What is the NCPDP Provider ID?

The NCPDP Provider Identification number (NCPDP Provider ID) formerly known as the NABP number, was developed over 35 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 licensed pharmacies and qualified Non-Pharmacy Dispensing Sites (NPDS) in the United States.

Why is NCPDP Online important to my business?

NCPDP has maintained accurate information for over 35 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 accessonline.ncpdp.org. 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 most 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, Apple Safari, 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).

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, but 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.

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 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 profile 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. Relationship changes cannot be approved by NCPDP until the profile has all the required information and documents.

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 at 1-877-647-0295. 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. The system will not allow you to leave a required field blank; it will let you know if you do. 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 in your "My Pended Pharmacies" queue 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 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.

Why doesn't NCPDP apply for parent organization NPI numbers?
NCPDP does not apply for the NPI number assigned to the pharmacy's physical location or for parent organizations. If you need an NPI for a parent organization, the NPI application is located at https://nppes.cms.hhs.gov on the internet.

Once you have the NPI number, you can update/add it to your parent organization record in the NCPDP Online database.

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.

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.

Can I have both a "chain" relationship and a PSAO (third party contracting group) associated with my pharmacies?

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

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@ncpdp.org to change your "independent" user permissions to "chain" user permissions.

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).