

What is the NCPDP Provider ID?

The NCPDP Provider Identification number (NCPDP Provider ID) formerly known as the NABP number, was developed over 40 years ago to provide pharmacies with a unique, national identifier that would assist pharmacies in their interactions with pharmacy payers and claims processors. The NCPDP Provider ID is a seven-digit numbering system that is assigned to every licensed pharmacy and qualified Non-Pharmacy Dispensing Sites (NPDS) in the United States.

Why is NCPDP Online important to my business?

NCPDP has maintained accurate information about your pharmacy for over 25 years. Maintaining information about your pharmacy is vital to proper reimbursement by many third party plans because your NCPDP Provider ID is used to identify your pharmacy.

Now you can keep your pharmacy information up to date online at <https://accessonline.ncdpd.org>. It is faster than the existing paper process, but still has all the same validation and verification checks. Only YOU can make sure your pharmacy information is up to date.

In addition, did you know CMS requires that all Medicare Part D plans send pharmacy drug event data from claims to CMS? CMS verifies data on your pharmacy against the NCPDP Online database.

Why do I need an NCPDP Provider ID if I have an NPI Number?

Even though pharmacies now use the National Provider Identifier (NPI) number to bill, it is critical that pharmacies maintain their NCPDP Provider ID pharmacy records. The NCPDP Provider ID is used by MANY payers and third party contracting entities to identify pharmacies. In addition, the data maintained in the NCPDP Provider ID pharmacy record assists payers and third party contracting entities in “cross walking” between the NPI and NCPDP Provider ID.

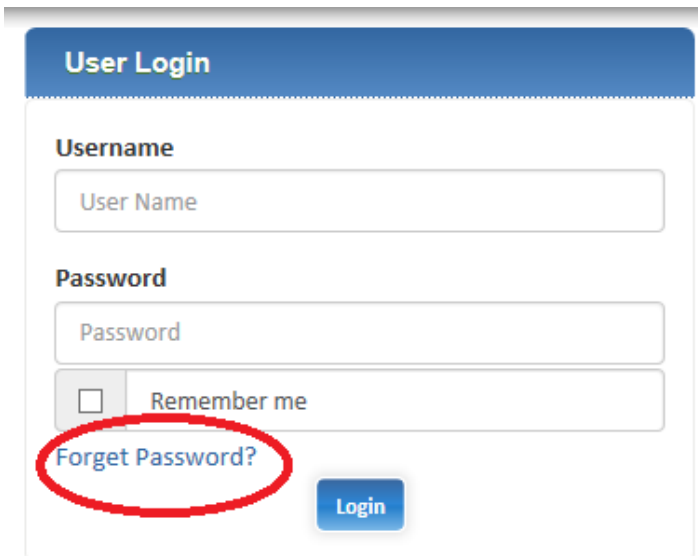
What software do I need to use the NCPDP Online web site?

The NCPDP Online web site supports multiple browsers such as Google Chrome, Mozilla Firefox and Microsoft Windows Explorer 9.0 or higher.

Most documents on the NCPDP Online web site, such as the User Guide and Quick Reference Sheet, are available as Adobe PDF files. This helps maintain formatting of the documents and shrinks the size of the documents to make them easier to download. If you do not have Adobe Reader installed on your computer, you can download it free of charge from the Adobe web site (www.adobe.com).

I forgot my login, how do I retrieve it? I forgot my password what do I do?

On the home page, in the User Login box, click the “Forgot Password?” link. Enter your username when prompted. Click the send button. An email will be sent within 24 hours to the email address on file for the username you entered.



The image shows a 'User Login' form. It has a blue header with the text 'User Login'. Below the header, there are two input fields: 'Username' with a placeholder 'User Name' and 'Password' with a placeholder 'Password'. Below the password field is a checkbox labeled 'Remember me'. At the bottom left of the form, the text 'Forgot Password?' is circled in red. To the right of this link is a blue 'Login' button.

What is a PIN?

PIN stands for personal identification number. It is your electronic signature. Your PIN will be required in order to update certain information on your NCPDP profile.

Sometimes, when I update a pharmacy record, it asks me for a PIN. What data fields require me to enter a PIN for updates?

Your user name and password should always be kept to yourself. While logged onto the website, you may walk away from your computer, so a PIN has been added for additional security during a user session.

