 3rd page of the NPPES site – Health Information Exchange.

Your Kaleida Direct Address is formatted as follows: UPN@direct.kaleidahealth.org
UPN is the first part of your email address – e.g. the email "slevy@kaleidahealth.org" translates to direct address "slevy@direct.kaleidahealth.org." DO NOT list a regular email address.

How to complete the required fields:
- Endpoint Type – choose "Direct Messaging Address" from the dropdown
- Endpoint - enter your Direct Address (see formatting info above)
- Is the Endpoint Affiliated to Another Organization? – select Yes
- Endpoint Location – search for Kaleida by NPI: 1366473183, then select "Kaleida Health" and Save
- Skip the fields that are not required

If you work for more than one organization you will likely have more than one direct address – each one should be listed in NPPES. You can click the blue "Add Endpoint Location" button to add additional addresses

For Detailed Instructions with Screenshots:
https://nppes.cms.hhs.gov/assets/How_to_apply_for_an_NPI_online.pdf
The linked presentation is aimed at providers applying for an NPI for the first time, but skip to slide 22 to see the same steps for updating existing information.

Explanations of fields here:
https://nppes.cms.hhs.gov/webhelp/nppeshelp/HEALTH%20INFORMATION%20EXCHANGE.html

Further guidance available here: https://nppes.cms.hhs.gov/webhelp/nppeshelp/NPPES%20FAQS.html

NOTE: The following changes cannot be completed online and require a Paper Application/Update Form: Changes to Date of Birth, Changes to Social Security Number, Reactivation of an NPI and Deactivation of an NPI.
Please follow the instructions below regarding making changes with a Paper Application/Update Form.

Making Changes with a Paper Application/Update Form

Updates can be made by mailing a Paper Application/Update Form available for download by accessing https://nppes.cms.hhs.gov or by contacting the NPI Enumerator and requesting one via mail.

- In Section 1A Reason for Submittal of this Form, select the Change of Information box.
- Provide the correct NPI on the line below the Change of Information box.

- Complete the sections that need to be updated. If you are making an update to Section 3C Other Provider Identification Numbers or Section 3D Provider Taxonomy Code, be sure to indicate if the information is to be added to the NPI record or if it is to replace the information that is currently in the NPI record.
- In Section 4A or 4B Certification Statement, the Provider/Authorized Official will sign the application. Note: For Entity Type 1 applications, the Provider will sign in Section 4A.

Note: For Entity Type 2 applications, the Authorized Official will sign in Section 4B.

- Once the paper NPI Application/Update form is completed, it must be returned to the NPI Enumerator via mail at the address provided on the third page of the application.

Note: NPI Application/Update forms received via email and/or fax will not be processed.