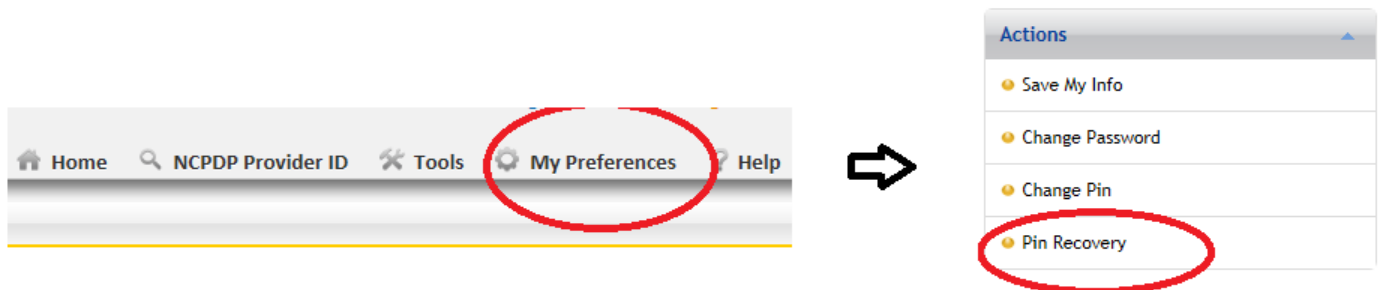
Data fields that require a PIN authentication for updates include:

- Pharmacy DBA Name
- Pharmacy Legal Name
- Store Closing Date
- Federal Tax ID
- Relationships and Payment Centers

Note: When you are creating a new NCPDP Provider ID, you will always be asked to enter a PIN.

I forgot my PIN what do I do?

Once you are logged in, click on “My Preferences” which is found toward the top, right corner of the page. On the next page, click on Pin Recovery, it’s found on the left side of the page in the Actions section.



Can a doctor's office get a NCPDP number?

Yes. On the application for a NCPDP number you would check the box that says: “I need a NCPDP number to dispense medication, but will not be licensed as a pharmacy. For example, doctor's office...”

I faxed the requested documents. Why do I keep getting emails?

The system automatically sends emails when the expiry date has passed. Faxes must be received and the documents they contain must be verified before the license can be uploaded to the profile. Faxes are reviewed in the order received. Dependent on the volume of faxes received this can take up to 2 weeks. The fastest way to update your expiry date is to upload the license and update the expiry date online. Once the license and expiry dates have been updated, the automated emails will stop.

Why did I get a password reset sent to my email?

When someone clicks on the "Forgot Password" link an email is sent to the email address associated with the Username that was entered. If you received an email and you did not click the "Forgot Password" link, then someone knows your username and is trying to get a password. You should never give out your Login information to another person.

Where do I find documentation or a certificate of my NCPDP number?

You can go online to print out your NCPDP Profile. Once you have your profile up, just look in the top right corner of the page for the blue printer icon. It says "Print" right next to it. Just click on the icon or the word "Print" to print a copy of your NCPDP profile.



How often do I need to update my NCPDP profile?

You should update your NCPDP profile as often as needed to keep it current.

Is my NCPDP number transferable?

You may transfer your NCPDP number to the new owner when going through a change in ownership. This is one of the questions you will answer when completing the Change of Ownership application.

What does NCPDP consider a Change of Ownership?

NCPDP defines a change of ownership as:

- An individual owner selling a pharmacy to a new owner
- A pharmacy chain buying an independent pharmacy
- A pharmacy chain buying another chain of pharmacies
- A partnership adding or removing a partner
- A change in parent organization ownership
- Stock transfer or stock purchase

Why can't I register with iPledge?

In order to register with iPledge, you must have a current DEA license on your NCPDP profile. If your pharmacy has just open or the DEA number has changed recently, check to make sure it has been updated on your NCPDP profile.

My pharmacy is moving to a new location; do I have to apply for a new NCPDP number?

No, unless you are moving over state lines.

What is the difference between the Authorized Official and Profile Manager Contact on the NCPDP profile?

The authorized official is the OWNER or AUTHORIZED REPRESENTATIVE for your pharmacy or another official authorized to be legally responsible for maintaining this profile.

The Profile Manager Contact is the contact person for your pharmacy. This could be the same as the authorized official or it could be someone other than the authorized official that you wish to be contacted with questions about your pharmacy.

For example, the pharmacy owner might be the AO and the pharmacist in charge might be the Profile Manager Contact.

Do I need my pharmacy DEA number before applying for an NCPDP number?

No.

Do I need my State Pharmacy License before applying for an NCPDP number?

If you already have your NPI number then No. If you do not have an NPI number, then you will need to obtain your NPI number before you can apply for an NCPDP number.

The link to “Edit” a pharmacy profile doesn’t work on the NCPDP Provider ID tab, what am I doing wrong? I have noticed there are other links on the site that don’t work too.


There are parts of the site that require your Internet browser to accept pop-ups. For example, when you click the “Update” link to update your pharmacy profile – a pop-up will appear presenting you with options on what you wish to update, i.e., pharmacy profile, pharmacy relationships.

You should allow pop-ups for <https://accessonline.ncdpd.org>, which you can do without allowing pop-ups for other web sites. To do this:

Microsoft Internet Explorer:

- Step 1 – Click on “Tools” at the top of your Microsoft Internet Explorer browser
- Step 2 – Select “Pop-Up Blocker”
- Step 3 – Select “Pop-Up Blocker Settings”
- Step 4 – Enter <https://accessonline.ncdpd.org> in the “Address of Website to Allow” box
- Step 5 – Click the “Add” button, then click the “Close” button

Google Chrome:

- 1. In the top-right corner of Chrome, click the Chrome menu .
- 2. Select **Settings**, scroll to the bottom and click on **Advanced Settings**
- 3. Click **Show advanced settings**.
- 4. Under "Privacy," click the **Content settings** button.
- 5. Under "Pop-ups," click **Manage exceptions**.
- 6. Enter <https://accessonline.ncdpd.org> in the “Hostname Pattern” box.
- 7. Select Allow in the Behavior column.

Safari:

Safari does not allow single web site control over blocking pop-ups windows. Pop-ups are either blocked, or they are not. To allow pop-ups:


- 1. From the Safari menu, check to see if the Block Pop-Up Windows option is checked. Un-checking this option will allow pop-ups.
- 2. To block pop-ups once again, check Block Pop-Up Windows in the Safari menu. You can use a keyboard shortcut: [Apple key]-K.

Or you can use this work around:

Command-Shift-K keys can toggle blocking pop-ups on and off as you visit different Sites.

Firefox:

If your preferred browser is Firefox, open Firefox and do the following:

1. In the top-right corner, click the menu , click on options
2. On the left, select the Content tab
3. Click the Exceptions button next to the Block Pop-up Windows item
4. Enter <https://accessonline.ncpdp.org> in the Address of web site box.
5. Click Allow. The site will show up in the list.
6. Select save changes to finish.

If I am creating an additional NCPDP Provider ID for an existing location, do I need to pay for the second NCPDP Provider ID?

If you choose to create a new NCPDP Provider ID for an existing location, you will need to fill out a brand new application and submit it. There is a fee of \$400.00 for the additional NCPDP number.

If I pay for a new NCPDP Provider ID online with my credit card, what does NCPDP do with my credit card information?

At no point does NCPDP have access to your credit card information, and NCPDP does not store your credit card information in the NCPDP Online database.

NCPDP utilizes one of the largest, secure 3rd party online payment processors (Verisign Payment Services acquired by PayPal) to process your credit card.

NCPDP receives ONLY a confirmation if your credit card payment is accepted and a rejection if it is not.

Why do I need to upload licenses and/or certificates?

Some sections of the NCPDP Provider ID pharmacy record will require a document upload (e.g. state pharmacy license, pharmacy DEA registration, Federal Tax ID documentation, NPI confirmation). NCPDP uses the documents you upload to verify the data entered is correct.

How do I upload licenses and/or certificates?

If you have the document electronically, simply upload it to the corresponding section of your pharmacy record.

If you don't have the document electronically, a link is provided to print a fax coversheet. Print the coversheet and fax with the document you wish to upload to NCPDP. Your document will be converted to an electronic file and associated with your pharmacy record.

Can I submit data to NCPDP with blank data fields?

It depends on the data field. There are required data fields in the NCPDP Provider ID pharmacy record that must be completed before submitting to NCPDP. If you have made changes to your pharmacy record, but do not have all the required data fields complete... not to worry. Simply **Pend** the pharmacy record. The pharmacy record will be saved and you can come back later to complete the required data fields.

Data fields that are not required can be completed at any time and submitted to NCPDP.

How long will it take for NCPDP to verify and update information to the live database?

There are a number of automated checks already built into NCPDP Online to ensure the data you enter is validated prior to submitting to NCPDP. But it is important that NCPDP verifies "adds" and "updates" to your NCPDP Provider ID pharmacy records prior to making them live in the database. This will ensure your pharmacy record does not contain errors that could impact proper reimbursement for your pharmacy. This verification by NCPDP can take up to five (5) business days.

Will NCPDP reject any data that is submitted? How will you know your data has been rejected?

It is a rare occurrence, but there are times when NCPDP will reject data that is submitted to the NCPDP Online database. NCPDP will work with the pharmacy, during verification, to fix any minor data issues. If it is a major issue that would cause significant problems for the pharmacy, NCPDP will reject the data and provide an explanation as to why it was rejected.

If your data is rejected, you will receive an email alert and can view the notes provided by NCPDP as to why the data was rejected. Simply make the corrections to the data and re-submit to NCPDP.

What if I am setting up a new pharmacy and I do not yet have my pharmacy license?

If you do not have your pharmacy license, upload a copy of your temporary license/inspection report (a temporary license/inspection report will be given a 30-day expiration date). Once you receive your pharmacy license, log back into NCPDP Online and update the pharmacy record with the pharmacy license information and upload a copy of the pharmacy license.

In my user preferences, I have turned on my email and/or fax alerts. When will I receive the alert if I choose “daily”? When will I receive the alert if I choose “weekly”?

Based on the alerts you have chosen, your alerts are consolidated into one email or fax. If you choose “daily” alerts, the alert is sent to you at approximately 1:00am for the NCPDP Provider ID pharmacy records that triggered the alert the day before. If you choose “weekly” alerts, the alert is sent to you at approximately 1:00am on Thursday morning.

Under my Tools, I can create and manage payment centers. Can I set up more than one payment center?

If you have a third party relationship, such as a PSAO (third party contracting group), there may be a payment center associated with this relationship. But if this is not the case AND you want payments from payers to go someplace other than your pharmacy’s physical or mailing address (e.g., a bank lock box), you can set up and manage your own payment center. There is no limit to how many payment centers you can create.

When I create a new user and assign a “Role”, what is the difference between VIEW, EDIT, APPROVER and ADMIN?

User roles are hierarchical – i.e. the permissions build on each other with more responsibilities as you move from View to Admin.

A user with VIEW permissions can only view pharmacy information. A user with EDIT permissions can view and edit pharmacy information, but any edits must be approved by the approver or admin before they are submitted to NCPDP for verification.

A user with APPROVER permissions can view, edit and approve pharmacy information including submitting

new pharmacy applications to NCPDP. It is important that a user with approver permissions pays special attention to the "Waiting for Approvals" queue on the NCPDP Provider ID tab.

A user with ADMIN permissions can view, edit and approve pharmacy information and maintains his/her organization's user accounts, relationships, parent organizations and payment centers.

I received multiple emails with a different user account for each of my pharmacies. Can I access all my pharmacies under one user account?

Yes, NCPDP Online allows you to consolidate multiple pharmacies under one user account. Please send the list of NCPDP Provider IDs for your pharmacies and your contact information to pharmacyhelp@ncdpd.org. NCPDP will assist you in creating a single user account that has access to all your pharmacies.

I own multiple stores, but I am not sure if I want a chain relationship code for my pharmacies because I have a PSAO (third party contracting group) relationship for the pharmacies. Can a pharmacy have both a chain and PSAO relationship?

Yes, NCPDP Online allows you to associate more than one relationship with your pharmacies – but it is recommended to identify one as your primary relationship.

If you wish to create a chain relationship for your pharmacies, please contact pharmacyhelp@ncdpd.org to change your "independent" user permissions to "chain" user permissions.

If we have a corporate NPI, can it be used for all our locations?

No. Each location will have a unique NCPDP number.

I want to change the NPI number on my NCPDP profile. Why won't the website allow me to change it?

Only NCPDP employees can change an NPI number on a NCPDP profile. Once an NPI is linked to an NCPDP profile, there are only a few specific situations that NCPDP can update your NPI number. If you find yourself needing to change the NPI number associated with your NCPDP number, contact NCPDP and they will help you determine if your situation will allow the switching of the NPI on your NCPDP profile.

What is an acceptable Federal Tax ID (EIN) document?

NCPDP will not accept a W-9 form, EFTPS Enrollment Form or state issued letter with EIN. If you call the IRS Business and Specialty Tax Line at (800) 829-4933, the IRS will fax you a confirmation letter within minutes at no charge.

The following Federal Tax ID documents are accepted:

- Confirmation letter from the IRS with the pharmacy legal business name (LBN) & EIN
- FTD Coupon (Federal Tax Deposit Coupons - Form 8109)
- Payment Voucher (Form 941-V)